



DIGNITY AND RESPECT POLICY

POLICY STATEMENT

Clovelly Out of School Care is committed to creating and maintaining a professional and positive working environment, free from damaging conflict and harassment, where behaviour reflects mutual respect. This Policy supports the dignity, self-esteem, and contribution of all employees. We believe in a proactive approach to workplace respect and are committed to providing employees with a healthy and safe workplace, free from physical or psychological bullying, harassment, and violence.

All employees have the right to enjoy respectful relationships with each other, children and their families, school staff and COOSC management.

To support the objective of providing all employees with a healthy, safe workplace, no employee, child, parent, or school staff member, shall cause or participate in disrespectful or violent actions in the out of hours workplace. It is the responsibility of the centre Director in collaboration with COOSC Management and the Responsible Person on duty to take preventative action to ensure that risks to individual's health and safety due to violations of respect are reported and eliminated.

PROCEDURE

Clovelly Out of School Care will ensure that all employee complaints of such treatment are investigated in a discreet and confidential manner and resolved in a timely fashion. Whilst there are bound to be occasional differences of opinion, conflicts and problems, violations of respect will be investigated and if substantiated will be dealt with seriously. Such violations may include treatment of another person in an unreasonable, offensive, intimidating, humiliating, or threatening manner. Violations of respect will not be tolerated, and appropriate action will be implemented.

Management/Nominated Supervisor/ Responsible Person will

- Ensure that employees feel safe, secure, and supported in the workplace.
- Ensure that all employees are aware of their rights to a safe work environment and have been given a staff handbook to read before commencement of their employment.
- Make sure all employees read and understand the COOSC 'Dignity and Respect' Policy
- Follow all procedures after an incident so that it may be investigated in a confidential and timely manner including reporting to COOSC management.
- Complete a written record of any incident that is reported where a person feels threatened, intimidated, humiliated, or bullied while at work or while in the COOSC vicinity.
- Direct families to the COOSC complaint form if they have any grievances left unresolved.
- The Director will investigate any misconduct or incidence and report to the management committee for further discussion and investigation.
- Management and the Director will be available to mediate or meet with the persons involved to discuss the incident and future course of action if deemed necessary or is requested.
- Issue the offender with a written warning or take disciplinary action if the incident is of a serious nature or the person is a repeat offender.



Educators will

- Treat all staff, children and families with dignity and respect.
- Use language that will create a supportive inclusive environment as to not intentionally offend or exclude any persons.
- Listen and respond to all reasonable enquires and feedback from families.
- Report any inappropriate behaviour by families, children, or staff to the Responsible Person on duty, Director of the service and/or the COOSC management committee.

Families will

- Be respectful in all interactions with staff.
- Read the COOSC Family Handbook so they are aware of our code of conduct and key policies.
- Use language that is courteous when interacting with other children, families, and staff while at the centre.
- Ask to discuss any issues or grievances with the Responsible Person or Director at an appropriate time, away from any children present.
- Not display any threatening or intimidating behaviour toward others at any time.
- Make an appointment with the Director if they wish to discuss any serious incidences.

Children will

- Be respectful of all staff, children, families while at the service.
- Listen and be courteous and respectful when interacting with COOSC educators.

Unacceptable Behaviour

While there is no standard definition of workplace bullying, it is a form of harassment and does not show respect and courtesy. The term 'bullying' is generally used to describe repeated workplace behaviour that could reasonably be or considered to be humiliating, intimidating, threatening, or demeaning to an individual or a group of individuals.

Workplace harassment includes offensive, belittling, or threatening behaviour towards an individual or group of employees. The behaviour is unwelcome, unsolicited, usually unreciprocated, and often repeated.

Even if the harassing behaviour is not deliberate, it can still be harassment where a reasonable person would conclude that it would humiliate, offend, intimidate, or cause a person unnecessary hurt or distress. It can also be unlawful under anti-discrimination legislation (such as sexual harassment or racial vilification).

Combining the two terms of bullying and harassment means that it includes behaviour that is:

- offensive
- abusive
- belittling
- threatening behaviour

which is:

- unwelcome
- unsolicited
- unreciprocated
- usually, but not always, repeated.



Bullying and harassing behaviour can be:

- intended: where actions were intended to humiliate, offend, intimidate or distress, whether or not the behaviour did in fact have that effect.
- unintended: where although not intended to humiliate, offend, intimidate, or distress, did have that effect and should reasonably have been expected to have had that effect.

Bullying and harassing behaviour may take the form of overt actions and may include:

- physical assaults, intimidating or aggressive body language
- verbal abuse and offensive language or derogatory remarks about another's lifestyle choices, physical or mental abilities, or background (race, ethnicity, social status)
- inappropriate behaviour or language that threatens, frightens, humiliates or degrades, such as shouting and screaming, sarcasm and insults (whether face to face, by email or other media)
- inappropriate confrontation and continuous argumentative harassment where one person is dominating in a way that makes the other person feel threatened and intimidated

Bullying and harassing behaviour may also be more subtle and include:

- ostracism – eg: physical or social isolation, exclusion from work-related activities, not acknowledging or responding to an individual's presence or comments
- undermining – eg: persistent and baseless criticism, ridicule, taunts, spreading gossip and rumours (either verbally, by email or other media), belittling or derogatory remarks and/or actions that are intended to diminish a person's dignity (eg: eye rolling responses)
- sabotage – eg: deliberately giving meaningless tasks, deliberately giving contradictory instructions, inappropriately and frequently changing deadlines, deliberately withholding important information and/or deliberately failing to complete tasks or miss deadlines.

These types of inappropriate workplace behaviours are sometimes focused on the sex, cultural or racial background or disability of an individual worker or group of workers. Work pressures or stresses are never acceptable explanations for inappropriate workplace behaviour that constitutes a lack of respect and courtesy or bullying and/or harassment.

Everyone reacts differently to what happens in the workplace. It may be that the person treated with a lack of respect and courtesy or subjected to bullying or harassing behaviour does not complain because the incident was isolated, of a minor or inconsequential nature and/or does not have any particular impact upon them. Alternatively, the individual may not have the confidence to speak up, feels intimidated, fears reprisal or is too embarrassed to complain.

It can also mean that the same behaviour may have a different impact on different people. What one person may find offensive may not have an effect on another. Often people of different social and cultural backgrounds can perceive the same conduct and behaviour very differently.



RELEVANT DOCUMENTS FOR CONSIDERATION

Education and Care Services National Regulations

National Quality Standards

Work Health and Safety Act 2011

Fair Work Act

Dealing with Employee Work-related Concerns and Grievances Policy and Guidelines: NSW DPC.

Preventing and Responding to Workplace Bullying: Safe Work Australia Draft Code of Practice.

Parent Handbook

Staff handbook

Version number	Date effective	Description of amendment
1	September 2020	New Policy developed

Considered and accepted by the Management Committee (representative) – Allison Richardson

Considered and accepted by the staff (representative) – Katrina Thomas