

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

Name: Name suppressed

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Partially Confidential

Submission to the review of the inquiry into allegations of bullying in WorkCover NSW

I would like to comment on some of my observations that reinforce how WorkCover is discouraging the punitive use of process..

Like all organisations of its size, I am sure that there is bullying occurring within the organisation, however my personal experience is limited. I have observed however that there is a very strong focus within WorkCover of promoting safe and supportive workplace.

The advice being promoted across the organisation, particularly with managers is one of support and assistance promoting the use of policies as guidance to assist with decision making, to ensure that employees understand their obligations and are provided with support and assistance to implement them.

There is also a strong focus on early intervention and supporting managers to implement a positive and effective performance management system with all employees. That is, ensuring managers have regular and authentic discussion with their staff ensuring they understand the context of their role, their obligations, recognising performance, setting clear and realistic goals and identify and discussing areas for development; ensuring that if there are any concerns they are addressed appropriately and as soon as they occur ensuring that the staff member understands what is expected of them and agreeing on actions to resolve.

This, how attitudes are changing and that messages about effective performance management are very much focused on proactive practices was reinforced for me when I recently attended a management practice training session.

The session on performance management was focused on creating a positive workplace culture and in listening to discussions and participants feedback on activities reinforced this. The managers I was training with were focused on being proactive and supporting staff to succeed in a supportive workplace.

In a later session run by health and wellbeing, a group of us were given a scenario about a staff member whose performance had declined, were showing unusual behaviours and were not following guidelines for completing flex sheet. Everyone in my group all answered the same way - speak to the

person privately to see if there was something effecting the person's behaviour (eg health or personal issues), to see what support or assistance we could provide and discuss options. Following that, nobody in my group suggested that our policies be used as a punitive tool to address unsatisfactory behaviour, but as a guide to ensure the person understands their obligations. All of my group were focused on how to support the person and help them to get back on track.

Another thing I have noticed is in the last few weeks is that the organisation's values have been amended to include respect which has been actively promoted across the organisation. Respect is being discussed and there have been communications across the organisation from personal messages from the CEO to communications to staff promoting the values and how to get help from People and Culture. On Friday I read an email from the CEO congratulating one part of the organisation on how they are integrating respect into their business and how they are doing it.

One issue that I would like to raise that I have been made aware of, is behaviour that would be considered intimidation and bullying coming from a few union members towards people from more than one part of the organisation. With how much the union are promoting the need to address bullying in WorkCover, as a staff member I would of expected them to be the ones modelling appropriate workplace behaviour.