

MUTUAL RESPECT POLICY

POLICY: ACL Disability Services and the Gig Buddies project requires all employees, participants, volunteers, families, advocates and visitors to treat each other equally with dignity and respect to ensure that everyone enjoys freedom from abuse and harassment at all times.

In accordance with the philosophy of ACL Disability Services and the Gig Buddies project, the Board and Management are deeply committed to meeting all Workplace Health, Safety and Welfare responsibilities in facilitating a community and social culture that is built on mutual respect and understanding. We also comply with all Human Rights legislative requirements and the NSW Disability Services Standards.

ACL Disability Services and the Gig Buddies project adopts a zero tolerance to all emotional, physical, verbal and written abuse from anyone involved in the project. We thoroughly condemn and will not tolerate any discrimination of any kind based on a physical or learning disability, race, ethnicity, sexual preference, gender, age, religion or any other defining characteristics.

Any intimidating, demeaning comments or personal slights will be deemed verbal abuse. Raised voices or speaking in an aggressive or rude manner will also be deemed verbal abuse. Personal slights made either in writing or verbally will be deemed abuse and/or harassment

1. PROCEDURE

- 1.1. When a person reports emotional, physical, verbal or written abuse has occurred the matter will be addressed as soon as possible by a Gig Buddies staff member.
- 1.2. For any reported physical or other abuse, if a criminal act has been deemed to have been committed, the Gig Buddies staff will report the matter to the police immediately and inform the CEO.
- 1.3. The Gig Buddies team will arrange a meeting with the persons involved and (if requested) a relative, advocate or support worker to set out the arrangements to be put in place to protect the person from any further abuse.
- 1.4. The Gig Buddies staff will take necessary steps to resolve differences and grievances in a respectful and dignified manner, to the agreement of all involved parties.
- 1.5. The Gig Buddies staff will monitor the offending party for a reasonable period of their ongoing involvement with the project to ensure the safety of all participants is maintained.

2. UNRESOLVED MATTERS

- 2.1. If a respectful resolution cannot be reached, communication will be sent to the offending person/persons involved notifying them that their actions have been unacceptable and that their involvement with the project will be terminated immediately. Gig Buddies staff will also inform

them that they have contravened the ACL Disability Services and Gig Buddies Mutual Respect Policy and the NSW Disability Services Standards.

- 2.2. If there is a repeat offence committed by the offending person, communication will be sent to the person/persons involved notifying them that their actions have been unacceptable and must cease involvement with the project immediately. Gig Buddies staff will also inform them that they have contravened the ACL Disability Services and Gig Buddies Mutual Respect Policy and the NSW Disability Services Standards.
- 2.3. The communication will include copies of the ACL Disability Services Mutual Respect Policy and the Code of Conduct.
- 2.4. The communication will also notify the person that they will no longer be able to attend any ACL Disability Services premises or Gig Buddies social events (either online or face-to-face). The persons involved will be notified that they are not permitted to have any form of communication with the complainant whatsoever.
- 2.5. If the person involved persists in communicating with the complainant in an abusive manner and the matter cannot be resolved, it will be referred to the appropriate authorities.

3. OPERATING PROCEDURE:

- 3.1. ACL Disability Services management will provide information to all employees on NSW Disability Services Standards, Human Rights and Discrimination legislation, EEO Principles and Grievance Resolution and all ACL Disability Services Policies and Procedures at their induction training and will provide ongoing training during their employment on issues associated with emotional, verbal, physical and written abuse.
- 3.2. Participants/Volunteers will refer all matters of a conflict to the Gig Buddies staff team to minimise any risk to themselves and others. Gig Buddies staff will follow up with the person whom they consider has displayed the abusive behaviour. If the abuse continues then Gig Buddies Staff will tell the person that they are terminating their involvement with the Gig Buddies project, and that all communication with staff, the persons involved, and volunteers will need to cease.
- 3.3. At an appropriate time, Gig Buddies staff will document the incident within the Gig Buddies database and follow reporting procedures.
- 3.4. The CEO will include details of the incident from the database and any follow up required in the CEO Report to the Board at the next monthly meeting.

I, _____, have read and understood this document.

Sign: _____ Date: / /