



## Client Protection, Workplace Harassment & Bullying Policy

### Preamble

Camden Haven Community College Inc. (CHCC) is committed to providing a safe, respectful, and inclusive work and learning environment for all staff, students, and clients, free from workplace harassment and bullying. CHCC prioritises the safety and wellbeing of its employees, contractors, visitors and volunteers with a particular focus on vulnerable persons.

This policy applies to all workers (as defined by Work Health & Safety legislation), students, visitors, volunteers, and members of the governing body while at the CHCC workplace, engaged in CHCC business, or representing CHCC in any setting, including digital or online environments.

This policy supports the delivery of quality training and assessment by promoting a conducive learning environment that maximises learner engagement, retention, and outcomes. It is to be read in conjunction with CHCC's **Complaints and Appeals Policy** and other relevant governance documents.

### Principles

CHCC believes that all members of its community are entitled to a safe, secure, and inclusive work and learning environment, free from behaviours that compromise their dignity or psychological wellbeing.

This includes, but is not limited to, the following forms of misconduct:

- **Workplace Harassment:** Unwelcome conduct that offends, humiliates, or intimidates a person and creates a hostile environment. Includes sexual harassment.
- **Sexual Harassment:** Unsolicited approaches, comments, or physical contact of a sexual nature that a reasonable person would find unwelcome, offensive, or humiliating.
- **Bullying:** Repeated and unreasonable behaviour directed towards an individual or group that creates a risk to health and safety.
- **Victimisation:** Unfair treatment of someone who has made or is involved in a complaint about harassment or bullying.
- **Racial Vilification:** Offensive behaviour based on race, colour, ethnic or national origin.
- **Unfair Treatment:** Discriminatory or unjust treatment not based on objective and legitimate grounds.
- **Unsafe Learning Environment:** Any condition or behaviour that compromises the physical or psychological safety of learners, impeding their ability to complete training and assessment successfully.

### Responsibilities

#### All CHCC Community Members

(including staff, students, trainers, tutors, contractors, and guests)

- **Individual Conduct:** Act respectfully, ethically, and in alignment with CHCC's values and policies.
- **Intervention and Reporting:** Where safe, intervene in or report any inappropriate conduct including bullying, discrimination, or harassment.
- **Non-Participation:** Refrain from engaging in or encouraging any form of misconduct.

Camden Haven Community College Inc.

PREPARED/ REVIEWED BY	J Troup	J Troup	J Troup	J Troup & R Butlin	President CHCC	J Troup	J Troup	C'TEE	J Troup	J Troup	G Paxton	G Paxton	Committee
DATE	May 2002	May 2006	Oct 2009	Mar 2012	Apr 2012	Jun 2015	Oct 2017	Oct-Dec 2017	Dec 2020	Jun 2021	May 2023	May 2025	May 2025
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- **Support and Encouragement:** Support others affected by inappropriate behaviour and assist them in accessing the appropriate reporting or support channels.

### Management and Leadership Team

- Promote a respectful and inclusive organisational culture.
- Ensure all staff, contractors, and students are informed of their responsibilities during induction and through ongoing training.
- Maintain accurate records of all reported incidents and outcomes in accordance with privacy legislation.
- Respond to complaints promptly, fairly, and confidentially.
- Provide both the complainant and the respondent with information, support, and guidance throughout the process.
- Identify trends through regular review of incident data to improve workplace safety practices.
- Review this policy annually or as needed in response to legislative changes or significant incidents.

### Reporting Procedures

Any member of the CHCC community who experiences or witnesses inappropriate conduct is encouraged to report it through one of the following channels:

- Their direct supervisor or course coordinator
- In writing or in person to the Manager
- To a CHCC staff member

All reports will be treated with sensitivity and confidentiality and will trigger a fair and timely investigation process.

### Investigation Process

- Investigations are initiated promptly by CHCC Management or a delegated investigator.
- All parties involved will be given a chance to present their version of events.
- CHCC will aim to complete investigations within 20 business days. Where this is not possible, the College will inform all parties of progress.
- Outcomes will be communicated clearly to the complainant and respondent, in line with privacy and procedural fairness principles.
- The manager may choose to involve the President or other Committee member

### Support Services

CHCC recognises the potential personal impact of these issues and provides access to:

- **Complainants:** External counselling services, internal support staff, academic or workplace adjustments where appropriate.
- **Respondents:** Training or coaching opportunities aimed at behaviour change (where applicable), as well as procedural support.

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### Disciplinary Action

Consequences for breaches of this policy may include:

- Formal counselling and education
- Written warnings
- Suspension or expulsion (students)
- Termination of employment (staff or contractors)

Serious matters, including potential criminal offences, will be referred to external authorities with the consent of the complainant, unless mandatory reporting requirements apply.

### Specific Provisions – Sexual Abuse and Safeguarding

To ensure the protection of vulnerable persons, CHCC enforces strict safeguarding practices:

- All candidates for roles involving vulnerable persons undergo formal screening and interviews.
- Reports of sexual abuse will trigger immediate action, including:
  - Suspension pending investigation
  - Mandatory reporting to police and insurance provider
  - Permanent removal from CHCC upon substantiated findings
- Identities of individuals making reports will be kept confidential to the extent permitted by law.

### Worker Engagement and Induction

CHCC's induction process includes:

- Training on this policy and its application
- Safe work procedures and reporting protocols
- Ongoing awareness campaigns and refresher training

Records of training completion are maintained and reviewed for compliance.

### Policy Review and Evaluation

This policy will be formally reviewed **annually** with consideration of:

- Feedback from learners, staff, and stakeholders
- Incident reports and complaint trends
- Legislative and regulatory changes
- Sector best practices

Updates will be communicated to all staff and students and made available on CHCC's internet.

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