



Workplace Bullying Policy

This Workplace Bullying Policy applies to all Employees of the business.

The objective of the policy is to establish a safe, respectful, and supportive working environment for all employees.

The requirement is for all staff to comply with the Workplace Bullying Policy.

Procedures (not required)

Purpose

The purpose of this policy is to establish a safe, respectful, and supportive working environment for all employees within Crystele Homes. We are committed to fostering a culture where everyone is treated fairly, equitably, and with dignity. Bullying in the workplace is strictly prohibited and will not be tolerated under any circumstances. This policy aligns with the Australian *Fair Work Act 2009* and relevant state and federal laws.

Objective

The objectives of this policy are:

- To clearly define what constitutes bullying in the workplace.
- To provide guidelines for reporting and addressing instances of workplace bullying.
- To raise awareness among employees of their rights and responsibilities regarding workplace bullying.
- To encourage a culture of mutual respect, support, and inclusiveness.
- To prevent adverse effects on the mental and physical well-being of employees resulting from workplace bullying.
- To ensure compliance with all relevant laws and regulations.

Policy Requirements

Definition of Workplace Bullying

Workplace bullying is defined as repeated and unreasonable behaviour directed towards an individual or group of employees, which creates a risk to health and safety. Examples of workplace bullying include, but are not limited to:

- Verbal or written abuse, including offensive language or inappropriate comments.
- Intimidation, threats, or aggressive behaviour.
- Belittling or humiliating others, including spreading rumours or gossip.
- Excluding or isolating employees from work-related activities or social events.
- Unreasonable work demands, excessive criticism, or deliberately setting someone up to fail.

Reporting Workplace Bullying

All employees have the responsibility to report any instances of workplace bullying they experience or witness. Reports should be made to an appropriate Director, supervisor or Principal Solicitor. Employees may also utilise the anonymous reporting mechanism established by Crystele Homes. All reports will be treated confidentially, and no employee will be penalised for making a report in good faith.

Workplace Bullying Policy – Employee Expectations

At Crystele Homes, we are committed to maintaining a workplace that is safe, respectful, and free from bullying. All employees are expected to contribute to a positive work environment by adhering to the following expectations:

1. Treat Others with Respect

- Communicate professionally and courteously with colleagues, clients, and stakeholders.
- Value diversity and be inclusive in interactions.
- Avoid aggressive, intimidating, or demeaning behaviour.

2. No Tolerance for Bullying

- Bullying, including verbal abuse, humiliation, exclusion, or repeated unreasonable behaviour, will not be tolerated.
- This includes face-to-face interactions, written communication, emails, and online platforms.

3. Address Issues Appropriately

- If conflicts arise, seek resolution through respectful discussion or escalate concerns to a Director or Principle Solicitor.
- Do not engage in retaliatory behaviour against individuals who report bullying.

4. Report Concerns

- Employees are encouraged to report any bullying incidents to their Director or Principal Solicitor without fear of reprisal.
- Reports will be handled confidentially and investigated promptly.

5. Comply with Company Policies

- Follow workplace conduct guidelines and relevant workplace laws.
- Participate in training and awareness programs related to workplace bullying prevention.

Failure to adhere to these expectations may result in disciplinary action, up to and including termination.

Addressing Workplace Bullying

Crystele Homes will promptly investigate all reported instances of workplace bullying in a fair and unbiased manner. Investigations will be conducted in accordance with the principles of natural justice, ensuring procedural fairness and confidentiality. If an investigation substantiates an allegation of workplace bullying, appropriate disciplinary action will be taken, which may include:

- Counselling or mediation
- Formal warnings
- Reassignment of duties or work locations
- Suspension or termination of employment

Monitoring and Review

This Workplace Bullying Policy will be reviewed periodically to ensure its ongoing relevance, effectiveness, and compliance with legislative and regulatory requirements. Crystele Homes is committed to continuous improvement and will incorporate feedback from employees, management, and external stakeholders as part of the review process.

The Director is responsible for communicating the Workplace Bullying Policy to all persons working for or on behalf of the organisation and making it available to interested parties.

Procedure for Raising Bullying Complaints

At Crystele Homes, we are committed to ensuring that all employees have a clear, confidential, and fair process to raise concerns about bullying. The following procedure outlines the steps for reporting and resolving workplace bullying incidents.

Step 1: Self-Management (Optional)

- If the employee feels safe and confident, they may attempt to resolve the issue directly with the individual involved by calmly and professionally stating that the behaviour is unwelcome and should stop.
- If the behaviour continues or the employee does not feel safe addressing the issue directly, they should proceed to Step 2.

Step 2: Report the Incident

- Employees should report the bullying incident to their:
 - Immediate Supervisor or Director, or
 - Director, or

The report should include:

- The nature of the behaviour experienced or witnessed.
- Dates, times, and locations of the incidents.
- Names of individuals involved and any witnesses.
- Any steps taken to resolve the issue informally (if applicable).

Step 3: Acknowledgement and Initial Support

- The recipient of the complaint will acknowledge the report within 2 business days.
- The complainant will be advised of their rights, support options, and the next steps in the process.

Step 4: Preliminary Assessment

- A preliminary assessment will determine whether the report qualifies as workplace bullying under the policy.
- If the matter is better dealt with as a performance or interpersonal issue, it may be redirected appropriately (e.g., conflict resolution or mediation).

Step 5: Investigation

- Where warranted, a formal investigation will be undertaken by an impartial Director or external party.
- This will involve:
 - Interviewing the complainant, respondent, and any witnesses.
 - Reviewing documentation, messages, or emails related to the complaint.
- All parties will have the opportunity to respond to any allegations made about them and have the option to have a support person present.

Step 6: Findings and Outcome

- Once the investigation is complete, findings will be shared with the complainant and respondent in writing.
- If the complaint is substantiated, Crystele Homes may take corrective action including (but not limited to):
 - Mediation or facilitated meetings
 - Counselling or behavioural coaching
 - Formal warning
 - Reassignment of duties or locations
 - Suspension or termination of employment

Step 7: Appeal Process

- If either party is dissatisfied with the outcome, they may request a review by a more senior Director or the Owner.
- Alternatively, employees may seek external remedies (e.g. lodging a complaint with the Fair Work Commission or relevant state body).

Confidentiality

- All complaints and investigations will be treated confidentially, with information only disclosed on a need-to-know basis.
- Breaches of confidentiality may result in disciplinary action.

Protection from Victimisation

- No employee will be victimised or treated unfairly for making a genuine complaint.
- Any retaliation against a complainant or participant in an investigation will result in disciplinary action.