

**Submission
No 76**

**INQUIRY INTO ALLEGATIONS OF BULLYING IN
WORKCOVER NSW**

Name: Name suppressed
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Partially Confidential

Parliamentary Inquiry: Inquiry into allegations of bullying in WorkCover NSW

I have
been with WorkCover

During my time I have been in positions across the organisation

I have always been proud to say that I work for WorkCover NSW
I have received a significant amount of mentoring and support from all the managers with which I have been proud to perform for and not experienced any level of bullying or harassment, nor have I had a problem with the directions or guidance provided to me in order to perform my duties. In fact the management team and particularly senior management have gone above and beyond to ensure my health, safety and wellbeing at all times. My concerns and experiences relating to bullying and harassment within WorkCover, CASD and SRWSD are related to my experiences and dealings with the Public Service Association, both paid officials and their delegates.

The management team
have been incredibly supportive regarding my situation in particular being mindful of the circumstances surrounding my health and wellbeing.

Management enabled me to discuss my situation in a confidential manner and work with me closely on a return to work plan which also allowed me to work through any emergency issues. I have nothing but gratitude and extreme respect and thanks for the senior management team for supporting me through these difficult times.

In relation to my experiences of the culture during my time within WorkCover, I have to acknowledge that the culture of employees in the organisation is that of an entitlement one, where employees have stripped management of their ability to manage them without fear of retribution. I have been involved in matters and am aware of instances where an employee has claimed bullying or micro managing the employee when the manager was simply requesting them to complete a reasonable task or asking them to amend their flex sheet due to legitimate errors.

It appeared from my perspective that the PSA Official had not completely understood the NSW Government Awards and Legislation and was requesting a significant amount of reimbursement for an ex-employee for outstanding allowances. The organisation went over and above to compensate the ex-employee for the allowance, which in accordance with the Awards and Legislation the organisation wasn't required to pay as much.

However, despite the organisation agreeing to the payment which was much less than what the PSA was requesting, but to be fair and reasonable, paid over what was required, the PSA Officer

behaviour was extremely intimidating and inappropriate

I am not indicating that the PSA can't be reasonable as I have seen the PSA Officers behave reasonably, however, these instances are few and far between. I feel that the PSA push unreasonably for the employer to bend over backwards to show reasonable action and provide employees with sufficient notice and give entitlements for things which potentially are seen as unreasonable, but the PSA does not show the same level of respect and/or understanding to the employer.

I am also aware of a time where a union delegate in the organisation has blurred the lines between their position in WorkCover/CASD/SRWSD and their role as a union delegate. In this situation the employee/delegate had forwarded on details to the PSA which received as part of role in the organisation. This in my opinion was a breach of the Code of Conduct where any information and confidential material which an employee is privy to in their position is not to be disclosed unless approval is sought before releasing the material.

I have seen the time where even the union delegates have behaved inappropriately and not shown respect towards other union delegates in front of members, in a members meeting. Telling one of the other delegates to shut up, purely because he was, what I considered, showing a reasonable approach toward an issue. This was quite clearly in front of all members who were present at this members meeting and I found it quite uncomfortable.

There have also been instances where the PSA delegates contact management to seek information on a matter and when you discuss the matter with the employee involved it is found that the employee had not requested nor authorised the union's representation. I believe this is a clear breach of the role of a union delegate.

Overall the organisation has made the workplace my only safe place, where I feel totally supported and respected and I now feel that the union delegates have stripped that away from me by their bullying ways. I was once a union member as I believed that it was a good cause, but from my experience the only bullies and those people destroying the culture in WorkCover/CASD/SRWSD is the union.

I believe that, as an employee, if we are open, transparent, honest and ethical with our decisions, actions and discussions we have with management, there can be no problems. The organisation, I believe, has provided employees with sufficient avenues to resolve concerns and even declare any health issues to ensure the health, safety and wellbeing of our employees. If employees are not willing to take up these options, nor the PSA give management the ability to manage these issues or queries, there can be no progress to resolving these types of issues as the PSA and some employees don't give the organisation the ability to be accountable for their decisions.

Everyone deserves courtesy and respect and the gate swings both ways. Employees need to be accountable for their actions and follow the values and the PSA officials and union delegates should go into meetings objectively, not subjectively and fight purely for arguments sake. I love working for WorkCover/CASD/SRWSD and want to perform to the best of my ability for the organisation and my management team. I now work in an area where I am responsible for assisting management and coaching them in improving their business and encouraging integrity, trust, service, and accountability both for them and their teams. This to me is a real challenge as the managers are prepared to make a difference, but there are some employees who are too stuck in the old Public Service way of life and entitlement driven who aren't prepared for change.

Thanks