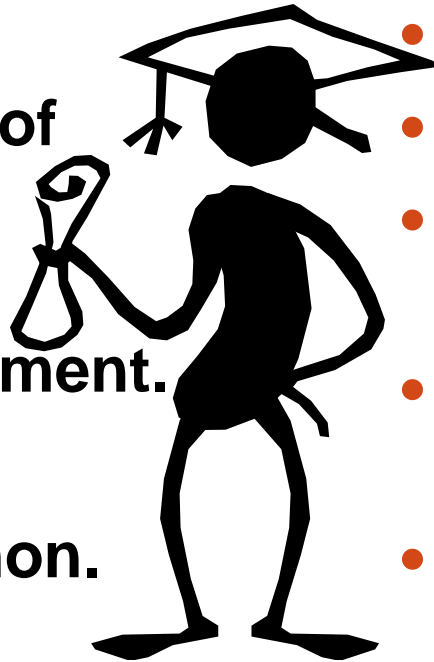


Presenter - Oscar Yildiz JP



What Will Be Covered?

- Who is Bully Zero?
- Impact on employee/case studies.
- Statistics, overview & costs.
- Bullies likely to be.
- Most common forms of bullying.
- Definition, conflict & performance management.
- What's not bullying?
- Bystander phenonemon.
- Duty of care.
- Legislation.
- Impact on organisation.
- Employee/employer responsibilities.
- FWC.
- Social Media.
- What can employee/employer do?
- How to identify & prevent it?
- What to do?



Today's Presentation

See

Feel

Impact



Why Bully Zero?





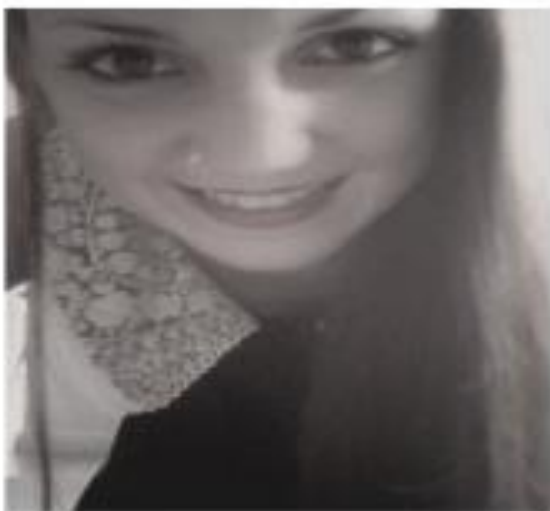
Sheniz Erkan
18/01/1997 - 09/01/2012



Allem Halkic
08/09/1991 - 05/02/2009



Sarah Walker
23/06/1990 - 07/04/2008



Olivia Penpraze
02/02/1993 - 03/04/2012



Kieren Johns
28/03/1998 - 31/10/2014



Jessica Cleland
17/09/1995 - 19/04/2014



My Passion

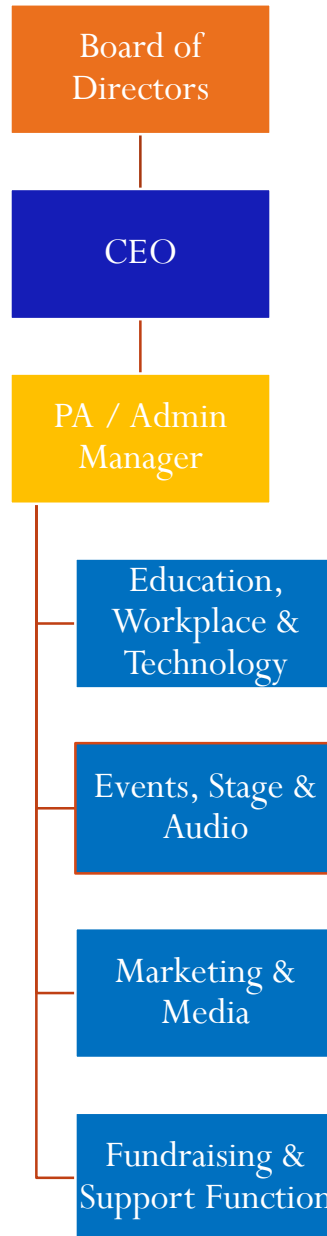


Building A Zero Tolerance Culture & Change Behaviour.



Bad things happen when good people stay idle.

Structure



How Can You Help?

TO DONATE TEXT
'BULLY'

TO THIS NUMBER

0437 371 371



NOT EVERY HERO WEARS A CAPE



CHARITY BALL

PERFORMANCE FROM

ANTHONY CALLEA

MC
JOHNNY RUFFO

SATURDAY 10TH SEPTEMBER | 6:30PM

SHED 14 PENINSULA DOCKLANDS | CENTRAL PIER, 161 HARBOUR ESPANADE, MELBOURNE

BLACK TIE EVENT | THREE COURSE MEAL & DRINKS
BZAF.ORG.AU | (03) 9094 3718 | support@bzaf.org.au



CENTRE STAGE
PERFORMING ARTS SCHOOL



PACKAGES & BENEFITS

	Premium Platinum	Platinum	Gold	Silver	Bronze
Price	\$11,000	\$7,000	\$6,000	\$5,000	\$4,000
Tickets to Event	12	12	12	12	12
Preferential Seating	A	B	C	D	E
Company Logo in Dinner Program	✓	✓	✓	✓	✓
Logo on Entrance Banner	✓	✓	✓	✓	✓
Generous Tax Exemptions	✓	✓	✓	✓	✓
Branding on Table	✓	✓	✓	✓	✓
Selected Johnny Walker Whiskey	✓	✓	✓	✓	
Logo on Bully Zero Website & Social Media Exposure	✓	✓	✓	✓	
Logo on Electronic Pods & Digital Screens	✓	✓	✓		
Thankyou Plaque	✓	✓	✓		
Company Prominently Promoted by MC	✓	✓			
Photographs from Function	✓	✓			
Logo on Guest Tickets	✓				
Free Anti Bullying Cyber Safety Session of your choice	✓				
Venue Parking Passes	2	1			

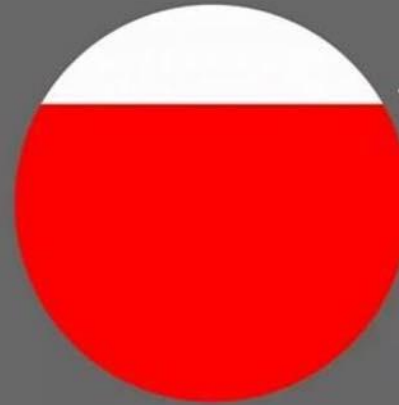


Table of twelve \$2,280 (saving \$60) | Single Ticket \$195

Overview



WHY PEOPLE CHANGE JOBS



75%

of workers who
voluntarily left their jobs
did so because of their
bosses and not the
position itself



People don't quit jobs,
they quit bosses.



Source:

<http://www.gallup.com/businessjournal/106912/turning-around-your-turnover-problem.aspx>

Statistics

6.8% workers directly experience bullying

55% will quit their jobs

50% of workers - bystanders

22% resigned rather than report

25% bullied in the previous 6 mths

1 in 3 public sector workers witness bullying

Most will directly experience or witness it in some point of career

3,000 lost their life - Work Related Incidents (2003 – 2014)

Levels higher than international levels, women report higher levels & 39% have been unable to work

1 in 4 bullies likely to have a criminal record by age 30

1 in 8 workers are bullied

1 in 5 are bullied each week

2.5 Million were harassed 2015

74% at some time in the workplace

63% will continue to experience impact 6 years later

Up to 80% of employees bullied in some sectors

193 workers killed & 94% were men (2015)

Health, education, personal, hospitality, Government, defence, admin & retail

Cost



Estimated legal cost \$17,000 - \$25,000 per dispute.

Estimates for larger organisations (including direct, hidden & lost opportunity) \$550,000 to \$3.2 million (per 950 employers - per annum).

Bullies Likely To Be

Older – 54%



Boss – 48%



Co-Worker/s – 45%



Clients – 31%



Supervisor – 26%



Workers often can name more than 1 type of bully

Most Common



Bullying – Definition

Bullying is when an individual or group uses its power & strength to **repeatedly, deliberately & intentionally** use words or actions against another or a group that **hurts, harasses, humiliates, ridicules, & threatens** verbally, physically, psychologically or electronically making the victim feel oppressed, traumatized & powerless.

Physical - assault, threats to commit violence.

Verbal – insults, teasing, intimidation, name calling, homophobic language, racist remarks or abuse.

Covert – designed to harm a workers reputation or cause humiliation.

Cyber - sending abusive texts, emails, positing unkind messages or inappropriate images on sites, imitating & excluding others online.

Bullying – Definition

“Workplace bullying occurs when an individual or group of individuals repeatedly behaves unreasonably towards a worker or a group of workers at work & the behaviour creates a risk to health & safety.” (Fair Work Act 2009 Cth)



OH&S Definition

- **“Bullying is repeated, unreasonable behaviour directed towards an employee, or group of employees, that creates a risk to health & safety.”**



Bullying – Definition

Abusive, insulting or offensive language.

Behaviour that frightens, humiliates, belittles or degrades.

Spreading misinformation or malicious rumours.

Shouting criticism.

Inappropriate comments about appearance, lifestyle or family.

Threats to sack or demote.

Interfering with personal property or work equipment.

Teasing & practical jokes.

Harmful or offensive initiation practices.

Setting deadlines hard to achieve or constantly changing them.

Overloading or not providing enough work.

Excluding, isolating or marginalising worker from normal work activities.

Denying access to information, consultation or resources.

Setting unreasonable tasks beyond skill level.

Bullying – Definition

Being falsely accused of mistakes.

Withholding information - vital for effective performance.

Exclusion from work related functions & events.

Inconsistent standards/policies directed to worker/s.

Deliberately changing work arrangements, rosters/leave to inconvenience worker.

Ongoing accusations.

Ongoing sarcasm & intimidation.

Unfair treatment in relation to accessing entitlements i.e. training or leave.

Destructive innuendo.

Victimisation.



Deliberate social isolation.

Playing mind games, ganging up or other types of psychological harassment.



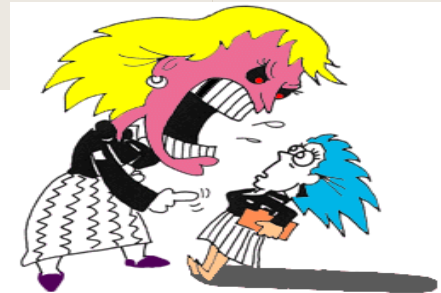
Workplace Violence

Any situation in which a worker is physically attacked or threatened.

Can be fellow worker, volunteer, customer or intruder.

Threatening - verbal statements or behaviour which reasonably leads a worker, group of workers to believe that they're in danger of being physically harmed.

Behaviours include:

Verbal threats	Hitting	Kicking
Scratching	Pushing	Shoving
Grabbing	Tripping	Biting
Spitting	Throwing Objects	Attacking with weapons
ANY indecent physical contact		

Threats to harm, acts of violence, assault, property damage & stalking are criminal matters that should be referred to police.

Bystander Phenomenon



“Standard You Walk Past Is The Standard You Accept.”

Lieutenant – General David Morrison Australian Chief of Army. Australian of the year 2016

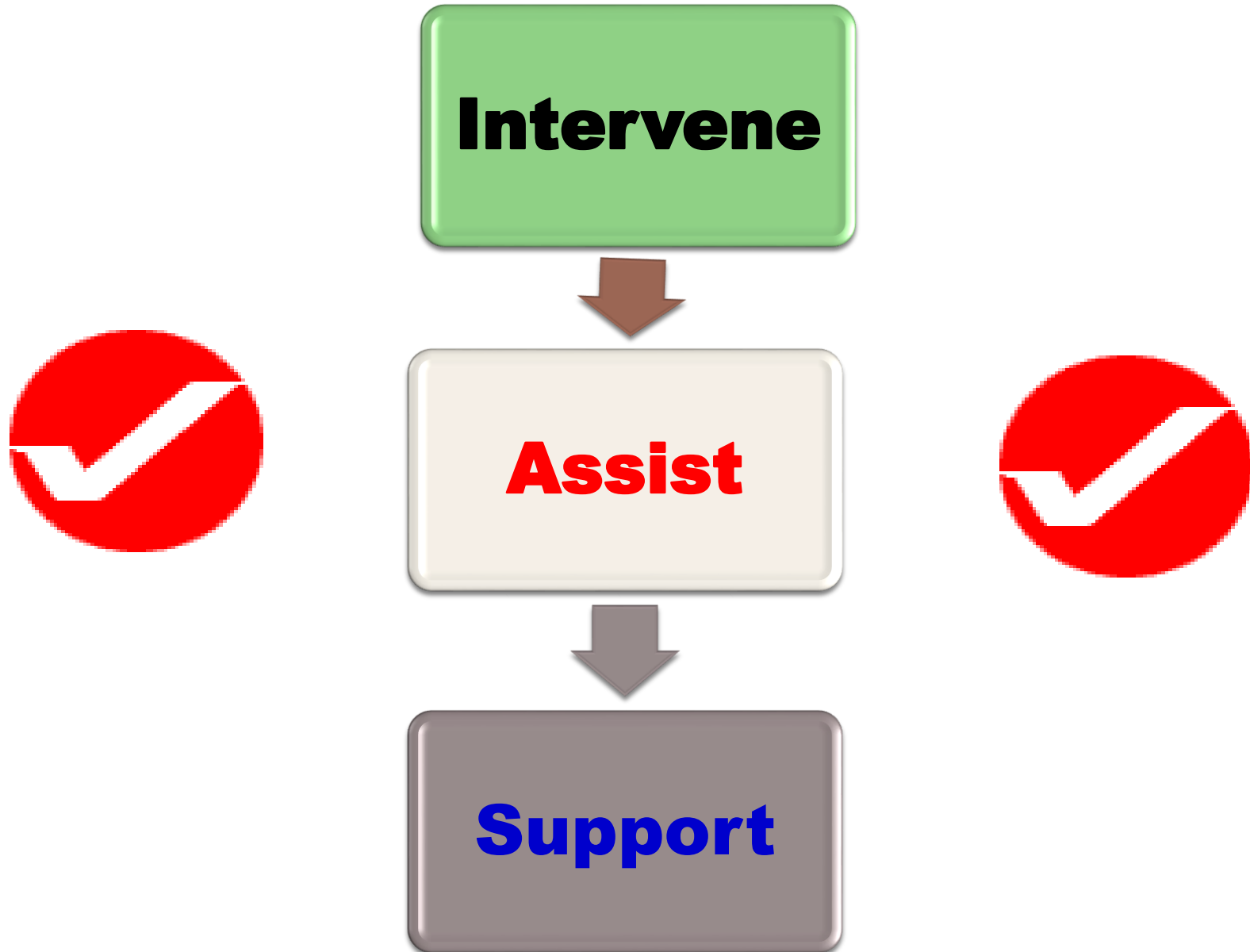


OH&S Act

- Under section 25 (1) of the OH&S Act 2004 a worker while at work, “must –take reasonable care for his or her own health & safety & for the health & safety of anyone else who may be affected by his or her acts or omissions at the workplace.”
- Under section 25 (2) of the OH&S Act 2004 “a worker must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interest of health, safety & welfare.”



Helpful Bystander



Bullying Is Not



Occasional differences of opinion.

Non-aggressive conflicts & or general problems.

Dissatisfaction or grievance/s with organisational & management policies.

Poor management practices, feeling upset or undervalued.

Managing under performance.

An employer has the right to delegate work, monitor flow & provide feedback.

Employer can reprimand, transfer, demote, discipline, counsel, retrench or sack as long as they're acting reasonably.

Bullying Is Not

Implementing organisational changes or downsizing.

Transferring worker to another area (with reason), deciding not to select for promotion.

Setting performance goals or management processes, enforcing standards & deadlines.

Informing worker of inappropriate behaviour, rostering & allocating work hours.

Discrimination & sexual harassment is unlawful under anti-discrimination, equal employment opportunity, workplace relations & human rights laws.



Impact On Worker

Sleep disturbances, anxiety, absenteeism & presenteeism.

Psychological distress & mistrust in others.

Reduced output - performance.

Life outside work affected e.g. study or personal relationships.

Damage to career, health & peace of mind.

Mistrust & character assassinations.

Resignation.

Victimisation.

Unhappy, low morale, esteem & confidence.

Scared, stressed, anxious & depressed.

Physical symptoms – (stomach, head & back aches) - PTSD, medical expenses, psychological/emotional issues & suicidal thoughts.



Victorian Law

- **Crimes Amendment (bullying) 2011 - S21A of the Stalking provisions now in effect.**
- **Strengthens existing Crimes Act 1958 - covers bullying & cyber bullying behaviours.**
- **Outcome - means police powers in relation to prosecution for stalking & bullying conduct, allows steps to be taken to prevent serious bullying through the use of intervention orders.**



Justice
and Regulation



- [illegible]

Penalty: Imprisonment - 3 years.

Employer Responsibilities

- Employers have a legal obligation & a legal responsibility under OH&S Act 2004 to provide safe & bully free workplace.
- Section 21 (1) of Act states “employer shall provide & maintain so far as is practicable for workers a working environment that is safe without risks to health.”
- Health includes physical & mental, employers must provide:
 - Adequate supervision.
 - Instruction.
 - Information & training necessary for workers to do their work safely.
 - Consult with worker who is appropriately trained & acts as occupational health & safety representative.



What Can WorkSafe Do?

- **WorkSafe may issue notices if proper policies & procedures are not in place (to deal with risks of bullying).**
- **Unchecked circumstances could lead to someone making a claim (mental or physical injury).**
- **If those injured are found to have 30% impairment then they will be given access to common law (civil suit).**
- **Organisation or individual (or both) can be prosecuted in serious cases.**



Bullying Conduct: repeated, unreasonable behaviour directed towards a worker that creates a risk to health and safety

WHS laws	Workers Compensation laws	Fair Work Act (amended in 2013)	Anti-Discrimination laws	Civil liability legislation and/or common law of negligence	Criminal law
No need for the bullying to have caused an 'injury' or 'disease'	Only applicable if bullying caused an 'injury' or 'disease'	No need for bullying to have caused injury, dismissal etc.	Provides an individual right to sue and seek compensation	Provides an individual right to sue and seek compensation	Police may prosecute
Generally regulator will only intervene once internal complaint mechanisms exhausted.	Provides an individual right to sue if injury serious enough	No requirement to finalise internal complaint mechanisms	No need for any 'injury' to have resulted from bullying but worker must fit within one of the protected categories; i.e. the bullying was based on race, gender, disability etc.	May be possible to run parallel claims (e.g. workers compensation).	Significant variance between states and territories
Only regulator may prosecute	Not available if injury caused by 'reasonable management action'	Limited range of orders: no compensation payable		Interaction with workers compensation laws complex, but generally any amount awarded in one proceeding deducted from award in other proceeding	If bullying involves use of electronic equipment, Commonwealth laws may be applicable
No individual right to sue provided	Variation between states and territories re: aggravation of pre-existing conditions	FWC can refer matter to state/territory WHS regulator for investigation or prosecution	Can be run parallel to other claims (e.g. unfair dismissal).		May provide 'victims of crime' compensation
	Generally no need to go through internal mechanisms first	Other claims may also be available (general protections, unfair dismissal)			Can be run parallel to other claims (e.g. unfair dismissal).

Fair Work Commission

- Allows a worker who has been bullied to apply to Fair Work Commission (“FWC”) for an order to stop the bullying.
- The FWC must start to deal with complaints within 14 days.
- 1st time a worker can make a direct complaint.
- The FWC can make orders (other than an order requiring payment of a pecuniary amount) to prevent the worker from being bullied at work by the individual or group.
- Can make recommendations & or refer to State Regulator.

**Focus of
legislation is
to...**

**Prevent
bullying.**

**Stop
behaviour.**

**Rectify positive
working
relationships.**

Signs?

- **Observe for signs – some workers may not be vocal.**
 - **Hesitation about being at work.**
 - **Lacks friendship groups.**
 - **Sudden decline in productivity.**
 - **Lacks self confidence & esteem.**
 - **Not engaging in normal activities.**
 - **Constantly depressed, crying, apprehensive or anxious.**
 - **Complaining about the behaviour of another worker.**
- **Reassure you will help - support - until something can be done.**

Why Does Bullying Occur?



Culture = Patterns Of Behaviour?

What is acceptable?

We often observe behaviour, norms & scan what others are doing & saying.

Everyone should play by the same set of basic rules – consistency.



Policy



Aids To Communication

- Intonation.
- Active listening.
- Word choice – plan what you're going to say.
- Common courtesy.
- Self respect.
- Attitude, enthusiasm & being optimistic.
- Empathy & smiling.
- Assumptions.
- Things you can control.
- Relationships - built on:
 - Trust, Integrity & Credibility.
 - Honesty, respect.
 - Acceptance – trust & open communication.
 - Approachable.
 - Courteous.
 - Consistent.



Statistics

68% of internet users have a social media profile.

We spend 8.5 hours a week on Facebook.

307 social media sites set up.

Global Facebook users 1.49 Billion.

95% young Australians use the internet.

Social Media used at home 93%

79% access internet daily.

We social network in the morning 45% & last thing before we go to bed 41%.

**LinkedIn (28%), Instagram (26%)
Google (23%).**

**Average Aust owns 3 devices -
laptops (75%), smartphones (70%)
tablets (55%).**

93% use Facebook.

53.64% use iPhone.

**Average Australian has 297 friends,
contacts & followers.**

**68% of internet users have social
media profiles.**

Most active ACT 91% then Vic 80%.

Social Media & Cyber Bullying

Uses of Social Media

**Workplace
advertising.**

**Facilitation of
group activities -
work & social.**

Communication.

Talent hunting.

Abuses of Social Media

- **Defamatory, misleading & deceptive comments.**
- **Discriminatory behaviour.**
- **Sending cruel or threatening messages: email, text, Facebook, LinkedIn, Fango, Instagram, Kik, Viber, Twitter & blogs.**

Social media has capacity to be beneficial to productivity & social cohesion or workplaces.

Can increase presence in marketplace.

Genie In The Bottle

- Hard to put back the Social Media Genie in the bottle.
- In the on-line world we see consequences years later – the digital footprint stays.
- Hard to explain this to young workers that a post could haunt their career opportunities.



What Can The Employer Do?

Workplaces have the right to direct worker to either remove or correct online comments that is unauthorised.

Disciplinary action could be taken including termination of employment depending on situation.

Monitoring compliance & on-going training is fundamental if the policy is to be reflected in the day-to-day behaviour.

Developing a social media policy with workers & defining how the policy is relevant to duties, will assist workers to know where they stand.

Stop – Send Is Forever

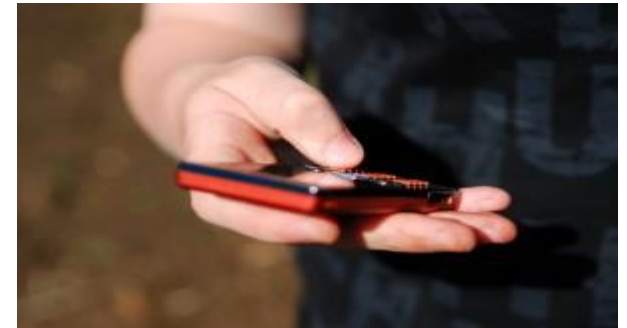
Everything you post is stored - even if deleted.

Every time you send a message it's saved by phone companies even after its deleted.

Emails & private messages sent are stored.

Chat conversations through companies like messenger & Facebook are cached (stored) on their servers.

Every device that accesses the Internet has its own IP address that can be traced back to you.



How Not To Be A Cyber Bully?

- Good etiquette.
- Never send a message when angry.
- Don't post anything about anyone you wouldn't want posted about yourself.
- Don't share or upload pictures of others without their permission.
- Don't start/spread rumours.
- Talk out issues before taking on the cyber bully.
- Unplug, detox, digital Ifamine – balance – its ok not to answer a message or respond immediately.



Cyber Bullying - What Can You Do To Stop It? - Page 21

B lock

I gnore

D elete

U nfriend

R eport



What To Do - Employer?



- If allegation is substantiated, actions should be taken consistent with policies & procedures.
- Actions should vary depending on severity & can be aimed at individual & organisational level.

Actions may include:

- Obtaining apology & commitment that behaviour will not be repeated.
- Providing coaching or training i.e. communication skills.
- Counselling support.
- Addressing organisational issues that may have contributed to behaviour occurring.
- Verbal/written warning.
- Monitor behaviour.
- Demotion, dismissal or other actions subject to workplace relations laws.
- Combination of strategies may be necessary to prevent bullying from reoccurring, i.e. reviewing policy, providing information to raise awareness.

What Can The Worker Do?

- Seek advice from another worker, i.e. manager, HR, health & safety representative & union.
- Check workplace bullying policy & reporting procedure.
- Policy should outline how the organisation will prevent & respond.
- Report behaviour early.
- If you feel safe & comfortable doing so, calmly explain to individual you object to their behaviour & ask them to stop.



Where To From Here?

- **Statement of expectations:**

- Listen.
- Be respectful of 1 another.
- Speak up.
- Be inclusive.
- Have a zero tolerance approach.
- Today let's draw a line in the sand.
- Starts with me & your Leadership Team.
- Starts with all of you.



- **Never:**

- Dismiss each others views.
- Yell or swear at each other.
- Justify poor behaviour.
- Put others down.
- Together we will stamp out bullying.



