

Prevention and Management of Bullying Policy



INTRODUCTION

The following policy and procedures are applicable to Cancer Nurses Society of Australia Ltd Staff, Directors, Volunteers and Members.

PURPOSE

The purpose of the Prevention of Bullying Policy is to provide a safe and positive environment that is free from behaviour that harms, intimidates, offends, degrades or humiliates any individual. This Policy outlines the minimum requirements and responsibilities CNSA Staff, Directors, Volunteers and Members and reinforces professional and ethical standards of behaviour as prescribed in the CNSA Code of Conduct (Code).

CNSA has zero tolerance for any type of bullying. Matters involving bullying associated with CNSA business will be treated seriously and managed accordingly. In addition to abiding by the CNSA Code of Conduct individuals must act in accordance with the CNSA's values of Unity, Excellence, Integrity, Innovation and Collaboration.

DEFINITIONS

TERM	DEFINITION
Bullying	Repeated unreasonable or inappropriate behaviour directed towards an individual, or a group that creates a risk to wellbeing, health and safety. Bullying can occur in one-to-one situations, between two or more individuals and can involve a person in authority. Because bullying can compromise health and safety in the workplace, it is considered unlawful under the Occupational Safety and Health Act 1984 and the Occupational Safety and Health Regulations 1996. Occasional differences of opinion, problems and conflicts in working relationships are bound to occur, so it is important to differentiate between conduct and bullying, particularly for persons in authority. Reasonable action that's carried out in a reasonable way is not bullying. A person in authority or an individual can make decisions about poor performance or take action to manage poor performance. Action that isn't carried out in a reasonable way may be considered bullying.

RESPONSIBILITIES

All CNSA Staff, Directors, Volunteers and Members must contribute to the achievement of a positive and productive culture through the following:

- Abiding by professional and ethical standards of behaviour as outlined by AHPRA
- Considering their own behaviour and its potential effects on others
- Not participating in, or encouraging, any conduct that may constitute bullying
- Ensuring that perceived incidences of bullying are reported to enable them to be addressed
- Where possible and appropriate, attempt to resolve behavioural issues at the local level; and
- Where requested, participate in resolution processes and maintain confidentiality throughout.

CNSA Staff, Directors and Volunteers additionally are responsible for nurturing an environment that is free from bullying and promotes CNSA values by:

- Modelling appropriate and ethical standards of behaviour
- Informing members that bullying will not be tolerated
- Providing staff members with appropriate information

Prevention and Management of Bullying Policy



- Monitoring the CNSA environment to ensure that bullying behaviour is identified and promptly addressed, noting that it is not necessary for a complaint to be lodged prior to intervention
- Ensuring complaints about bullying are treated sensitively, seriously and fairly and implement strategies to reduce the risk of further workplace bullying; and
- Ensuring that any individual submitting an allegation of bullying is not subjected to victimisation or reprisal.

RESOLUTION

The process to resolve bullying is available in the CNSA Bullying Flowchart (Appendix A).

If individuals feel they are being bullied they should not ignore it. If the individual is comfortable discussing the inappropriate behaviour with the relevant individual, it should be undertaken privately, in a calm respectful manner. If individuals are uncomfortable discussing perceived inappropriate behaviours or the bullying continues after raising the matter, it should be reported to the Board of Directors.

All perceived incidences of bullying should be reported to the relevant individuals State Group Committee, Specialist Practice Network, Standing Committee, Executive Officer or Board of Directors. Bullying can be documented using an Incident Report Form, which can be completed by the individual or a representative. Completion of an Incident Report Form does not mean the matter is automatically escalated, but ensures that the matter is documented, progressed and potentially resolved at an informal level, if possible. Ideally, this will be achieved at the lowest level and as promptly as possible to minimise stress and trauma to those involved. If a resolution cannot be reached informally or if a more formal process is considered appropriate, the Board of Directors will support a formal resolution. Procedural fairness and confidentiality will be maintained throughout the resolution process. Individuals will not be subjected to victimisation or reprisal for reporting bullying incidences and complaints will be treated fairly and sensitively. False, frivolous and malicious reports of bullying will be dealt with quickly, firmly and fairly, but sufficient inquiry will occur to establish that the complaint is frivolous or vexatious. Where bullying is substantiated, further action will be considered.

PREVENTION

Bullying will also be addressed at an organisational level to reduce the risk of further bullying and prevent future injury or harm. Broader issues which may have contributed to a complaint will be considered by the Board Governance Sub-Committee to identify systemic issues, and recommendations may be made to address underlying issues and deficiencies in CNSA culture.

SUPPORT

Individuals seeking advice and support can contact the Executive Officer or a member of the Board of Directors.

ADDITIONAL INFORMATION

The following documents inform this policy (i.e. documents not mandatory to the implementation of this policy but are considered best-practice and aid implementation):

- [Occupational Safety and Health Act 1984:](#)
 - o s. 19 – Duties of employers
 - o s. 20 – Duties of employees
 - o s. 24 – Resolution of issues at workplace
- [NMBA Code of Conduct for Nurses](#)
- [SafeWork Australia Bullying](#)
- [SafeWork Australia Guide for Preventing and Responding to Workplace Bullying](#)

Prevention and Management of Bullying Policy



APPENDIX A CNSA Bullying Flowchart: Pathways for Resolution of Bullying

