

APPROPRIATE WORKPLACE BEHAVIOUR

Employment Instruction Number 13

1. Scope

1.1 This Employment Instruction:

- a) sets out the requirement for all employees to behave appropriately in the workplace;
- b) sets out the requirement for Chief Executive Officers to foster a culture which supports appropriate behaviour and is free from bullying;
- c) sets out the Northern Territory Public Sector (NTPS) definition of workplace bullying and inappropriate behaviour;
- d) is issued in accordance with section 16 of the *Public Sector Employment and Management Act* (the Act); and
- e) is to be read in conjunction with section 5F (Performance and Conduct Principle) of the Act; Employment Instruction Number 3 (Natural Justice); and Employment Instruction Number 12 (Code of Conduct).

2. Appropriate Workplace Behaviour

- 2.1. Employees must treat other employees and members of the public in a respectful, professional, fair, equitable and courteous manner, and act in a manner consistent with the Performance and Conduct Principle and the NTPS Code of Conduct.
- 2.2. Managers have a responsibility to foster a culture of respect in the workplace, and to ensure employees are treated appropriately and not subjected to bullying.
- 2.3. The NTPS will not accept inappropriate workplace behaviour or bullying and will deal with it in a fair and timely manner in accordance with the provisions of the Act and supporting legislation.

3. Agency Policy and Procedure

- 3.1. A Chief Executive Officer must develop and implement an agency policy and procedure to foster appropriate workplace behaviour and a culture of respect, and to deal effectively with inappropriate workplace behaviour and bullying as defined in this Employment Instruction. The policy and procedure are to be consistent with the Act, its subordinate legislation and any relevant award or enterprise agreement.
- 3.2. The agency policy and procedure regarding appropriate workplace behaviour must, at a minimum:
 - a) set out the requirement for appropriate workplace behaviour;

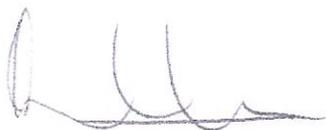
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- b) require employee orientation to include adequate information about appropriate workplace behaviour;
 - c) take a proactive approach in developing the interpersonal skills of persons selected to supervisory/management positions (both in terms of their ability to relate appropriately to staff who report to them, and to their ability to help resolve interpersonal conflict in the workplace);
 - d) ensure access to and participation in relevant education and training for supervisors and managers;
 - e) provide for access to suitable training for staff; and
 - f) have effective mechanisms for dealing with internal complaints promptly and effectively and in accordance with the principle of natural justice.

4. Definition of Workplace Bullying and Inappropriate Behaviour

- 4.1. Workplace bullying is repeated, inappropriate, unreasonable behaviour directed towards an employee or employees that creates a risk to health and safety in the workplace.

'Repeated behaviour' refers to the persistent nature of the behaviour and can refer to a pattern of related behaviours over time.

- 4.2. 'Inappropriate' or 'unreasonable' behaviour is behaviour that a reasonable person, having regard to the circumstances, would find unacceptable, humiliating, threatening, victimising or undermining to an employee's mental well-being and right to respect and dignity in the workplace.
- 4.3. The term 'workplace' as used in this Employment Instruction also includes work-related activities (e.g. office social functions, work-related travel, etc.) or actions which may occur outside of the usual place of work but are connected to an employee's work (e.g. social media comments about other employees).



GRAHAM SYMONS
Commissioner for Public Employment

29 June 2012