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# WORKPLACE BULLYING PREVENTION—SELF-ASSESSMENT TOOL

This checklist is a self-assessment/diagnostic tool that draws on the essential characteristics of effective workplace bullying management systems as identified within the Comcare *Bullying prevention improvement tool*. The self-assessment involves a simple three step process:

- Step 1:** Administer the Comcare *Workplace bullying survey* and review results. The survey administration instructions are included in the bullying resources available on the Comcare website ([www.comcare.gov.au](http://www.comcare.gov.au)) under 'Comcare's workplace bullying campaign'.
- Step 2:** Complete the accompanying self-assessment tool.
- Step 3:** Apply any improvement action identified.

Depending on the size of the organisation, this checklist may need to be referred to other functional areas in order to provide the necessary depth for the most accurate assessment. The use of multiple reviewers is more likely to avoid positive bias in reporting.

The checklist consists of six columns that will assist reviewers to complete an objective assessment of the organisation's current workplace bullying management system and help devise an action plan to improve the system where necessary. While the checklist uses common terms the following column explanations provide further context.

## 1. ASSESSMENT ELEMENTS

There are six core elements to the self-assessment—consultation, policies and procedures, training and supervision, reporting, incident analysis and return to work and management commitment.

Core elements are divided into sub-elements that reflect the essential considerations that may indicate an effective system.

## 2. INDICATORS

Indicators are the policies, procedures and practices that are observed to be in place for achieving the sub-element.

## 3. SURVEY RESULTS

Results from the workplace bullying survey administered at Step 1 provide a measure of how well a workforce sample feels the documented workplace systems have been implemented into practice. Shaded areas in the checklist indicate sub elements not directly surveyed.

## 4. CURRENT PRACTICE

Determine whether the sub-element has been fully implemented (FI), partially implemented (PI), or not implemented (NI).

## 5. SUGGESTED IMPROVEMENTS

Detail the strategies or actions determined to fully implement the sub-element

## 6. ACTION PLAN

Detail who is responsible and the timeframe for implementing the suggested improvements.

*Once completed, the checklist provides an evidence based approach that will assist in addressing any identified deficiencies in your organisation's workplace bullying management system.*

ASSESSMENT ELEMENT 1—CONSULTATION

Sub-element	Indicator	Survey results (where applicable)	Current practice (✓)			Improvements	Action plan	
			FI	PI	NI		Who	When
Example: Workers are involved in developing actions on bullying prevention	<ul style="list-style-type: none"> <li>&gt; Consultation policy</li> <li>&gt; Consultative forum meetings</li> <li>&gt; Requirement to consult in certified agreement</li> </ul>	64% of workers surveyed agree or strongly agree		✓		<ul style="list-style-type: none"> <li>&gt; All staff e-news item publicising consultative arrangements</li> <li>&gt; Toolbox talk on workplace consultation arrangements developed for Line Managers</li> </ul>	Workplace Relations	15 Jul XX
Workers are involved in developing actions on bullying prevention								
Workers are consulted in the development of policies and procedures								
Worker feedback from consultation is valued and taken into account								
Written arrangements for consultation are agreed and in place								
Details of consultative arrangements including names of worker representatives are communicated to workers								
Workers and their representatives are consulted regarding proposed changes in the workplace that could affect their health and safety								

Feedback from workers on the effectiveness of consultation procedures and systems is sought								
Health and Safety Committees meet regularly and the minutes are made available for all workers								
Worker feedback from exit interviewing is sought								
Data from exit interviewing is reviewed for system improvement								

**ASSESSMENT ELEMENT 2—POLICIES AND PROCEDURES**

Sub-element	Indicator	Survey results (where applicable)	Current practice (✓)			Improvements	Action plan	
			FI	PI	NI		Who	When
Workers are aware of organisation bullying policies and procedures								
Managers are aware of organisation bullying policies and procedures								
Managers and workers follow procedures								
Information on identifying and preventing workplace bullying is provided in languages other than English where necessary								
Information on the organisation's standards of behaviour is accessible to all persons in the workplace								

Procedures outline the process, stages and timelines for managing allegations of workplace bullying								
Procedures do not escalate allegations before resolution at the lowest level is considered unachievable								
Procedures ensure the confidentiality and wellbeing of both complainant and respondent								
Procedures ensure an explanation of how bullying matters will be dealt with and ongoing feedback to both complainant and respondent								
Procedures for dispute resolution are documented and communicated to workers								
Procedures are in place for the referral of allegations of suspected work-related criminal conduct								
Procedures outline the delegations authorised to determine remedies and their limits								
Workplace bullying policies and procedures are routinely publicised internally								
Internal investigations are supported by guidelines								

Performance management processes and behaviour expectations are documented and publicised internally								
Procedures are in place to manage whistle-blower complaints								
Procedures are in place to monitor and review the effectiveness of workplace bullying support structures								
Bullying risks have been assessed and recorded								
Procedures are in place for the periodic review of workplace bullying prevention and management systems								
HR policy framework is integrated and values based								

### ASSESSMENT ELEMENT 3—TRAINING AND SUPERVISION

Sub-element	Indicator	Survey results (where applicable)	Current practice (✓)			Improvements	Action plan	
			FI	PI	NI		Who	When
Workers are trained about what are inappropriate behaviours during induction								
What bullying is was covered during induction training								
Workers are trained in bullying prevention policies and procedures								

All workers have attended an awareness session on bullying prevention in the last two years								
Essential information about the procedures for handling complaints of workplace bullying is included in induction training								
Support staff (contact officers) are trained to facilitate constructive outcomes								
HR staff are trained to assist workers with information on the complaints management process								
All managers are trained in the performance management process								
All managers are trained in people skills—conflict resolution, giving and receiving feedback								
New managers are mentored to assist in developing people skills								
Confidence and positive assertiveness training is available for workers assessed as at risk								

**ASSESSMENT ELEMENT 4—REPORTING**

Sub-element	Indicator	Survey results (where applicable)	Current practice (✓)			Improvements	Action plan	
			FI	PI	NI		Who	When
Workers know how to report a workplace bullying incident								
Workers believe they would be supported at work if they reported a workplace bullying incident								
Procedures for reporting incidents of workplace bullying are clearly documented and followed								
Training, policy and risk assessments are reviewed following an incident of workplace bullying								
Feedback from the parties (to the allegation) on the effectiveness of systems is sought following an incident								
Feedback received on system effectiveness is used to improve business practice								
The reporting system allows for allegations to be monitored and responded to in a timely manner								
The reporting system allows for information to be systematically recorded and monitored for consistency								

Reporting data enables the detection of risk hot spots, recurring or system wide problems							
Data analysts have guidelines for the detection and escalation of matters reported							
All notifiable incidents relating to workplace bullying are reported to Comcare within specified timeframes							

**ASSESSMENT ELEMENT 5—INCIDENT ANALYSIS AND RETURN TO WORK**

Sub-element	Indicator	Survey results (where applicable)	Current practice (✓)			Improvements	Action plan	
			FI	PI	NI		Who	When
Workers know to report any injuries that arise from work to their supervisor								
Workers know that injuries arising from work need to be reported through the workplace health and safety reporting system								
Return to work plans are implemented for injured workers regardless of whether the injuries are compensable or non-compensable								
Workers with particular requirements (physical, cultural, psychological) have been identified								
Reasonable adjustments for workers with particular requirements are implemented								

**ASSESSMENT ELEMENT 6—MANAGEMENT COMMITMENT**

Sub-element	Indicator	Survey results (where applicable)	Current practice (✓)			Improvements	Action plan	
			FI	PI	NI		Who	When
Manager responsibilities for the prevention of workplace bullying are well understood								
Managers actively promote prevention of workplace bullying as a high priority								
Managers lead by example in the prevention of workplace bullying								
Instances of alleged workplace bullying are taken seriously by management								
Managers encourage workers to speak up about inappropriate behaviour								
Adequate resources are allocated to prevent workplace bullying								
Contact officers and support measures for workers subjected to workplace bullying are in place and publicised								
Workplace health and safety is a standing agenda item in management meetings at all levels								

Senior management receives regular reports on trends and systemic issues relating to workplace bullying								
Senior management uses trend reporting to target problem areas and improve policy and procedure where necessary								
Senior management communicates to workers improvements arising from reporting to demonstrate a bullying free workplace as an organisational standard								