

# “Don’t Cop It”

## Queensland Police Service

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CEO – Brisbane City Council

18 October 2007



# OUR WORKFORCE COMPOSITION

- Over 8000 employees
- Multiple divisions (blue-collar, white-collar, multiple locations across our city)
- Employees from diverse backgrounds, providing services and shaping our city for the future



# BCC STRATEGY

- Council's "Zero Harm" agenda supports a workplace free from harassment. Each division has developed zero harm action plans.
- Equity & Diversity Framework - includes strategies aimed at workplace justice.
- Harassment and Equity & Diversity issues are embedded in our "Employer of Choice" strategy, which is a key focus of "Organisational Capability 2012".



# BCC STANDARDS

- Clear standards of acceptable workplace behaviour are identified in our Values statements (developed by our employees.)
- Value of “Respect for People”
- Values and behaviour statements are currently being refreshed
- Acceptable behaviour is prescribed in Council’s “Code of Conduct”, as well as the “Public Sector Ethics Act”



# BCC HARASSMENT COMPLAINT PROCESS

Multiple options for complainants:

- Informal options include speaking with a Justice Referral Officer, their Team Leader or Manager.
- Formal complaint as a workplace justice complaint, through the grievance procedure or via an external source.



# BCC MANAGING HARASSMENT COMPLAINTS

- Application of due process, allegations independently investigated with right of reply
- Misconduct complaints handled by Ethical Standards Unit - referred to CMC if necessary.
- Handled confidentially with a concern to exercise our duty of care (eg Whistleblower Act provisions)
- If substantiated, findings and recommendations are considered at a senior level (Divisional Manager or CEO) and appropriate action is taken.



# **BUILDING CAPABILITY**

## **(Managers, Team Leaders, and all employees)**

- Policies and procedures support the management of allegations of inappropriate workplace behaviour
- HR Help Line to support employees and managers.
- Learning & Development programs such as “Walking the Green Line”, “Indigenous Cultural Awareness”, and “Customer Focus Programs”



# BCC MEASURING OUR PERFORMANCE

We rely on a range of sources to measure how successful we are:

- Quarterly workplace justice statistics
- Annual employee survey (Your Voice)
- Annual Equity & Diversity Report to Executive Management Team and the Lord Mayor
- Exit interview information
- Formal grievance procedures
- Consultative mechanisms eg WUCC, DCC etc where “hot spots” may be identified



# LONG TERM MEASUREMENT?

- Equity & Diversity Framework outcomes are met - Strategic direction 2003-2010 (via Local Equity & Diversity Plans)
- Your Voice annual staff survey results – continuous improvement each year
- Workplace Justice Quarterly report trends
- Our attractiveness as an employer of choice

