

MANAGERS

Response to sexual harassment concern/complaint¹

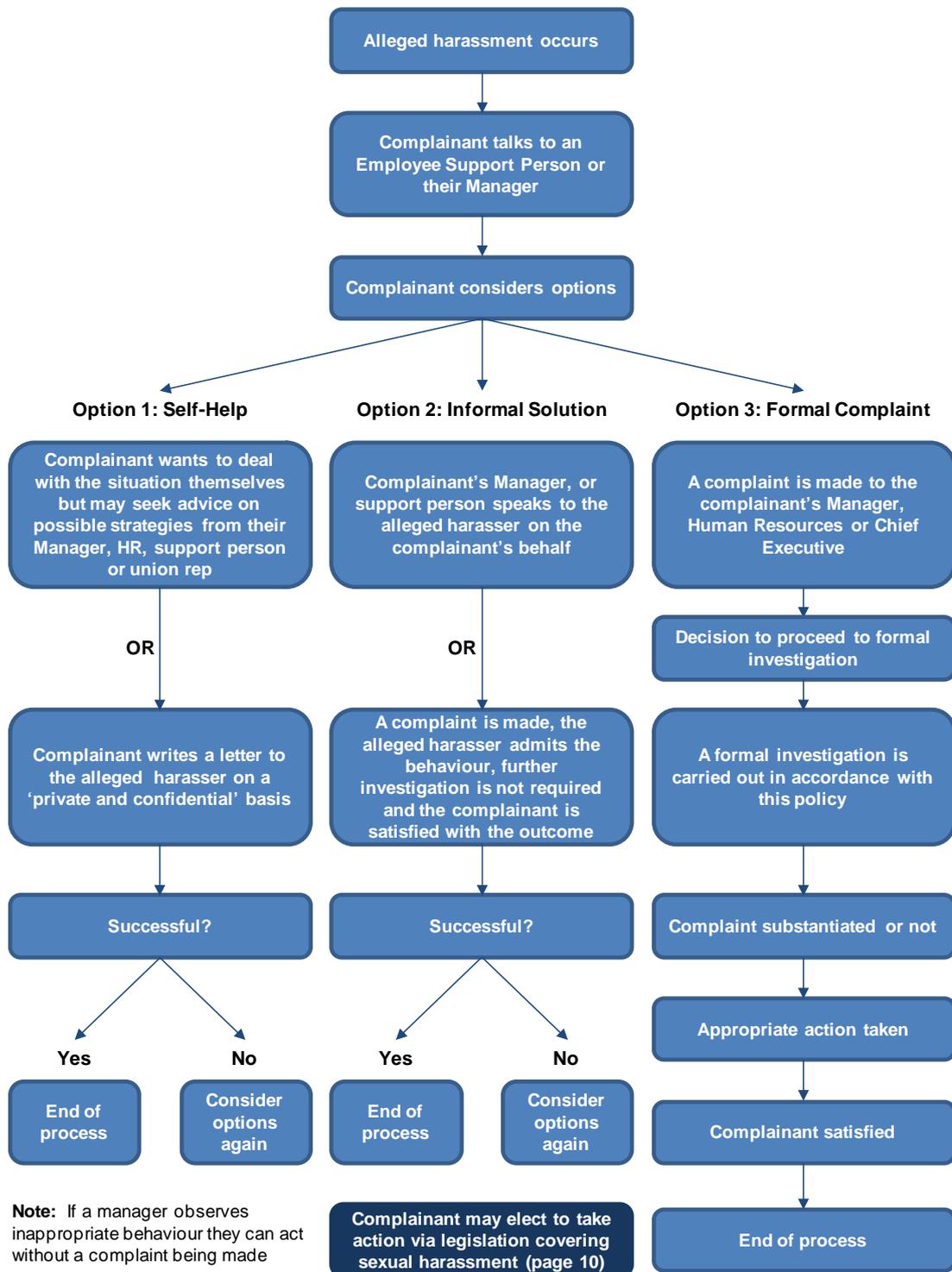
Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or is significant enough to have a harmful effect on an individual's employment, job performance, or job satisfaction

We have developed an acronym - **RESPOND** - to help you remember the key elements if you are approached by a staff member who wants to make a complaint; raise concerns and/or wants information about your agency's sexual harassment policy.

- R** - Read up on the policy/guidelines yourself.
Remind yourself of the organisation's approach to concerns/complaints.
- E** - Explain confidentiality.
Both the complainant and the respondent need to know that your discussion(s) with them will remain confidential unless you need to take the matter further. Also emphasise if you do need to discuss the matter with others - only those who need to know will be informed, i.e. Human Resources.
- S** - Support the complainant.
Informing them about your organisation's support services that are available, that you take the matter very seriously and they will not be victimised or suffer any consequences for making a complaint.
- P** - Provide the respondent with assurance of a fair process.
Give them information about the process, and make sure they are able to give their account of events if required.
- O** - Offer information on all the options for resolution.
Ideally support resolution of the situation at the lowest appropriate level.
This may mean the complainant, you, or someone else talking to the person and getting them to understand their behaviour is not appropriate and they modify their behaviour
- N** - Note the details in your system.
Record the complaint/concern/information request about sexual harassment in an organisational incident report form, protecting identity where need.
- D** - Direct all parties to information.
Make information available to anyone who is concerned about sexual harassment or wants to make a complaint about sexual harassment. Make sure that you provide the person with information on all the avenues available.

¹ For further information on sexual harassment see the State Services Commission *Sexual Harassment Policy Statement 2015*.

Sexual harassment process diagram



BYSTANDER / EMPLOYEE

Response to sexual harassment concern/complaint

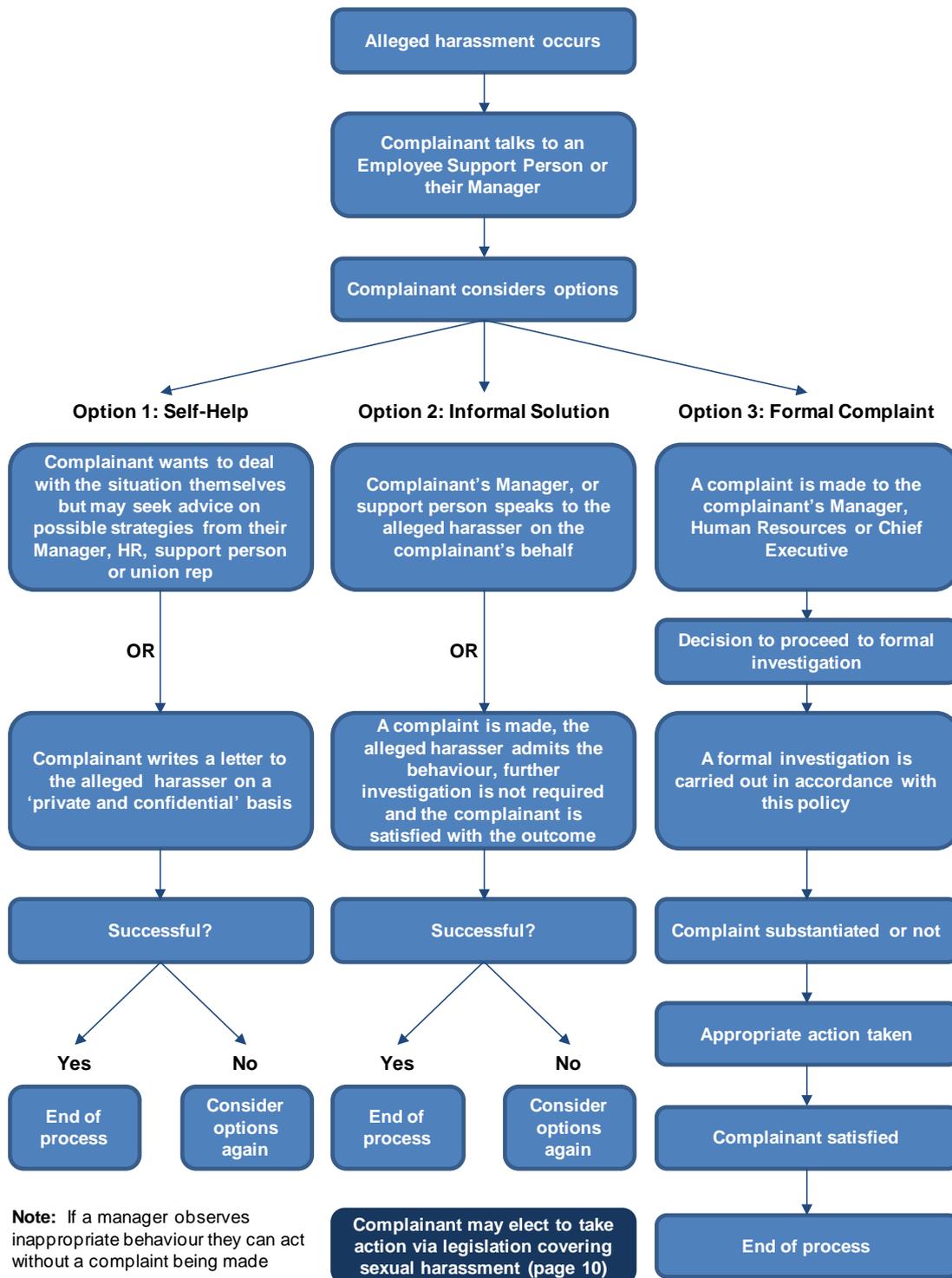
Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or is significant enough to have a harmful effect on an individual's employment, job performance, or job satisfaction

We have developed an acronym - **SPEAK-UP** - to help you if you want to make a complaint, raise a concern or just want information about sexual harassment.

If you witness sexual harassment there are a number of things you can do to help stop this kind of inappropriate behaviour.

- S** - Sexual harassment is not tolerated. You have a legal right to be free from sexual harassment at work.
- P** - Pay attention to what is happening around you and if you witness or experience sexual harassment speak-up. Don't let your workplace and your colleagues suffer from inappropriate behaviour.
- E** - Educate yourself about your agency's sexual harassment policy.
- A** - Ask your manager, Human Resources, or support person (if your agency has one) if you want to make a complaint, are concerned or want information concerning sexual harassment.
- K** - Keep it confidential. If a friend, colleague or you just hear through the 'grapevine' about a possible sexual harassment incident it is important for all parties that you keep this information to yourself. Or if you think the matter is serious only raise this with your manager or Human Resources.
- U** - Understand your options for resolving an issue. These include informal and formal procedures within your agency, taking a personal grievance, taking a claim to the Human Rights Tribunal or going to the Police.
- P** - Prevent sexual harassment from happening by promoting positive workplace behaviours. Doing this you will help your workplace be a constructive, engaging and supportive environment.

Sexual harassment process diagram



BYSTANDER

Response to sexual harassment concern/complaint for managers

Sexual harassment is unwelcome or offensive sexual behaviour that is repeated or is significant enough to have a harmful effect on an individual's employment, job performance, or job satisfaction

- A** - Actively respond. Speak up to a manager or Human Resources if you witness sexual harassment.
- C** - Co-operate with managers, Human Resources or anybody else who is investigating a complaint of sexual harassment.
- T** - Take responsibility for calling out inappropriate behaviour.

Sexual harassment process diagram

