

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

Name: Name suppressed

Date received: 23/08/2013

Partially Confidential

The Director
General Purpose Standing Committee No. 1
Parliament House
Macquarie St
Sydney NSW 2000

When I commenced my role as _____ at WorkCover, I came into an area of the organisation that in the past had been the subject of allegations of bullying. My experience working in this team has been very different. I have found being employed by WorkCover a very positive experience. The whole team I work with is very professional and extremely capable, and I am proud to work with them, as I am of their achievements.

There has been excellent support from my team, active feedback from our union delegate and support from the CEO, and WorkCover executive team in improving existing processes and implementing new procedures.

I have seen significant progress within WorkCover on improving the culture of the organisation and am excited by the development of the new Corporate Plan.

WorkCover has a significant focus on valuing its employees, as well as ensuring its employee's health and wellbeing internally and externally with a dedicated health and well being team. The team also has tailored return to work plans for employees whose health and wellbeing issues are not work related.

I am extremely proud of the results my team has achieved and enjoy leading and working with a team of people who enjoy what they do and want to make a difference.

The majority of people I work with enjoy what they do and like the people they work with, although there is always an underlying concern about job security.

Challenges

Employees are vulnerable when dealing with the public especially when dealing with complaints. They can be publically mentioned and disparaged on websites (including Government websites) without the ability to defend themselves. This issue was of particular important when we were developing WorkCover's complaint frame work. The framework supports employee's health and wellbeing when dealing with complaints that can cause stressful and difficult situations, provides clear processes for staff and transparency for customers

Managers are not always given an opportunity to resolve issues prior to escalation. Not everybody is going to be happy with every decision or change, however that does not mean the decision is wrong or the change should stop.

Sometimes flexibility comes at the cost of other employee's workload and work life balance.

Manager and employee relationships can be challenging and particularly problematic when reviewing performance. At times, an over sensitivity about bullying has made it difficult to have a respectful honest adult conversation about performance. It has also made providing feedback, developing capability and coaching staff very difficult.

Management continues to be transparent with change, however at times, rumours and gossip can create stress for others and undermine progress. For example, I regularly commute to Sydney and have recently spent more days a week in Sydney and across the region. At the end the month, my assistant and I were cleaning my office and filing. As a result of this, the rumour mill started with claims the entirety of my team would be moving to Sydney. As a result, I had a number of very concerned employees in tears.

Another frequent rumour is the Gosford Head Office relocation. The executive has been very clear that Gosford is WorkCover Head Office, as has the former and current Minister. However I continue to be asked if relocation rumours are true. These rumours are very disruptive to staff and impact job security and subsequently, employee wellbeing.

I am concerned about the impact the allegations of bullying has on employees' moral, the cultural improvements and progress made by the organisation and the potential brand damage to reputations, WorkCover and its work within the community.

I have certainly observed the impact these types of allegations have had on parts of my team.