



EXPECTATIONS AT WORK

CODE OF CONDUCT AND EXPECTED BEHAVIOURS

Wangki Radio is committed to creating a safe workplace that encourages good performance and conduct, is free from harassment and discrimination and is free of inappropriate behaviour of all kinds and requires mutual respect to be shown to all employees and management alike.

Wardi Values:

- ✧ Respect our Law and Culture
- ✧ Respect our Elders and stakeholders
- ✧ Fair and transparent decision-making
- ✧ Effective and open Communication
- ✧ Working in Partnership
- ✧ Trust and Loyalty
- ✧ Justice and equality for Indigenous Peoples
- ✧ Cultural Diversity

To achieve this all employees are expected to act in the following manner:

Behaviour and Conduct

- Behave honestly, lawfully, professionally, impartially, with integrity and in line with our Values.
- Provide timely, unbiased and accurate advice to our members and other customers and contribute effectively to board and organisational outcomes, where applicable.
- Perform duties in an efficient, timely and productive manner, as instructed and abide by all organisational policies and procedures.
- Create a safe and encouraging work environment by treating co-workers and customers with respect, courtesy, consideration and sensitivity
- Do not bully, intimidate, harass or discriminate against co-workers or members
- Work co-operatively as part of our team, performing duties correctly, with efficiency and showing loyalty to the organisation and our members
- All staff must follow the current grievance processes and procedures before referring any matter to the Board. Staff are not to communicate with the various of Boards of Governance regarding any operational or workplace matters such as grievances or complaints prior to informing the Station Manager. Staff are otherwise able to engage with Directors in all other, off the record, circumstances.

Confidentiality and Ethics

- Treat all information gained in the course of your duties as confidential and not disclose it without authority or for personal benefit.
- Disclose and take reasonable steps to avoid any real or perceived conflict of interest.
- Use all organisational funds, resources and facilities in a proper, responsible and appropriate manner.
- Do not make improper use of your role or duties in order to gain a benefit for yourself or another person.
- Maintain ethical standards in your role, duties and professional responsibilities.
- Respect the cultural values and customs of Kimberley Aboriginal people and
- At all times behave in a way that upholds Wardi values and the integrity and good reputation of Wardi.



MANAGING GRIEVANCES

COMMITMENT:

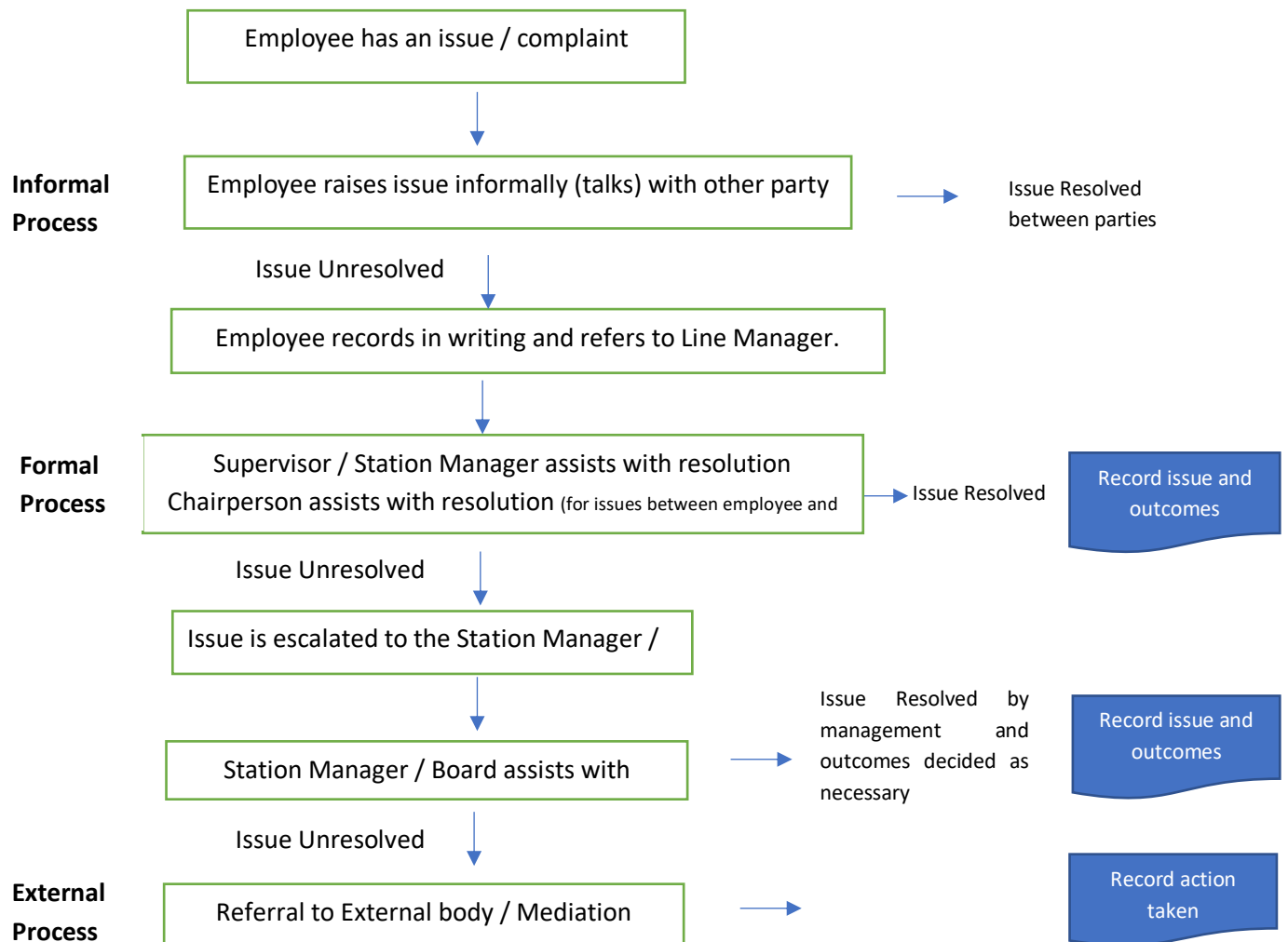
Limited is committed to working with employees and management when preventing and settling all workplace disputes.

PROCEDURES:

The following procedures are for any employee who wishes to report a complaint, and Line Managers who receive and need to investigate a complaint. All actions are taken with the view of natural justice in mind, where all parties have the right to respond to allegations with a support person present (if desired) and a fair process is followed.

Wardi prefers that issues are to be dealt with as per the flowchart below.

ACTION FLOWCHART:





DETAILED PROCEDURES:

Step	Parties involved	What is done?	Tips / Forms
<p>OPTIONS FOR MAKING A DISCRIMINATION, BULLYING OR HARASSMENT COMPLAINT or GENERAL GRIEVANCE</p> <p>Any employee has the following 3 options if they wish to report any inappropriate behaviour</p>			
<ul style="list-style-type: none"> Informal resolution 	Complainant and respondent (and potentially Line Manager)	Parties meet and complainant advises other party (respondent) of issue and the effect it is having on them. Request other party feedback/response. Parties listen and respond. Agree on future behaviour/process.	<ul style="list-style-type: none"> All complaints will be treated seriously and dealt with promptly, impartially and confidentially. Be tactful, respectful and calm. Give time frame for process. Line Manager may be required to facilitate.
<ul style="list-style-type: none"> Manager Referral 	Complainant Witness(es) Manager Respondent	Complainant reports the issue to Line Manager or Station Manager. If an incident is witnessed which breaches this procedure, it must be reported to the Line Manager or Station Manager.	<ul style="list-style-type: none"> All complaints will be treated seriously and dealt with promptly, impartially and confidentially. Ensure Natural Justice and Procedural Fairness applies. Complaint may be withdrawn. If complaint is frivolous or unsubstantiated, it is dismissed Should not take more than one week.
<ul style="list-style-type: none"> Gather advice from Equal Opportunity Commission or Fairwork Australia. as relevant 	Complainant	Complainant contacts EOC for advice	<ul style="list-style-type: none"> Respect all parties' confidentiality Ensure no victimisation occurs of the complainant
<p>RECEIVING AN DISCRIMINATION, BULLYING OR HARASSMENT OR GENERAL COMPLAINT</p>			
Information gathering	Employee (complainant) and relevant Line Manager	Ask the complainant to explain the whole story, including what happened, step by step. Record it accurately and have the complainant sign it.	<ul style="list-style-type: none"> Treat confidentially and seriously and allow support person.



Step	Parties involved	What is done?	Tips / Forms
Next Step	Complainant and relevant Line Manager	Explain next step of process and agree on next action.	<ul style="list-style-type: none"> Ask employee to check notes for accuracy.
Investigation not requested by complainant:	Line Manager and parties	Assuming no breach of procedure: Act promptly to pass any information on to the Station Manager	<ul style="list-style-type: none"> Maintain confidentiality
Investigation requested by complainant	Station Manager plus parties	Line Manager identifies parties to the investigation issue (including clarifying the issue with complainant) and reports to Station Manager with recommendation. Interview preparations are made. Complainant is responded to in writing.	This level should not exceed one week following the last meeting.
<p>CONDUCTING AN INVESTIGATION</p> <p>Employee must continue to work during the investigation process, unless an imminent risk to their safety is apparent. (Complainant may take the issue to an external body such as Fairwork or Equal Opportunity Commission at any stage)</p>			
Meeting with complainant	Station Manager and Complainant	Advise the process to be undertaken and possible outcomes if complaint substantiated	<ul style="list-style-type: none"> DO NOT ASSUME GUILT. LISTEN CAREFULLY. ENSURE CONFIDENTIALITY If respondent is Line Manager refer to Station Manager. If respondent is the Station Manager, the employee must attempt to resolve the situation with the Station Manager. If unsuccessful they are to refer to the Chairperson. Treat seriously and with respect. Give reasonable notice of all meetings Allow support person at all meetings Document all meetings and get sign off from participants.
Meet with Respondent	Station Manager and Respondent	Inform respondent and advise of allegation and process. Allow response – they may prefer to respond in writing after meeting.	
Investigation	Complainant, respondent, witnesses	Gather facts from all parties separately, including witnesses. Document the facts.	
Decision	Investigator	Review all facts and decide on appropriate action. Refer complaint to Station Manager if no immediate decision is possible.	<ul style="list-style-type: none"> Get advice from external body or Station Manager if needed.



Step	Parties involved	What is done?	Tips / Forms
CONSEQUENCE OPTIONS: Ensure chosen action meets needs of organisation and is matched to severity of action.			
Dismissal of complaint	Complainant and Respondent	If not enough evidence to substantiate complaint or it is found to be false.	<ul style="list-style-type: none"> Document process, advise parties in person and follow up in writing
Mediation	Complainant, respondent, witnesses	If applicable, attempt to mediate the issue between the parties. Document and get sign off for agreed actions.	<ul style="list-style-type: none"> Document process and have parties confirm completion.
Discipline	Station Manager/ respondent	Meet with respondent and advise of outcome.	<ul style="list-style-type: none"> Document details and have all parties sign.
Training and Education of individual, team or whole organisation	As relevant	Ensure relevant acceptable policy and procedure reminders and workplace training is delivered where required.	<ul style="list-style-type: none"> Provide any additional training for respondent if necessary. Document attendance
Apology	Respondent / Complainant	Details to be agreed with all parties prior to being delivered.	<ul style="list-style-type: none"> Document accurately and have all parties sign that action has been completed as per agreement.

Grievance with the Station Manager:

If an employee has a grievance with the Station Manager, the Station Manager should be verbally advised, where an attempt will be made to resolve the matter between the parties, with the assistance of the Supervisor if necessary.

If the matter is not resolved, it will be formally recorded in writing by the employee to the Station Manager. The Chairperson is informed in writing by the employee and the Chairperson acknowledges the correspondence. The Chairperson will attempt to resolve the issue via mediation and may refer the issue to the Board at any time.

If the Board is unable to resolve the issue the matter will be referred to an external body or a mediator.

FURTHER INFORMATION / REFERENCES:

Equal Opportunity Act 1984, Age Discrimination Act 2004, Disability Discrimination Act 1992, Fair Work Act 2009, Racial Discrimination Act 197, Sex Discrimination Act 1984, Occupational Safety and Health Act (WA) 1984 and Regulations 1996,

STANDARD FORMS:

- [File Note / Meeting Record](#)
- [Warning Record Template](#)