

UNACCEPTABLE BEHAVIOUR POLICY

Policy number	2018 -02 -12	Version	V2
Drafted by	Risk and Governance Committee	Approved by Board on	
Responsible person		Scheduled review date	

INTRODUCTION

Unacceptable behaviour is behaviour that, having regard to all the circumstances, would be offensive, belittling, abusive or threatening to another person or adverse to morale or workplace cohesion. Unacceptable behaviour is unwelcome, unsolicited, unreciprocated and often (but not always) repeated. It makes the environment unpleasant, humiliating or intimidating for the people or groups targeted by this behaviour. It can also impact on an individual or group's ability to work effectively and negatively impact their mental health.

Unacceptable behaviour includes, but is not limited to:

- Sexual harassment
- Discrimination
- Bullying
- Violence
- Aggressive/abusive behaviour

The Canberra Repertory Society has zero tolerance for unacceptable behaviour.

Each of us has a role in creating and maintaining a positive culture. This includes behaving appropriately and reporting unacceptable behaviour.

All participants in Canberra Repertory Society activities are responsible for their own conduct and must treat everyone with respect, courtesy and without harassment. All participants should ensure their behaviour meets acceptable standards and that everyone is treated fairly and without discrimination or harassment.

Unacceptable behaviour should not be confused with legitimate and reasonable management discussions or actions, provided these are conducted with respect and courtesy. For example, directors are required to monitor and provide feedback on performance. Feedback provided with the intention of improving performance does not constitute bullying, however care should be taken to ensure that any issues identified are dealt with in an objective and constructive way that is neither humiliating nor threatening.

DISTRIBUTION OF THIS INFORMATION

It is important all participants of Canberra Repertory Society activities are aware of this policy. Accordingly, this information is to be distributed via multiple channels including:

- The Council Production Liaison, who is to inform the Production Team and Cast of REP's unacceptable behaviour policy
- The Front of House manager, who is to inform all Front of House volunteers of REP's unacceptable behaviour policy
- The REP's website, where a link to this policy is to be made available.

CONTACT OFFICERS

Council will appoint a minimum of two Contact Officers. Contact Officers will undergo training to ensure they are capable of dealing with allegations of unacceptable behaviour in an effective way. Approved training will be funded by Canberra Repertory Society.

HANDLING AND REPORTING UNACCEPTABLE BEHAVIOUR

Participants in Canberra Repertory Society activities are encouraged wherever possible to resolve concerns and/or complaints about unacceptable behaviour through discussion, particularly where there are doubts that any alleged behaviour was intentional. Informal processes often resolve minor issues with a minimum of conflict and stress to all involved.

If in the course of undertaking your duties you witness or are subjected to unacceptable behaviour and you feel safe and comfortable doing so, you should speak to the other person and respectfully tell them you object to their behaviour. Ask that it stop and advise them that if it continues you may terminate the activity being undertaken.

Participants who believe they have been the recipient of unacceptable behaviour, or who have witnessed unacceptable behaviour, and who do not feel able to raise their concerns with the other person, should report the unacceptable behaviour to one of the following individuals:

- Stage Manager
- Front of House Manager
- Director
- Production Manager
- Council Liaison
- Contact Officer

If for any reason the recipient or witness of unacceptable behaviour feels they cannot confide in any of these people, they should contact a member of the Canberra Repertory Society Council.

RESOLVING ESCALATED COMPLAINTS

Early intervention and/or use of dispute resolution techniques usually provide for speedier and more effective resolution of unacceptable behaviour issues. While it is preferable that unacceptable behaviour should be resolved between those involved, there may also be cases of unacceptable behaviour where it is appropriate to seek outside assistance. Participants of Canberra Repertory Society activities do not have to tolerate or ignore unacceptable behaviour and should expect their complaint to be taken seriously and investigated quickly and effectively and without retribution.

The method chosen to handle the complaint will be decided on a case by case basis. Facilitated discussions, when appropriate, are often a useful tool in resolving complaints.

FACILITATED DISCUSSIONS

A facilitated discussion is a meeting where willing participants are assisted by a neutral third party, typically the Contact Officer, Stage Manager, Director, or Council Production Liaison, to discuss the issue and collaboratively create a mutually acceptable outcome.

The role of the facilitator involves keeping the channels of communication open, helping the parties express their needs, identifying issues that need to be addressed, and facilitating problem solving.

RE-ESTABLISHING POSITIVE WORKPLACE RELATIONSHIPS

Once the issue has been resolved, it is everyone's responsibility to work together to restore the relationship.

PRIVACY

Records of complaints and investigations (and files containing such records) should be treated confidentially; information should be accessed only on a 'need to know' basis.

Records should be consistent with the *Privacy Act 1988*.

All participants must respect the privacy of all involved.

SUPPORT

Unacceptable behaviour impacts everyone differently and anxiety, depression or other mental health issues may result. All participants of Canberra Repertory Society activities should be made aware that there are organisations available that can help. These include:

NewAccess - A Beyond Blue program, funded by the Movember Foundation and Beyond Blue, which aims to deliver free guidance and support to people with mild to moderate depression and/or anxiety.

Lifeline 13 11 14 - 24-hour telephone counselling, information and referral service.

Beyond Blue 1300 224 636 - Information on depression, anxiety and related disorders, available treatments and where to get help.

Sane Australia 1800 187 263 - Factsheets on illnesses and treatments as well as a phone line for advice on local support group and facilities.

AUTHORISATION

A handwritten signature in black ink, appearing to read "David H. Bennett". The signature is fluid and cursive, with the first name "David" and last name "Bennett" clearly legible.

David Bennett, Council President

12 February 2018

Canberra Repertory Society