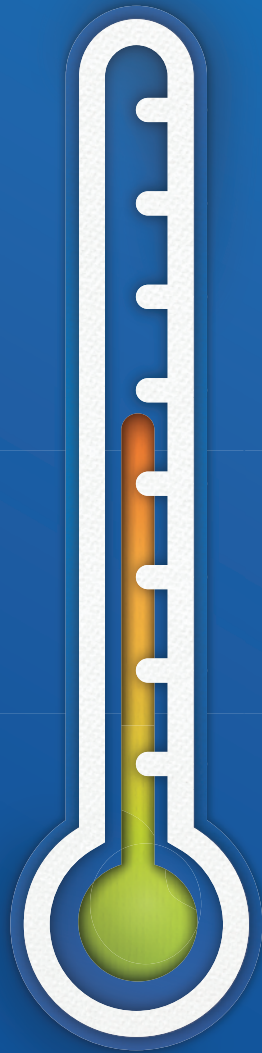


# Dealing with harassment, discrimination and bullying



We're here to support each other to create healthy, happier colleagues, patients and communities.

If you experience, or see, harassment, discrimination or bullying, don't put up with it. Please **Speak Up**.



## We're privileged to work in a place that makes a real difference to peoples' lives

– but that comes with responsibilities as well.

To improve the health of our communities, we first have to nurture the health of our own people.

Harassment, discrimination and bullying have no place in a healthy, supportive environment. Let's work together to confront it, deal with it and remove it.

If you, or someone you know, is being harassed, discriminated against or bullied, please Speak Up about it.

Talk to your manager, leader or someone else you trust. You can also call the Health Integrity Line on 0800 242 888 or visit the Speak Up page on our intranet.

Use this guide to help you recognise unacceptable behaviour and how to deal with it.

There is always support here for you. **You're never on your own.**

# What's the difference between harassment and bullying?

Remember, while they're different behaviours, both are unacceptable

## Harassment

Harassment is unreasonable, unwelcome comment or behaviour that offends, humiliates or intimidates. The behaviour is either repeated or a serious, one-off incident that has a negative effect on safety, health, performance or job satisfaction.

### Harassment is:

- Racial, sexual or offensive comments
- Embarrassing remarks
- Unwanted attention
- Undermining authority
- Badmouthing
- Intimidation
- Favouritism
- Offensive jokes
- Gossip
- Personal comments

### Harassment isn't:

- Reasonable work directions
- Feedback about performance or conduct
- Performance management processes
- Differences in opinion

## Bullying

Bullying is intense harassment that involves repeated incidents over time.

### Bullying is:

- Physical assault
- Name calling
- Practical jokes
- Intimidation
- Psychological abuse
- Deliberate exclusion of others
- Impossible deadlines
- Public criticism
- Dominating conversations to exclude others

### Bullying isn't:

- Reasonable work-related instructions (even if you have a different opinion)
- Expressing a difference of opinion
- Warnings or disciplines that have followed fair process according to our policies
- An expectation of reasonable standards of performance at work
- Legitimate criticisms, expressed constructively. (These includes criticisms raised during performance appraisals where a request for improvement is justified)
- One-off rudeness or tactlessness

For the full policy on harassment, discrimination and bullying, go to the Speak Up page on our intranet or call the Healthy Integrity Line 0800 424 888

# Employees

## Harassment, discrimination or bullying – don't let it hit fever pitch

At Auckland DHB, we know we're healthier when we work together and respect each other. We'll do what it takes to support our people in creating a healthy place to work.

**If you are experiencing harassment, discrimination or bullying, or you see someone who is, here's what to do:**

### Make a call to address it yourself

Talk to a manager or someone else you trust – they can give you support and guidance.

You might choose to privately speak to the person you believe is harassing or bullying you and let them know the behaviour is unwanted and you'd like it to stop. Separately, you might contact that person in writing with your concerns.

Focus on the behaviour, not the person. Keep your cool and be kind. They may not have done it intentionally.

### Informal action – raise concerns

This is a way to talk about your concerns with the person you believe is behaving badly, using a third party like your manager or someone independent from the situation. This is a "no-blame" approach aimed at reaching agreements and resolution to prevent unwanted behaviour happening again. Agreements can be recorded and monitored.

### Formal action – call the health integrity line or write a formal complaint

A formal complaint is usually made in writing, detailing all aspects of the complaint. Use the 'note of behaviour form on the intranet as a prompt.' When you submit your complaint you can be represented by a support person and any investigation is conducted in strict confidence.

### Where a complaint is substantiated, we will take appropriate steps to ensure:

- Suitable support is provided to all parties.
- Suitable disciplinary action is taken against the person, where appropriate.
- The bullying is not repeated

When the investigation can't find substance to a complaint, the person won't be disciplined but the matter may be referred for informal mediation to see if a resolution can be reached that is fair to both parties.



# Leaders and managers

## How to operate at the right end of the scale

As a leader or manager you play an important role in ensuring we're healthier together, supporting and respecting each other.

If one of your team feels they've been harassed, discriminated against or bullied, please take the following steps to see they have the help they need:

### Listen

Set aside plenty of time to listen and fully understand their concerns, the impact it's having and how they'd like it resolved.

### Act promptly

Start the support process as soon as possible. Think about what they need to be safe and supported while the matter is resolved. You'll also need to consider whether you have a conflict of interest in providing ongoing support to the particular team member.

### Support options for your team member:

- EAP Services
- Union representative
- Professional Body
- Health Referral to Occupational Safety and Health
- Their GP

### Explore low-level resolution options

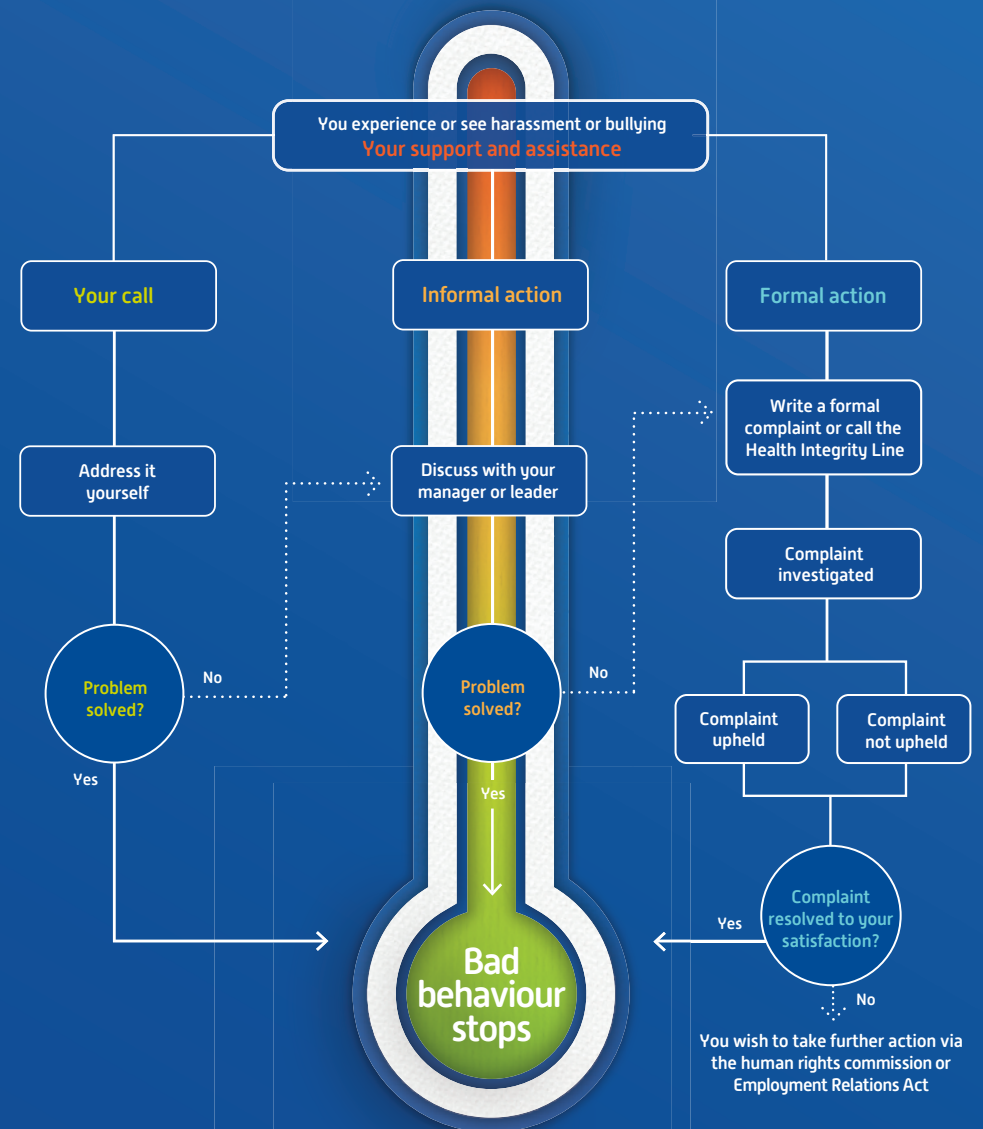
If the allegations are serious, they need to be treated as a formal complaint requiring an employment investigation.

Contact HR if you think this is the case, or if you're unsure. If the allegations aren't at the serious end of the scale, it's in everyone's interest to resolve complaints with a lighter touch. This might simply mean talking to the person concerned, discussing the allegations and requesting the offending behaviour stops. The focus should be on the behaviour, not the person. Please be kind they may not have done this intentionally.

If you're ever in doubt or need advice, please talk to your own manager or professional lead, or go to the Speak Up page on our Intranet. HR is always here to support you and provide advice on the options available to you and those concerned.

# How to turn down the heat on harassment, discrimination and bullying

Talk to your manager or leader, call the Health Integrity Line on 0800 424 888, or visit the Speak Up page on our intranet.



# Checklist – Healthy Behaviours

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- B** Talk about the BEHAVIOUR not the person
  - U** UNDERSTAND the context, don't judge, don't ask why
  - I** Describe the IMPACT on patients, colleagues or care
  - L** LISTEN to their point of view
  - D** Ask 'What would I do DIFFERENTLY next time?'
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## Who can help you Speak Up?

- Your leader or manager
- Speak Up supporter
- Occupational Health and Safety staff support team
- Employee Assistance Programme - Tel: 0800 735 343
- Your own support person
- Human Rights Commission ([hrc.co.nz](http://hrc.co.nz))

If you have any questions or would like to know more, check the Speak Up page on our Intranet or the Auckland DHB website.

