



Workplace Behaviour Policy

Here at Story Factory, we support and celebrate diversity and pride ourselves on creating a great place to work. As an organisation, we are committed to providing an open, welcoming and safe environment for our staff and for young people and volunteers participating in our programs.

This policy sets out the types of behaviour which are unacceptable at Story Factory – namely discrimination, sexual harassment, bullying and victimisation. It sets the standards which we are all required to meet. These standards protect our staff and volunteers and ensure we comply with the law.

Everyone has their own personal views and values. But when we come to work or are representing Story Factory, it is the values and the standards set out in our policies which apply and which we are required to comply with.

Who does this policy apply to?

Everyone who works for Story Factory, including staff and volunteers.

When does this policy apply?

This policy applies to the behaviour of everyone who works for Story Factory during the course of their work:

- in the workplace, including work outside of normal working hours;
- during work activities, including dealing with young people; and
- at work-related events, including educational programs and social functions.

What are our responsibilities?

General responsibilities

We all have a moral and legal responsibility to prevent harassment, discrimination, bullying and victimisation. Everyone who works at Story Factory is responsible for ensuring that they are familiar with and comply with this policy.

Supervisors and managers

Supervisors and managers must also take all reasonable steps to ensure that our workplace is free from unacceptable behaviour, and have a responsibility to:

- monitor the working environment to ensure this policy is being complied with;
- model appropriate behaviour; and
- treat concerns and complaints seriously, and take steps to resolve them.

The importance of bystanders

We strongly encourage everyone who works at Story Factory to support colleagues who may have been subjected to unacceptable behaviour. Bystanders are a vital part of our strategy to prevent unacceptable behaviour – because sometimes people affected by this behaviour might not know the behaviour is unacceptable or may feel uncomfortable about coming forward.

Speaking up is not always easy, but we all have a personal responsibility to ensure others adhere to this policy so that we can provide a safe and inclusive place to work for everyone.

Discrimination

Story Factory takes seriously any instances of discrimination experienced by our staff.

We do not believe that discrimination occurs on a sliding scale, should be determined by the intent of the offending party, or is to be managed or dealt with personally by the offended party. All reports of discrimination, be they in schools, meetings, community spaces, fundraising events or our own centres, will be listened to and acted upon.

How does discrimination happen?

Discrimination can happen either directly or indirectly.

- Direct discrimination occurs when a person is treated less favourably than another person in the same or similar circumstances, because of any of the grounds or attributes listed below.
- Indirect discrimination occurs when there is an unreasonable rule, requirement or practice which appears neutral, but with which a high proportion of people with an attribute or ground listed below cannot comply.

Discrimination can happen at different points in the employment relationship, including:

- when recruiting and selecting staff
- in the terms, conditions and benefits offered as part of employment
- who is considered or selected for training, projects, or assignments
- who is considered or selected for transfer or promotion
- who is considered and selected for retrenchment or dismissal.

Unacceptable grounds or attributes of discrimination

At Story Factory, discrimination based on any of the following grounds or attributes is unacceptable and may be unlawful:

age	pregnancy and potential pregnancy
sex	carer status or family responsibilities
religion	industrial activity and trade union membership
race	physical features
disability, illness or injury	breastfeeding
sexual orientation and lawful sexual activity	political beliefs
marital status or relationship	personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes

gender history, gender identity, gender expression, transgender and transsexual status; intersex status

Examples of discriminatory behaviour

Discrimination may involve:

- preferential staff treatment, including assumptions of education, ability, or interests, or opportunities given based on race, religion, sex, gender, sexuality, age, or disability,
- insulting comments about race, religion, sex, gender, sexuality, age, or disability,
- discussing explicit or sexually suggestive topics (including emails or text messages)
- asking intrusive questions about someone's personal life, beliefs, and values
- offensive 'jokes' or comments about another person's racial or ethnic background, sex, sexual preference, age, disability, and the like;
- display of pictures, calendars, posters, computer images (e.g. in e-mail messages) which are offensive or derogatory;
- expressing negative stereotypes of particular groups;
- judging a person on characteristics such as religious or political beliefs, cultural practices, sex or age rather than work performance;
- using stereotypes or assumptions when making decisions about a person's career; or
- making an employment decision based on the sexual preference or religious belief information that a person has posted on social media.

Exceptions

In some situations the legislation may provide exceptions to discrimination or permit what would otherwise be unlawful discrimination. In these circumstances discrimination will be permissible. For example, while it is unacceptable to discriminate against a person with a disability, what would otherwise be unlawful discrimination may be justified if the person cannot perform the inherent requirements of their position, even with reasonable adjustments.

Sexual Harassment

What is sexual harassment?

A person sexually harasses another person if they:

- make an 'unwelcome sexual advance';
- make an 'unwelcome request for sexual favours'; or
- engage in other 'unwelcome conduct of a sexual nature';

and a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

'Conduct of a sexual nature' includes:

- subjecting a person to any act of physical intimacy;
- making, orally or in writing, any remark or statement with sexual connotations to a person or about a person;
- making any gesture, action or comment of a sexual nature; and
- any predatory behaviour of a sexual nature – involving one person targeting another with unwelcome sexual conduct.

Sexual harassment is a breach of our policy and is unlawful.

Motive or intention is irrelevant

Sexual harassment is unwelcome, uninvited behaviour which is offensive from the viewpoint of the person being harassed. It does not matter that the offender did not mean or intend to sexually harass the other person. In other words, an offender's 'innocent intent' is irrelevant.

Examples of sexual harassment

Sexual harassment can involve any physical, visual, verbal or non-verbal conduct of a sexual nature including both one-off incidents or a series of incidents. It also includes workplace behaviour or behaviour in connection with work, for example, at a Christmas party or at a work function outside of work hours.

Depending on the circumstances, some other examples of sexual harassment are:

- displays of sexually graphic material including posters, pictures, calendars, cartoons, graffiti or messages left on boards or desks;
- e-mail messages, voice mail messages, screen savers, any material of a sexual nature downloaded from the internet, or viewed on a computer, offensive calls or gifts;
- deliberate and unnecessary physical contact, such as patting, pinching, fondling or deliberately brushing against another body, attempts at kissing;
- leering or staring at a person's body;
- inappropriate 'humour' such as smutty or sexist jokes or comments;

- innuendo, including sexually provocative remarks, suggestive or derogatory comments about a person's physical appearance, inferences of sexual morality;
- repeatedly asking someone out (in person or online), especially after prior refusal; and
- intrusive inquiries into a person's private life or in reference to a person's sexuality.

What is not sexual harassment

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and appreciated, it is not sexual harassment. However, if you are involved in a consensual relationship with a work colleague, this relationship may cause a potential conflict of interest.

Bullying

What is bullying?

Workplace bullying is repeated and unreasonable behaviour directed towards a person that creates a risk to their health and safety. Unreasonable behaviour is that which victimises, humiliates, undermines or threatens the person being bullied, or would reasonably be expected to do so.

Bullying breaches this policy and our legal obligation to take reasonable care for the health and safety of our colleagues.

Examples of bullying

Bullying can involve:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- continuously and deliberately excluding a person from workplace activities;
- withholding information that is vital for effective work performance;
- setting unreasonable timelines without cause or constantly changing deadlines;
- setting tasks that are unreasonably below or beyond a person's skill level without cause;
- denying access to work-related information, supervision, consultation or resources such that it has a detriment to the person;
- spreading misinformation or malicious rumours; or
- changing work arrangements to deliberately inconvenience a particular person or group of people.

What bullying does not include

Bullying does not include:

- genuine and reasonable disciplinary procedures;
- a single incident of unreasonable behaviour (although it may have the potential to escalate into bullying and should not be ignored);

- constructively delivered feedback or counselling that is intended to assist individuals to improve their work performance or the standard of their behaviour;
- directing and controlling how work is done (a fundamental right of all employers); or
- any other reasonable management action.

Examples of reasonable management action include:

- setting reasonable performance goals, standards and deadlines;
- rostering and allocating working hours where the requirements are reasonable;
- transferring a person for operational reasons;
- deciding not to select a person for promotion where a reasonable process is followed;
- informing a person about unsatisfactory work performance or inappropriate behaviour in a reasonable manner;
- implementing organisational changes or restructuring; or
- termination of employment.

Victimisation

What is victimisation?

We do not tolerate retaliation against anyone who raises a concern or complaint under this policy. We will support any person who experiences victimisation or prejudicial treatment as a result of raising a concern or making a complaint, or assisting another person to do so.

Our approach

If a person raises a complaint directly with you about your behaviour, you should appreciate that they are letting you know that they find your behaviour unacceptable. They are giving you an opportunity to change your behaviour, and possibly prevent a formal complaint from being made. If someone does raise a complaint with you about your behaviour, you should consider monitoring and changing your behaviour, and you should not victimise the person making the complaint.

Victimisation is a breach of our policy and is unlawful.

Complaint Procedure

We support openness and transparency, so if you believe that you are experiencing unacceptable behaviour in the workplace, in the first instance, we encourage you to raise it directly with the person involved. This should help to ensure that the other person is fully aware that their behaviour is unwelcome, or that you believe it is unacceptable.

However, we recognise that in many cases this is not appropriate or comfortable. appropriate, you can raise your concerns with a manager to explore practical ways to resolve the issue.

If you experience discrimination or harrassment against yourself, by anyone - including school staff or executive, volunteers, community partners, funders or donors, or other Story Factory staff - you may choose to raise it directly with the person involved. This can help to ensure that the other

person is fully aware that their behaviour is unwelcome, or that you believe it is unacceptable. Alternatively - or in addition - you may choose to report the incident to your supervisor or HR. Once you have reported the incident the following steps will take place.

1. You will be asked for a detailed description of the incident. This can be done in writing, over the phone, or in person. You may also request a colleague to join you. This is not to 'prove' your side of the story, it is simply so we can all have the same understanding of what occurred.
2. We may discuss the incident with other senior staff members to determine further actions, and to better support you and other staff in regards to the environment where this took place. If the incident directly involves other senior staff, they will not be involved in this step of the proceedings.
3. We will be guided by the course of action you wish to pursue. This is in regards to whether you would like to address the incident with the parties involved, whether you would like to continue working in that environment, and whether you would like a response from the parties involved. You will not be judged on the actions you choose - everyone will react to discrimination differently, and Story Factory is here to support your needs around this incident and the resulting actions.
4. The incident will be followed up in line with Story Factory's policies for dealing with complaints, which can be found [here](#). It is part of Story Factory's policy to address discrimination. Your manager or the appropriate senior staff member will address the incident with the parties involved (or their supervisor). As stated above, you do not need to be part of this process if you do not wish to be.

Key features when dealing with a complaint

The key features of our complaint process are as follows:

- It is confidential – only the people involved in the attempted resolution or the investigation of an issue or complaint will have access to information about it.
- You have a right to be accompanied by a support person at meetings.
- You will be treated with dignity and respect throughout the process.
- You will have an opportunity to tell your side of the story.
- We will protect you from victimisation after you have made a complaint or supported someone to make a complaint.
- We will deal with all issues and complaints as quickly as possible.

Substantiated complaints

If a complaint is substantiated we will take appropriate action. If you are found to have breached this policy you may be subject to disciplinary action, which may include termination of employment or ending your engagement or relationship with us.

Malicious or false complaints

If you are found to have raised a malicious or false complaint against another person, you may also be subject to appropriate disciplinary action, which may include termination of employment or ending your engagement or relationship with us.