



## Section 9.3 Part D 'Risk Management' Policy Manual

### 9.3 Anti Discrimination, Harassment, Bullying and Victimisation Procedure

**9.3.1** All Belmont Neighbourhood Centre Inc. Management Committee members, staff and volunteers will be made aware of anti discrimination, harassment, bullying and victimisation legislation, requirements, expectations and policies and procedures as part of their orientation process.

**9.3.2** Belmont Neighbourhood Centre Inc. expects all staff, Management Committee members, volunteers and clients to uphold to the spirit of this policy.

**9.3.3** Ongoing training in anti discrimination will be included when necessary in Belmont Neighbourhood Centre Inc.'s staff and volunteer training schedule.

**9.3.5** Belmont Neighbourhood Centre Inc.'s Management Committee, Centre Manager and Project Coordinators will maintain an open door policy to all staff, volunteers, clients and users that need to raise any discrimination, harassment, bullying or victimisation issues.

**9.3.6** Any incident of discrimination, harassment, bullying or victimisation is to be reported immediately to the Management Committee, Centre Manager or Project Coordinators and recorded in the *Injury, Incident or Near Miss Register*

**9.3.7** The person reporting the incident will be directed and assisted to follow either the *Staff Grievance Procedure (Section 8.2.2, Part B: Human Resources)*, the *Volunteer Grievances and Disputes Procedure (Section 9.9, Part B: Human Resources)* or the *Client Complaints Procedure (Part E: Operations)*, whichever is relevant.

**9.3.8** If the complaint reports a breach of legislation or is of a criminal nature, the Management Committee must ensure that the appropriate authorities are briefed at the first available opportunity. This could include NSW Police, NSW Ombudsman, Anti-Discrimination Board of NSW (ADB) or Human Rights and Equal Opportunity Commission (HREOC).

**9.3.9** Any Management Committee member, staff member, volunteer or client having a complaint of discrimination, harassment, bullying and/or victimisation brought against them shall be:

- a) made aware of the Staff Grievance Procedure, the Volunteer Grievances and Disputes Procedure or the Client Complaints Procedure, whichever is relevant;
- b) made aware of possible actions that could be taken by Belmont Neighbourhood Centre Inc.;
- c) provided with the opportunity to discuss the matter; and
- d) kept fully informed of the process of the grievance/complaint.

**9.3.10** The privacy of the person filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation. Confidentiality will be maintained by all parties.

**9.3.11** The Management Committee will take any action deemed necessary based on the severity of the incident and in accordance with *Staff Misconduct Procedures (Section 8.4, Part B: Human Resources)*, Belmont Neighbourhood Centre Inc.'s Constitution, or the *Client Misconduct Procedures (Part E: Operations)*.

**9.3.12** Formal complaints of discrimination, harassment, bullying or victimisation made against an employee, Management Committee member or volunteer of Belmont Neighbourhood Centre Inc. will be recorded in their personnel file along with information about the nature of the complaint, copies of correspondence, notes of meetings and discussions, a record of the outcome and reasons for the decisions.

**9.3.13** Formal complaints of discrimination, harassment, bullying or victimisation made against a client will be recorded in the client's file, if they have one, along with information about the nature of the complaint, copies of correspondence, notes of meetings and discussions, a record of the outcome and reasons for the decisions.

**9.3.14** All parties to a complaint will be kept fully informed of the process of the complaint.

**9.3.15** All parties to a complaint will have the opportunity to appeal if unhappy with the outcomes.

## **PART D RISK MANAGEMENT**

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