Charter of safety and respect

Policy and Workplace Services – Work and Electrical Safety Policy

Expectations regarding safe and respectful consultation and meetings between Policy and Workplace Services (PWS) and external groups and individuals.

The content discussed in our meetings can be difficult and emotional as we work together to improve work health and safety and reduce work-related incidents.

Maintaining a physically and psychologically safe workplace is a shared responsibility.

There is a **zero-tolerance policy on work-related violence and aggression** (including bullying, harassment and discrimination**).**

Everyone's role and responsibilities	**Safe and respectful behaviour and communication:** • Speak and behave safely towards others. • Treat others with respect, courtesy and compassion. • Give everyone an opportunity to speak. • Use active listening and avoid dominating discussion. • Do not use language or behaviour that is abusive, intimidating, discriminatory, defamatory, threatening or violent. • Do not use language or engage in behaviour that is likely to offend, humiliate, shame or provoke others. • Help call out behaviour that is unsafe and disrespectful. • Maintain a physically and psychologically safe environment. • Promote a zero-tolerance approach to violence, aggression, bullying, harassment and discrimination.
Our role	**Support safe, productive stakeholder collaboration and consultation:** • Prioritise safety — demonstrate best practice and 'walk the talk' as both a regulator and an employer. • Ensure material being consulted on is accessible, easy for the general public to understand, and includes clear opportunities to provide feedback. • Actively seek feedback on government-led legislation, regulations, policy and processes, where possible • Actively listen to concerns and feedback you provide. • Be open and honest about our role and how government processes work. • Share feedback on the outcomes of our consultation with you. • Recognise that you might be required to advocate on behalf of your members • Act in a trauma-informed way, where applicable. • Keep records of meetings and communications, which can be disclosed, if necessary, to ensure the regulator's engagement is transparent and of high integrity. • Adhere to the Public Service Code of Conduct and all relevant legislation, policies and procedures in line with our role as public servants. • Remain apolitical and provide accurate advice to government.
Your role	**Your feedback and contributions:** • Share your views, provide feedback and ask questions (including on behalf of your members). • Acknowledge the processes of government (including government decision-making and legislative change processes). • Understand and respect the limits of what PWS staff can commit to and ask for clarification if unsure. • Operate in a professional and ethical manner.
What happens when a meeting is no longer safe and respectful?	**To help maintain a safe, respectful and constructive environment, the following steps may be taken if issues arise:** • Take a short break to allow everyone time to pause and refocus before the meeting resumes. • Close the meeting and ask participants to leave if respectful and safe communication cannot be maintained. • For discussions via email/telephone, follow-up contact may happen to state expectations of respectful communication. • If the behaviour is very serious or repeat behaviour, then formal procedures will apply, and the person may not be able to continue in their role of participation.

Access to Office of Industrial Relations (OIR) policies

In addition to relevant legislation (including the *Work Health and Safety Act*, Managing the Risks of Psychosocial Hazards at Work Code of Practice, *Public Sector Ethics Act*, *Anti-Discrimination Act* and others), as a Queensland Government agency, OIR follows the Public service Code of Conduct and a range of policies that provide guidance about safe and respectful behaviour.

We aim to be transparent and accountable. If you would like more information about anything in this Charter, please speak to our staff about the policy relevant to your issue or concern.

How to make a complaint

We take complaints seriously and have a clear and consistent process to ensure they are resolved quickly and fairly. We encourage you to raise concerns directly with the area responsible for the service, as they may be able to resolve the complaint informally. However, if you're not happy with the outcome, you can lodge a formal complaint.

PWS manages our customer complaints in accordance with the OIR Customer Complaints and Grievance Management Policy and OIR Customer Complaints Management Procedure. More information can be found on the WorkSafe website.

OIR staff can access complaints and grievance policies, and health safety and wellbeing policies and assistance via the Employee Centre on the OIR intranet page.

Referrals and support services

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 224 636 or www.beyondblue.org.au
- 1800RESPECT: 1800 737 732 or www.1800respect.org.au
- Suicide Call Back Service: 1300 659 467 or www.suicidecallbackservice.org.au
- 13Yarn: 13 92 76 or www.13yarn.org.au
- Gallang Place: (07) 3899 5041 or www.gallangplace.org.au
- Grief Australia: (03) 9625 2100 or www.grief.org.au
- Queensland Human Rights Commission: 1300 130 670 or www.qhrc.qld.gov.au
- Your organisation's employee assistance program (EAP).