Senate Finance and Public Administration Legislation Committee —Additional Estimates Hearing—February 2012

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **Comcare survey**

Question: **61**

Hansard reference   **F&PA p.34, 13 February 2012**

Date set by the committee for the return of answer: 30 March 2012

Senator FAULKNER: Is the report public?
Ms Sheppard: It has not been made public.
Senator FAULKNER: Are the recommendations public?
Mr Kenny: I think we could provide you—
Ms Sheppard: We could provide you with a copy of the report.
Senator FAULKNER: I am just asking you whether they are public. Why wouldn't they be public?
Mr Kenny: We can provide them.
Senator FAULKNER: So you will provide the report and the recommendations and any supporting material around the recommendations?
Mr Kenny: And our action plan, if you would like.
Senator FAULKNER: So there is an action plan?
Ms Sheppard: It is currently being developed.
Senator FAULKNER: The action plan, when it is finalised, would be helpful.

Answer

1   Comcare invited DPS to participate in its Bullying Prevention Audit, which included an audit of DPS's bullying prevention systems and a worker survey to measure employee awareness of bullying risks. Approximately a dozen agencies participated in the audit this financial year.

2   The DPS audit and survey was undertaken in September 2011. On 23 December 2011, DPS received a report from Comcare with a number of recommendations for consideration. DPS responded to Comcare on 22 February 2012, accepting all recommendations with an action plan to address the recommendations.

3   The following supporting documents are attached.

> **Attachment A:** Bullying and Prevention Audit Report
>
> **Attachment B:** Survey Results
>
> **Attachment C:** DPS Response and Action Plan to the Bullying and Prevention Audit Report
>
> **Attachment D:** Comcare's acceptance of Action Plan

BULLYING PREVENTION AUDIT REPORT

Department of Parliamentary Services

Lead Auditor:	Russell Lee
Auditor:	Berenice Devlin

Australian Government

Comcare

PUTTING YOU *FIRST*

CONTENTS

PURPOSE

This audit was conducted as part of Comcare's 2011/12 Preventing Workplace Bullying Campaign. The activity supports Comcare's objective as a work health and safety regulator to promote worker health, wellbeing and resilience by:

1. Preventing and better managing psychological injury and to contribute to improved individual and organisation resilience

2. Collaborating with government and social partners to identify and implement innovative approaches to improving worker health and wellbeing

3. Promoting better safety leadership and work health culture in federal workplaces.

EXECUTIVE SUMMARY

AUDIT OBJECTIVE

To improve the management of bullying and inappropriate workplace behavioural risks to health and safety in the Department of Preliminary Services (DPS) through building improvement in:

- prevention and education
- OHS risk management, and
- OHS strategy and systems.

SCOPE

This report captures the operation of bullying and harassment policy and procedures in the workplace as understood by the workers.

At this time of the audit, the relevant legislation was the *Occupational Health and Safety Act, 1991*. DPS will be required to comply with the *Work Health and Safety Act, 2011* from January 1, 2012; however, the new legislation is out of the scope of this audit.

METHODOLOGY

The audit standard is Comcare's Bullying Prevention Improvement Tool, which has been developed by Comcare in correspondence with WorkCover NSW and a review of bullying prevention best practice literature in work health and safety management.

The audit was conducted on 27th September 2011 at Parliament House, Canberra and interviews were conducted with Department of Parliamentary Services (DPS) representatives:

- Scott Radburn - Assistant Director OHS & Injury Management

- Christian Wheeler - Injury Management Advisor

- Kylie Hutchings - OHS Advisor

- Site Health and Safety Representative, and

- Harassment Contact Officers.

In conjunction with the audit process an online worker survey was conducted to assess workers' knowledge and understanding of the policy and procedures supporting the management of bullying and harassment at the workplace. The survey was sent to all DSP workers (approximately 900 workers) and Comcare received 259 responses.

RESULTS

The results of the audit and survey have been collated into six key areas of the Bullying Prevention Improvement Tool:

1. Consultation

2. Policy and procedures

3. Training and supervision

4. Reporting

5. Incident Analysis and RTW

6. Management Commitment.

The findings then been linked the capability area to develop from the audit objective for DPS to work towards improvement in the management of bullying risks through:

- Prevention and Education

- OHS Risk Management
- OHS Strategy and Systems

RATINGS USED IN THIS REPORT

Audit findings have been rated high, medium and low to indicate the priority for improvement and best practice opportunities have been identified. The findings are rated on the severity of the control weakness identified, which corresponds with the ratings of Bullying Prevention Improvement Tool. The ratings are as follows:

HIGH Priority	The red zone indicates action is required by the employer to ensure there is no immediate risk. A weakness may be present in the management of bullying that requires attention. This is based on the evidence viewed at the time of the audit. The employer should assign an action officer to this finding.
MEDIUM Priority	The orange zone indicates workers have general understanding of bullying prevention in the workplace. Some areas of opportunity for improvement have been identified.
LOW Priority	The green zone indicates workers have strong understanding of bullying prevention in the workplace but there may be further opportunities for improvement. Monitor and review for continual improvement
Best Practice Recommendation ✪	The blue zone indicates a recommendation that is considered best practice in the management of bullying and psychosocial wellbeing in the workplace.

NEXT STEPS

Comcare requests a response to the findings identified in this report and any action plan that is developed. This should include an undertaking to complete any high priority recommendations with an indication for completion date.

OVERVIEW

The Department of Parliamentary Services (DPS) has a number of policies, procedures and programs in place to manage bullying and harassment in the workplace. There have been a number of positive initiatives undertaken by DPS and endorsed by management, including participation in this audit and the approval for the development of the 'Health on the Hill' program.

Survey results support the effectiveness of aspects of the programs undertaken by DPS with a high proportion of workers indicating they understand what type of behaviours constitute bullying. This is tempered by the response that only 31% of workers feel confident to speak up about inappropriate behaviour.

This audit has identified scope for improvement in aspects of the departments OHS strategies and systems and the prevention and education programs as detailed below. This action will improve these results to ensure that DPS approaches workplace bullying and behavioural risks in a preventative way to minimise the risk to workers' wellbeing.

Improvements identified:

Recommendation 1 (LOW)	*OHS Strategy and Systems***:** Review the management of feedback on draft policies and improve transparency and access by centralising feedback.
Recommendation 2 (LOW)	*OHS Strategy and Systems***:** Review *OHS Policy No. 2* to include other consultative groups (eg. Harassment Contact Officers) to provide a link between reactive and preventative Bullying and Harassment mechanisms.
Recommendation 3 (MED)	*Prevention and Education***:** Review *OHS No. 6 Policy* to clarify the formal complaint process and the associated flow chart.
Recommendation 4 (MED)	*OHS Risk Management***:** Conduct and document regular risk assessments to identify bullying risks.
Recommendation 5 (MED)	*Prevention and Education:* Undertake regular mandatory training or information sessions to promote bullying prevention in the workplace. This will ensure all workers will have a baseline understanding of the issue and roles and responsibilities.
Recommendation 6 (MED)	*Prevention and Education:* Review the recording and monitoring of educations programs to ensure all workers attend bullying prevention programs.
Recommendation 7 (MED)	*Prevention and Education:* Ensure that workers are provided with appropriate information about the updated reporting system which

	includes access to the DPS Report of Inappropriate Behaviour form.
Recommendation 8 (MED)	*OHS Strategy and Systems:* Review SafetyMap audits to include bullying and harassment with action plans documented that link the audit to the Employee Assistance Program (EAP) data for monitoring and analysis.
Recommendation 9 (MED)	*OHS Strategy and Systems:* Develop an action plan for the implementation of strategies to create a positive work environment, which is monitored and reviewed.
Best Practice Recommendation ✪	*OHS Strategy and Systems:* Develop a strategy for managing high needs complainants as part of the complaints/grievance process.
Best Practice Recommendation ✪	*Prevention and Education:* Publicise a clear organisational commitment, linking the current strategies and programs to the prevention of bullying behaviours in the workplace.

Audit Findings and Recommendations

1. CONSULTATION

Working with workers

Documentation Review

The following documents were sighted which showed evidence of consultation in the workplace:

- OHS Paper No. 2 – OHS Policies – development and review processes

- Dispatch article

- Copy of Tool box talk

- Minutes from OHS Committee meetings

- An email response to a worker who had contributed was sighted.

Discussion

Discussions on the day supported the DPS *OHS Paper No. 2* that consultative mechanisms include the OHS Committee, the Executive Committee, the Peak OHS Committee, the Consultative Forum, Comcare and Health & Safety Representatives. It was also indicated that draft policies are placed on the DPS intranet Portal with consultation on policy development/review open for a period of 2 weeks. Information is also included in the fortnightly newsletter, Dispatch and comments are sent to the contact officer for consideration. There is a clear process to acknowledge feedback and contributions submitted by workers.

It was indicated that whilst all workers have access to a computer, many may not use them regularly. To address this issue, and ensure all workers are aware of and have an opportunity to contribute, there are tool box meetings at which documents are tabled. Additionally when a matter is deemed of relevance to all workers, supervisors are asked to print the email and/or document and present it at the tool box meeting.

Analysis

DPS has a diverse workforce employed on site, represented by nine union organisations. In response, DPS have established an adaptive mechanism to ensure all workers are included in consultation. While evidence was provided to show worker involvement in consultation, this information was not centralised and available in a systematic way.

DPS's *OHS Policy No. 2* provides clear consultative arrangements and it is recommended to include the Harassment Contact Officer's (HCO) network as another important contributor. This would provide a link between the reactive and preventative mechanisms and increase the effectiveness of DPS's policies.

Recommendation 1	*OHS Strategy and Systems*: Review the management of feedback on draft policies and improve transparency and access by centralising feedback
Rating	Low

Recommendation 2	*OHS Strategy and Systems*: Review *OHS Policy No. 2* to include other consultative groups (eg. Harassment Contact Officers) to provide a link between reactive and preventative Bullying and Harassment mechanisms.
Rating	Low

Further Comcare resources available:

Preventing and managing bullying at work – A guide for employers (OHS 78)

2. POLICIES AND PROCEDURES

Documenting prevention and resolution

Documentation Review:

Documentation regarding Policy and Procedures supplied were:

- *OHS No. 6 Policy Workplace harassment and bullying* (Expiry August 2013)

- *OHS Policy No. 6 Workplace harassment* (interim) (Expiry 31 January 2008)

- *Personnel/HR Paper No # - OHS – 06 Workplace Harassment* (Expiry September 2006)

Discussion:

DPS provided copies of *OHS Paper No. 6,* the workplace harassment and bullying policy. The current policy had its origin as *Personnel/HR Paper # OHS 06*, dealing with Workplace Harassment and was last reviewed in August 2010 and is set to expire on August 2013. The policy identifies what is and what is not, harassment and bullying. This is linked to the behaviour expected of workers with reference to the *Parliamentary Services Act 1999*. The link is also made of the obligations under the *Occupational Health and Safety Act* 1991 and relevant anti-discrimination legislation.

Positive indicators include clear identification or roles and responsibilities to prevent workplace harassment particularly applicable to managers/supervisors, workers and harassment contact officers (HCO's). Strategies for eliminating harassment are also presented as an attachment and the paper describes informal and formal methods of resolution, including avenues for internal review and other external referral bodies (the Australian Human Rights Commission).

Discussions regarding risk assessment indentified that assessments were conducted informally, as a response to incidents and this was not well documented.

Analysis:

The documents that were provided included detail on how to resolve issues if the complainant requests a review. However, more detail could be provided in relation to the investigation associated with the formal process. Currently the formal complaint process focuses on review rights as opposed to the formalised process for dealing with the complaint. Appropriate guidance would include information on how to make a formal complaint, how the complaint is reviewed (and by whom), what will happen if it is (or isn't) investigated, possible sanctions to be applied and the communication expectations for all parties. Having a clear process and responsibilities would provide complainants with assurance of transparency.

As a proactive strategy, conducting regular and documented risk assessments will assist DPS identify and prepare for any potential bullying risks and ensure appropriate controls are in place and monitored.

Recommendation 3	**Prevention and Education:** Review OHS No 6 to clarify the formal complaint process and the associated flow chart.
Rating	Medium

Recommendation 4	**OHS Risk Management:** Conduct and document regular risk assessments to identify bullying risks.
Rating	Medium

Further Comcare resources available:

Bullying Policy Checklist for Employers (OHS 76)

Bullying Risk Management Tool (OHS 74)

Bullying Risk Factor Checklist (OHS 75)

3. TRAINING AND SUPERVISION

Organisational commitment to bullying prevention through awareness and capability

Documentation Review:

- Outline of an OHS workshop entitled *Occupational Health & Safety Awareness Training*

- Record of the number of workers who have attending the range of training programs since 2008

- Copy of the DPS Training Calendar Jan – Jun 2011

- *Corporate Induction Checklist*

- *Employee Induction Checklist*

- *Parliamentary Services Values & Code of Conduct* flyer

- *Davidson Trahaire Corpsych Employee Assistance Program* flyer

- APSC publication – *Respect – Promoting a Culture Free from Harassment and Bullying in the APS*

Discussion

DPS employs a total of 750 workers; including full time and sessional workers and it was acknowledged during discussions that often training was coordinated around Parliamentary sitting times

There is an induction program for all workers which runs for 3 months when they are newly employed. Workers complete an online OHS Awareness course which includes information on bullying and harassment and feedback forms have indicated a 90-100% satisfaction rate for participants.

Training programs were identified, including Bullying & Harassment: Creating Awareness, Conversations that Count and Bullying & Harassment: Case Study & Skills Application, Building your Team Leadership Skills and Managing for Improved Performance for supervisors. Workers self nominate for these training sessions.

All HCO's and HSR's interviewed confirmed that they had completed appropriate training for their respective positions.

Analysis

While feedback indicates satisfaction with training, this does not accurately measure workers understanding of the information provided in the training. Interviews with workers identified that there was inconsistencies in their understanding of OHS Policies. An example of this was some workers still expect HCO's to resolve their issues. This demonstrates more education is needed to ensure workers understand how to minimise the risk of bullying in the workplace. One option presented during

discussions with HCO's was for HCO's to take a more proactive and visible role in DPS. This would help increase workers understanding of the HCO network and the HCO's role.

The evidence suggested that there was insufficient monitoring to ensure workers attend training in bullying prevention. There is an expectation that all workers will complete the OHS awareness training, but it is not mandatory. Whilst it was identified that 140 Parliamentary Security Service workers required re-training, only 40 have completed it which may explain why there is not a clear understanding of bullying and prevention responsibilities in the workplace. There was an indication that this issue was being taken to Executive to make worker attendance mandatory, however this will require monitoring by DPS.

Recommendation 5	*Prevention and Education:* Undertake regular mandatory training or information sessions to promote bullying prevention in the workplace. This will ensure all workers will have a baseline understanding of the issue and roles and responsibilities.
Rating	Medium

Recommendation 6	*Prevention and Education:* Review the recording and monitoring of educations programs to ensure all workers attend bullying prevention programs.
Rating	Medium

Further Comcare resources available

Comcare Fact Sheets:

- Workplace Bullying

- Managing Difficult Conversations and Providing Feedback

- Two Minute Toolbox Talk for Team Leaders

- Ten Minute Awareness Presentation: What is Bullying and what can I do?

4. REPORTING

Reviewing internal worker reporting

Documentation Review:

- *OHS No. 6 Policy Workplace harassment and bullying* (Expiry August 2013)

- Minute dated 17 August 2011 from Scott Radburn to the Executive Committee

- The DPS Grievance Register was sighted during the audit

- *OHS Paper No. 11 – Incident Notification, Investigation and Reporting*

Discussion:

The HCO network meets on a quarterly basis, in a confidential forum, to share and discuss any matters that they have dealt with and to share their experiences. Data on complaints and feedback from these sessions is provided to the OHS Committee and regular summaries of incidents and claims data is presented by HR Services to the DPS Executive and OHS Committee.

Discussion on the day confirmed that incidents of bullying and harassment may be notified to Comcare, depending on the severity of the incident and this information is now captured in the DPS Grievance Register. The grievance register was developed to capture all complaints, to monitor issues raised and to identify any hotspot areas. The information is sourced from complaints (including oral complaints made to DPS management), exit interviews, information from incident reports, claims for compensation and complaints lodged with external agencies.

Analysis:

DPS have a number of mechanisms in place to monitor and report on bullying and harassment issues in the workplace. The development of the Grievance Register and Report of Inappropriate Behaviour form are positive indications of the organisations commitment to reducing bullying risks at DPS.

The development of the DPS Report of Inappropriate Behaviour form will assist workers raise issues and provide transparency to the resolution process and DPS should ensure staff understand its purpose and are provided with appropriate access. During the audit no evidence was provided to indicate how staff could access the new document or be made aware of the new reporting system.

Recommendation 7	**Prevention and Education:** Ensure that workers are provided with appropriate information about the updated reporting system which includes access to the DPS Report of Inappropriate Behaviour form.

Rating	Med

Further Comcare resources available:

Bullying at Work: A Guide for Employees (OHS 78)

Rating	Med

5. INCIDENT ANALYSIS AND RTW

Ensuring employers manage OHS responsibilities as part of a RTW process

Documentation review

- *OHS Paper No. 5 – Rehabilitation of ill or injured employees* (Review date: June 2010)

- *OHS Paper No. 6 – Policy – Workplace harassment and bullying*

- Minute dated 17 August 2011 from Scott Radburn to the Executive Committee

Discussion:

DPS undertakes regular SafetyMap audits of their OHS Management Systems, analysis of EAP data and exit interview information to ascertain areas of need and issues that may be present. This information reported to management through the OHS Committee and DPS Executive by HR Services.

The presence of some long term cases of complaints, which were highlighted through discussions, indicates that a clearer process for dealing with complaints maybe required.

Analysis:

DPS should review the SafetyMap audits to ensure the inclusion bullying and harassment with action plans documented that link the audit to the EAP data for monitoring and analysis.

A process/strategy for dealing with high needs complainants was not available. Attending to this would ensure that OHS obligations are met for complainants and respondents as part of the complaints/ grievance process.

Recommendation 8	**Prevention and Education:** Review SafetyMap audits to include bullying and harassment with action plans documented that link the audit to the EAP data for monitoring and analysis.
Rating	Medium

Best Practice Recommendation ⊙	**OHS Strategy and Systems**: Develop a strategy for managing high needs complainants as part of the complaints/grievance process

Further Comcare resources available:

Comcare Guide to incident notification (OHS 43)

Fact Sheet: Notification of bullying incidents and behaviour

6. MANAGEMENT COMMITMENT

Bullying prevention as an organisational priority

Documentation review:

- *Health on the Hill - A Health & Wellbeing Framework for the DPS*

- *OHS Paper No 6 – Policy – Workplace harassment and bullying*

- Dispatch article promoting Comcare's Bullying Prevention Audit and survey

- Minute dated 17 August 2011 from Scott Radburn to the Executive Committee

Discussion:

There is a broad commitment to preventing bullying and harassment in the workplace at the Department of Parliamentary Services. Manager and worker responsibilities are identified in *OHS Paper No. 6* and interviews with staff indicated a good understanding of its application in the workforce. Workers are also motivated to contribute to the work, health and safety culture at DPS, with nominations for HSR positions normally resulting in ballots being held due to the high number of individuals interested.

Similarly HCO's spoken to indicated that they felt their contributions were valued and that they were able to have a positive influence within the organisation. HCO's were keen to build this into a more proactive role, and this demonstrates support from workers to build a positive workplace.

Senior management and the Executive at DPS are highly supportive of the OHS program entitled "Health on the Hill" which was endorsed during this audit meeting.

Analysis:

The development of the *Health on the Hill* program is anticipated to provide a significant degree of improvement in terms of educating workers on psychological illness or injury and this being an OHS issue.

While 'Attachment B' of *OHS Paper No. 6* identifies strategies to create a positive work environment, there is no regular monitoring of its implementation. An extension of this would be to develop an action plan for implementation of the strategies and for the plan to be regularly reviewed and monitored.

There is further opportunity to link prevention, responsibilities, training, and resolution policies and practices through publicising a clear organisational commitment to the prevention of bullying in the workplace. This is an opportunity for the senior leadership to promote their expectation of commitment to prevention and management of the risk of workplace bullying behaviour.

Recommendation 9	*OHS Strategy and Systems:* Develop an action plan for the implementation of strategies to create a positive work environment, which is monitored and reviewed.
Rating	Medium
Best Practice Recommendation ✪	*Prevention and Education:* Publicise a clear organisational commitment, linking the current strategies and programs in place to the prevention of bullying in the workplace

SURVEY RESULTS

The survey results are provided as an attachment for the employer to consider in correspondence with the audit findings. This audit program and survey is a new initiative for Comcare and there is no standard to analyse these results against for comparison.

Some responses that are notable include:

- Question 11: 97.2% of respondents indicated that they are aware of what bullying behaviours are.
- Question 12: 90.7 % of respondents indicated that they are aware of what is not bullying.
- Question 10: 81.9 % of respondents indicated that they are aware of who they can talk to in the workplace about bullying.

Some opportunities for improvement to support bullying risk prevention include:

- Question 7d: 31 % of respondents either agreed or strongly agreed that workers feel confident to speak up about inappropriate behaviour.
- Question 16: 26.3 % of respondents indicated that they have attended an awareness session on bullying prevention in the last 12 months.

APPENDIX

List of Documents sighted

- *OHS Paper No. 2 – OHS Policies – development and review processes*

- *OHS Paper No. 5 – Rehabilitation of ill or injured employees* (Review date: June 2010)

- *Personnel/HR Paper No # - OHS – 06 Workplace Harassment* (Expiry September 2006)

- *OHS Policy No. 6 Workplace harassment* (interim) (Expiry 31 January 2008)

- *OHS No. 6 Policy Workplace harassment and bullying* (Expiry August 2013)

- *OHS Paper No. 11 – Incident Notification, Investigation and Reporting*

- *Health on the Hill - A Health & Wellbeing Framework for the DPS*

- *Corporate Induction Checklist*

- *Employee Induction Checklist*

- *Parliamentary Services Values & Code of Conduct* flyer

- *Davidson Trahaire Corpsych Employee Assistance Program* flyer

- APSC publication – *Respect – Promoting a Culture Free from Harassment and Bullying in the APS*

- Outline of an OHS workshop entitled *Occupational Health & Safety Awareness Training*

- Copy of the DPS Training Calendar Jan – Jun 2011

- Minute dated 17 August 2011 from Scott Radburn to the Executive Committee

- Dispatch article promoting Comcare's Bullying Prevention Audit and survey

- Copy of Tool box talk

- Minutes from OHS Committee meetings

- An email response to a worker who had contributed was sighted.

- Record of the number of workers who have attending the range of training programs since 2008

- The DPS Grievance Register was sighted during the audit

Workplace bullying survey

SurveyMonkey

1. What State or Territory do you work in?

		Response Percent	Response Count
New South Wales		0.4%	1
Victoria		0.0%	0
Queensland		0.0%	0
South Australia		0.0%	0
Western Australia		0.0%	0
Tasmania		0.0%	0
Northern Territory		0.0%	0
Australian Capital Territory		**99.6%**	**258**
		answered question	259
		skipped question	0

2. What Group or Division of your organisation do you work in?

	Response Count
	217
answered question	217
skipped question	42

3. What Branch (if applicable) of your organisation do you work in?

	Response Count
	221
answered question	221
skipped question	38

4. What is your gender?

		Response Percent	Response Count
Male		**52.5%**	**136**
Female		47.5%	123
	answered question		259
	skipped question		0

5. What year were you born?

Year

	1955 or before	1956	1957	1958	1959	1960	1961	1962
Year of birth	**18.1% (47)**	3.5% (9)	2.7% (7)	5.8% (15)	1.5% (4)	2.7% (7)	4.6% (12)	3.9% (10)

6. Do you perform any of the following roles?

	Response Percent	Response Count
Health and Safety Representative (HSR)	5.4%	14
Harrassment or Employee Contact Officer (HCO)	1.5%	4
Both	0.8%	2
Neither	**92.3%**	**239**
answered question		259
skipped question		0

7. Please indicate how strongly you agree or disagree with the following statements about your workplace in the list below.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Response Count
I know what managers responsibilites are for the prevention of workplace bullying	23.7% (59)	**57.0% (142)**	8.0% (20)	8.0% (20)	3.2% (8)	249
Workers understand that bullying is not tolerated in the workplace	22.5% (56)	**54.2% (135)**	10.8% (27)	7.6% (19)	4.8% (12)	249
Instances of alleged bullying are taken seriously by management	15.3% (38)	**32.5% (81)**	21.3% (53)	17.3% (43)	13.7% (34)	249
Workers feel confident to speak up about inappropriate behaviour	6.0% (15)	24.9% (62)	24.9% (62)	**28.9% (72)**	15.3% (38)	249
Managers lead by example to prevent workplace bullying	8.8% (22)	**31.3% (78)**	22.9% (57)	16.9% (42)	20.1% (50)	249
Adequate resources are allocated to prevent workplace bullying	4.8% (12)	**34.5% (86)**	32.1% (80)	18.9% (47)	9.6% (24)	249
Prevention of bullying in my workplace is a high priority	13.3% (33)	**28.9% (72)**	24.1% (60)	18.1% (45)	15.7% (39)	249
					answered question	**249**
					skipped question	**10**

8. The next few statements are about consultative arrangements in your workplace. Please indicate how strongly you agree or disagree with each statement.

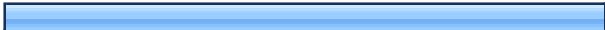|	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Response Count
Workers are involved in developing actions on bullying prevention	2.4% (6)	22.6% (56)	**35.9% (89)**	27.4% (68)	11.7% (29)	248
Workers can have a say in the development of policies and procedures	6.0% (15)	**38.3% (95)**	29.0% (72)	16.5% (41)	10.1% (25)	248
Workers views are valued	8.1% (20)	**33.1% (82)**	27.8% (69)	15.7% (39)	15.3% (38)	248
Workers views are taken into account	8.1% (20)	**31.9% (79)**	29.8% (74)	16.1% (40)	14.1% (35)	248
					answered question	248
					skipped question	11

9. The next few questions are about your workplace policies and procedures in relation to bullying. I am aware of our bullying policies and procedures

		Response Percent	Response Count
Yes		**83.1%**	**206**
No		16.9%	42
		answered question	248
		skipped question	11

10. I am aware of who I can talk to in the workplace about bullying

		Response Percent	Response Count
Yes		**81.9%**	**203**
No		18.1%	45
		answered question	248
		skipped question	11

11. I am aware of what bullying behaviours are

	Response Percent	Response Count
Yes	97.2%	241
No	2.8%	7
answered question		248
skipped question		11

12. I am aware of what is not bullying

	Response Percent	Response Count
Yes	90.7%	225
No	9.3%	23
answered question		248
skipped question		11

13. Bullying needs to be reported as an Occupational Health and Safety (OHS) incident

	Response Percent	Response Count
Yes	73.4%	182
No	26.6%	66
answered question		248
skipped question		11

14. The next few questions are about training. How I should behave in the workplace was covered during induction training.

		Response Percent	Response Count
Yes		**53.8%**	**133**
No		20.2%	50
No induction		25.9%	64
		answered question	247
		skipped question	12

15. What bullying in the workplace is was covered during induction training.

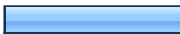|		Response Percent	Response Count
Yes		34.0%	84
No		**37.7%**	**93**
No induction		28.3%	70
		answered question	247
		skipped question	12

16. I have attended an awareness session on bullying prevention in the last 12 months

		Response Percent	Response Count
Yes		26.3%	65
No		**73.7%**	**182**
		answered question	247
		skipped question	12

17. I have attended an awareness session on bullying prevention in the last 2 years

		Response Percent	Response Count
Yes		12.6%	23
No		**87.4%**	**160**
	answered question		183
	skipped question		76

18. The next few questions are about the reporting of workplace bullying incidents. I know how to report a workplace bullying incident

		Response Percent	Response Count
Yes		**72.1%**	**178**
No		27.9%	69
	answered question		247
	skipped question		12

19. Please indicate how strongly you agree or disagree with the following statements about the reporting of workplace bullying.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Response Count
I know I would be supported at work if I reported a bullying incident	14.2% (35)	**32.4% (80)**	20.6% (51)	15.8% (39)	17.0% (42)	247
I would be reluctant to report a bullying incident because I think things might get worse	17.4% (43)	24.3% (60)	20.6% (51)	**30.4% (75)**	7.3% (18)	247
I would rather find a new job than report a bullying incident	6.5% (16)	16.2% (40)	25.5% (63)	**37.7% (93)**	14.2% (35)	247
				answered question		247
				skipped question		12

20. The next few questions ask about injury management in your workplace. I know that I have to report any injuries that arise from work

		Response Percent	Response Count
Yes		98.0%	241
No		2.0%	5
	answered question		246
	skipped question		13

21. I know how to report workplace injuries through the OHS reporting system

		Response Percent	Response Count
Yes		81.3%	200
No		18.7%	46
	answered question		246
	skipped question		13

Parliament of Australia

Department of Parliamentary Services

DPS ref: 11/1962

22 February 2012

Mr Russell Lee
Workplace Relationship Resolution Team
Comcare
GPO Box 9905
CANBERRA ACT 2601

Dear Mr Lee

Comcare Bullying Prevention Audit

1   I refer to your letter of 23 December 2011 regarding the outcomes of the
Comcare Bullying Prevention Audit of the Department of Parliamentary Services
in September 2011.

2   On behalf of DPS, I agree with and accept all of the recommendations
contained in the Audit Report.

3   I have enclosed an Action Plan to address the recommendations at
Attachment A.

4   If you require any further information, please contact Mr Scott Radburn,
Assistant Director Work Health and Safety Unit, on (02) 6277 2539.

Yours sincerely

David Kenny
Acting Secretary

Comcare: Bullying Prevention Audit – DPS Action Plan

Recommendation No. & Rating	Details of Recommendation	DPS Comment	Action Required	By Whom	Completion Date
Recommendation No.1 - Low	OHS Strategy and Systems: Review the management of feedback on draft policies and improve transparency and access by centralising feedback.	Feedback is centralised via the 'DPS Consultation' page on the DPS Staff Portal (intranet). All comments received are currently recorded, considered and reported to the Peak OHS Committee (and Executive Committee during endorsement phase).	Contact employees with a response to their comment. Record comments on the respective TRIM file for each policy.	Work Health and Safety Unit, HR Services	Implemented.
Recommendation No.2 - Low	OHS Strategy and Systems: Review OHS No.2 to include other consultative groups (eg. Harassment Contact Officers) to provide a link between reactive and preventative Bullying and Harassment mechanisms.	*OHS No.2—OHS Policies— development and review processes* is going to be incorporated into *WHSP No.1—WHS Policy,* currently under review. WHSP No.1 sets out the the DPS WHS Policy, management plan and management arrangements (including consultation).	Review WHSP No. 1 against new *Work Health and Safety Act 2011* and incorporate information as per recommendation (noting that the Comcare Code of Practice on *Preventing and Responding to Workplace Bullying* is scheduled to be introduced in 2012).	Work Health and Safety Unit, HR Services	WHSP No. 1 to be included on the DPS Consultation page by 30 March 2012.
Recommendation No.3 - Medium	Prevention and Education: Review OHS No.6 to clarify the formal complaint and the associated flow chart.	Agreed.	Review *WHS No.6— Workplace harassment and bullying* as per recommendation.	Work Health and Safety Unit, HR Services	WHS No.6 to be included on DPS Consultation page by 30 March 2012.

Recommendation No.4 - Medium	OHS Risk Management: Conduct and document regular risk assessments to identify bullying risks.	Agreed.	Work areas to be directed to assess the risks of bullying and harassment in line with the DPS WHS Hazard Register. When the Comcare Code of Practice on Preventing and Responding to Workplace Bullying is released, DPS will review its processes to ensure they align.	Minute to be sent to all Assistant Secretaries, requesting that Directors undertake risk assessments. Will offer the assistance of Work Health and Safety Unit, HR Services.	Minute by 2 March 2012.
Recommendation No.5 - Medium	Prevention and Education: Undertake regular mandatory training or information sessions to promote bullying prevention in the workplace. This will ensure all workers will have a baseline understanding of the issue and roles and responsibilities.	Agreed. Strategy and Finance Committee approved a proposal for the Corporate Compliance Training framework on 6 December 2011 (see **Attachment B**). Known as the DPS Corporate Learning Pathway, it encompasses mandatory training for OHS Awareness, Fraud and Ethics, Bullying and Harassment, Records Management and the Parliamentary Service Values and Code of Conduct.	Implemented.	Learning and Development and Work Health and Safety Unit, HR Services	Ongoing
Recommendation No.6 - Medium	Prevention and Education: Review the recording and monitoring of education programs to ensure all workers attend bullying prevention programs.	This function now exists for the Corporate Training Program from 6 December 2011, which includes the DPS Corporate Learning Pathway mentioned above.	Implemented	Learning and Development, HR Services	Ongoing

2

Recommendation No.7 - Medium	Prevention and Education: Ensure that workers are provided with appropriate information about the updated reporting system which includes access to the DPS Report of Inappropriate Behaviour form.	Agreed.	Form to be brought into line with the new reporting requirements of the *Work Health and Safety Act 2011*, and made available on DPS Staff Portal. Draft article for DPS Dispatch (intranet newsletter) and include reference to reporting requirement in WHS Awareness and Bullying and Harassment training courses. Consider recruiting additional Harassment Contact Officers.	Work Health and Safety Unit, HR Services	30 April 2012
Recommendation No.8 - Medium	Prevention and Education: Review SafetyMAP audits to include bullying and harassment with action plans documented that link the audit to the EAP data for monitoring and analysis.	Agreed. SafetyMAP Criterion 3.9.1 assesses 'Hazards associated with violence, harassment and workplace stress', while Criterion 5.1.1 covers 'regular review of the OHS management system by top management on a regular basis'.

The Monthly Report for the Executive Committee also contains an analysis of incidents, workers' compensation claims and EAP data. | External auditor has agreed to assess these criteria at the next compliance audit in May 2012. | Work Health and Safety Unit, HR Services and external auditor | May 2012

Ongoing. |

3

Recommendation No.9 - Medium	OHS Strategy and Systems: Develop an action plan for the implementation of strategies to create a positive work environment, which is monitored and reviewed.	Agreed.	The *Health on the Hill* program, coupled with the *DPS Corporate Learning Pathway*, will address this recommendation. Review and report on these strategies at the HCO Network, DPS Peak OHS Committee and Executive Committee on a biannual basis.	Work Health and Safety Unit, HR Services	Commenced December 2011. Biannually
Best Practice - No.1	OHS Strategy and Systems: Develop a strategy for managing high needs complainants as part of the complaints/grievance process.	Agreed.	Develop strategy as per recommendation.	Work Health and Safety Unit, HR Services	30 March 2012
Best Practice – No.2	Prevention and Education: Publicise a clear organisational commitment, linking the current strategies and programs in place to the prevention of bullying in the workplace.	Agreed.	Publicise clear organisational commitment via review of *WHS No.6— Workplace harassment and bullying* and the *Health on the Hill* program.	Work Health and Safety Unit and Learning and Development, HR Services	30 March 2012

4

Parliament of Australia
Department of Parliamentary Services

DPS CORPORATE LEARNING PATHWAY

	New DPS Employee	DPS Employee	Team Leader/Supervisor	Executive Level	Retraining
Leadership			Conversations that Count	Career Development Assessment Centre	
			Building Your Team Leadership Skills	From Management to Leadership	
				Conversations that Count	
				Building Your Team Leadership Skills	
Management			Results through People	Results through People	
			Procurement and Contract Management*	Procurement and Contract Management*	
			Financial Management Essentials*	Financial Management Essentials*	
			Recruitment and Staff Selection	Recruitment and Staff Selection	
			Maximising Staff Attendance*	Maximising Staff Attendance*	
			Managing for Improved Performance*	Managing for Improved Performance*	
		Giving and Receiving Feedback	Giving and Receiving Feedback	Giving and Receiving Feedback	
		Performance Management Scheme	Performance Management Scheme	Performance Management Scheme	2 years
		Risk Management Fundamentals	Risk Management Fundamentals	Risk Management Fundamentals	
Corporate Compliance	Bullying and Harassment: Awareness	Bullying and Harassment: Awareness	Bullying and Harassment: Case Study	Bullying and Harassment: Case Study	
	Fraud and Ethics	Fraud and Ethics	Fraud and Ethics	Fraud and Ethics	
	OHS Awareness	OHS Awareness	OHS for DPS Supervisors	OHS for DPS Supervisors	2 years
	Records Management	Records Management	Records Management	Records Management	
	Parliamentary Service Values and Code	Parliamentary Service Values and Code	Parliamentary Service Values and Code	Parliamentary Service Values and Code	
	DPS Induction/Orientation	DPS Induction/Orientation	DPS Induction/Orientation	DPS Induction/Orientation	
	New DPS Employee		**PSL1-6**	**PEL1-2; SES**	

*depends on requirement of job role

Comcare Survey - Comcare s Acceptance of Action Plan.TXT

From: Lee.Russell [Russell.Lee@comcare.gov.au]
Sent: Thursday, 1 March 2012 4:09 PM
To: Dawson, Bridie (DPS)
Cc: Radburn, Scott (DPS)
Subject: RE: DPS - Comcare Audit Reponse [SEC=UNCLASSIFIED]

Good afternoon Bridie

Thank you for sending through Mr Kenny's response to the Comcare Bullying
Prevention Audit Report indicating that DPS agree with and accept all
recommendations contained in the report.

Comcare have reviewed and accepted the Action Plan presented by DPS to address
the recommendations made and we look forward to working with you throughout
2012 and beyond monitoring the implementation. I contact Scott shortly to
identify and schedule appropriate dates to review progress against the plan.

Kind regards

Russell

Russell Lee
Regional Services NSW/ACT | Regulatory Services Group
Inspector Appointed under Work Health Safety Act 2011
P (02) 6225 2329 | Mob 0466 150 132 | F (02) 6274 8869

GPO Box 9905 | Canberra ACT 2601
1300 366 979 | www.comcare.gov.au

> From:Dawson, Bridie (DPS)[SMTP:Bridie.Dawson@aph.gov.au]
> To:Lee.Russell[EX:/O=COMCARE AUSTRALIA/OU=COMCARE/CN=RECIPIENTS/CN=LEE
> RUSSELL]
> Cc:Radburn, Scott (DPS)[SMTP:Scott.Radburn@aph.gov.au]
> Received-Date:20120222
> Received-Time:5:24:34 PM
> Sent-Date:20120222
> Sent-Time:5:24:00 PM
> Subject:DPS - Comcare Audit Reponse
> Dear Russell
>
>
>
> Please find attached the response and action plan from the Department of
> Parliamentary Services regarding the Comcare Bullying and Harassment Audit
> undertaken in late 2011.
>
>
>
> A hardcopy of the correspondence is in the post.
>
>
>

> Kind Regards
>
>
>
> Bridie
>
>
>
>
> Bridie Dawson ?   Director
>
> HR Services
>
> Department of Parliamentary Services
>
> PO BOX 6000, Parliament House
>
> CANBERRA ACT 2600
>
> Ph: 02 6277 2706 (direct) Fax: 02 6277 3950
>
> Email: bridie.dawson@aph.gov.au
>
>
>
>
>
>