

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

National e-Health Transition Authority (NeHTA)

Budget Estimates 2011-12, Supplementary Estimates

Question: 2

OUTCOME 10.2: e-Health

Topic: Allegations of Bullying

Senator Boyce asked:

Have allegations of bullying within NEHTA risen in number and seriousness over the last 18 months?

Answer:

NEHTA has experienced a rapid growth in staff numbers over the last 18 months. Accordingly, the level of recorded staff grievances has also increased. The increase can also be attributed to the implementation of a formal grievance handling process, which ensures that all grievances are formally recorded and handled.

The grievance handling process commences when an employee formally raises a matter with their Manager or directly with a member of the People, Culture & Change (PCC) team. In addition, should NEHTA receive information to indicate there could be a possible issue within the organisation, an informal investigation commences to understand whether there is a matter that needs to be addressed. Any matter that is raised or evidenced through this process is documented. Depending on the circumstances and severity of the grievance, an investigation may be conducted. On review of the grievance and any resulting investigation, options for resolution are discussed with the employee within 10 – 14 days of the grievance being raised. Where the employee is satisfied with the resolution, the discussion ceases. Where the resolution is not sought, PCC prepare a recommendation for consideration by the Chief Executive. The Chief Executive reviews the written record and will advise PCC of the appropriate action. Depending on the circumstances and the severity of the grievance, the final decision will be communicated to the relevant employee(s) within 14 – 21 days of the Chief Executive of being advised in writing of the grievance.

Should an employee require further information in relation to the grievance, they have the right to raise the issue with the appropriate external agencies. The process ends when the Chief Executive makes a final decision regarding the grievance, or when the employee advises that they are satisfied with the resolution of the grievance or that they would like to withdraw the grievance.