

POLICIES AND PROCEDURES		
HR 2/14	<b>RESPECTFUL BEHAVIOURS PROCEDURE</b>	
GIRL GUIDES SOUTH AUSTRALIA		

## i. Document Management

Status	Draft
Date approved	
Approved by	
Review date	3 years
Responsible Person	State Executive Officer
Managed by	Policies and Procedures Committee

## ii. Revision Record

Date	Version	Revision Description
10/8/2014	0.1	Draft
24/9/2014	0.2	Revision following consultation
28/9/2014	0.3	Minor formatting, version for Board

## iii. Contents

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### Context

This procedure is to be read in conjunction with the Respectful Behaviours Policy, and the Girl Guides Australia Risk Management Policy and Framework.

The procedure outlines the steps for the identification, control and monitoring of behaviours which have the potential to cause psychological harm to workers, which includes employees, contractors, volunteers and members of Girl Guides South Australia.

### Procedure

#### **Identification of risks**

Girl Guides SA Inc have identified that the following areas of behaviours have the potential to cause harm to psychological health of workers of Girl Guides SA Inc.

1. Unreasonable demands of workers which may include demands that do not take account of the time taken to do the tasks, or the training and ability of the worker to do the tasks.

2. Inappropriate expectations of work and time frames for the tasks to be undertaken, due to lack of understanding of competing demands and the time that the task will take to do.
3. Behaviours which are not respectful of other workers, such as inappropriate use of language, raised voices, personal insults, intimidation, isolation, ostracisation, humiliation and inappropriate cultural consideration.

### ***Control the risks***

The following control measures should be implemented to minimise the risks of harm to psychological health of workers for GGSA.

1. Use the Girl Guides team based (patrol) structure which encourages peer working to manage tasks to be undertaken on a team basis.
2. Encourage open and honest communication within teams.
3. Conduct performance reviews of workers (employees and volunteers) on a regular basis to ensure that workers understand their work requirements, their manager/supervisor has a clear understanding of their capabilities, and identifies their training needs.
4. Provide opportunities for development in skills and knowledge where required.
5. Through team meetings discuss workloads, and tasks to be undertaken and ensure all have clear understanding of work to be undertaken
6. Communicate expected time frames when accepting a task of work.
7. Communicate the work undertaken by employees to volunteers, through normal communication channels on a regular basis, so that volunteers have an understanding of the work required, and possible time frames.

When a worker feels they have been subjected to inappropriate behaviour, the following steps should be undertaken

- Worker to speak to another team member and/or supervisor.
- The incident should be documented. This may be by using the incident report form (ADM 24B) or through a file note or other appropriate means.
- The worker should be reassured and offered support and counselling if required.
- If the worker wishes to take the matter further, the grievance procedure should be followed.
  - Where the worker is a volunteer, in the first instance the matter may be raised with their District or Region Manager, or the State Commissioner if that is not appropriate.
  - Where the worker is an employee, then initially the State Executive Officer or State Commissioner should be contacted.
  - If the worker feels that these avenues are not appropriate (e.g. if the matter involves the State Commissioner and/or State Executive Officer), then the worker may approach an independent member of the Board of Girl Guides SA Inc.

### ***Monitor and Review***

The following documents and reports will be used to monitor incidents of inappropriate behaviours:-

- Incident report forms and other incident report documentation;
- Grievances lodged and outcomes;
- Exit interviews with employees and volunteers and members (where appropriate and available).

All reports and investigations are to respect the confidentiality of the people involved and only to be dealt with on a 'need to know' basis.

Incident reports are monitored both at a state and national level, and grievances are investigated and reported as they happen to the Girl Guides SA Inc. Board.

All reports will be analysed and a report provided to the Girl Guides SA Inc Board at least annually for their review and decision on any further actions to be undertaken, and revisions required to policies and procedures.

### **Associated Documents**

Girl Guides SA Inc Respectful Behaviours Policy  
Girl Guides SA Inc Personal Grievance Policy  
Girl Guides Australia Code of Conduct  
Girl Guides Australia Grievance Resolution Policy  
Girl Guides SA Inc. Complaint Handling Policy