



Procedure: Safe & Respectful Workplaces

Document ID:	Version #:	Release date:	Approval authority:
HR-2010	1-	29 Jul '25	CEO

Table of Contents

1	Introduction	2
1.1	Purpose	2
1.2	Scope and Context	2
2	Governing Policy.....	2
3	Our Commitment.....	2
4	What is a Respectful Workplace?.....	2
4.1	Promoting respectful and psychologically safe workplaces.....	3
5	What is Bullying, Harassment & Discrimination?	3
5.1	Bullying	3
5.2	Harassment.....	3
5.3	Discrimination	3
5.4	Gossip	3
6	Legal Responsibilities	4
7	What to do if you experience or witness BH&D	4
7.1	If you're an Apprentice or Trainee (A&T)	4
7.2	If you're an ECA Staff Member.....	4
8	How concerns are managed	4
9	Everyone has a role	5
9.1	All ECA Employees should:	5
9.2	Managers and Field Officer must:	5
10	A positive workplace culture.....	5
11	Need help?.....	5
12	Definitions.....	5
13	Related Documents.....	6
13.1	ECA Documents.....	6
13.2	External Documents	6
14	Document Controls	6
14.1	Document version history	6
14.2	Document review and approval.....	6
14.3	Key Word indexing.....	6



1 Introduction

1.1 Purpose

East Coast Apprenticeships (ECA) is committed to ensuring a safe, respectful, and inclusive workplace for all Employees. This Procedure outlines our expectations and processes for preventing and addressing bullying, harassment, and discrimination (BH&D) in any workplace where ECA Employees work.

We all have a right to work in an environment free from behaviours that are disrespectful, unsafe, or unlawful. This Procedure supports ECA's Values of Integrity, Ethics, Compassion, and Innovation.

1.2 Scope and Context

This procedure applies to ECA internal staff and ECA apprentices and trainees (ECA Employees).

It covers all workplaces, including Host Employer sites, ECA offices, events, training locations, online interactions, and any work-related activity.

2 Governing Policy

Document ID	Document title
HR-5000	Code of Conduct

3 Our Commitment

ECA is committed to:

- A zero-tolerance approach to bullying, harassment, discrimination, or gossip.
- Promoting psychological safety and mental wellbeing.
- Fostering a culture of open communication, respect, and inclusion.
- Providing clear, safe ways to raise concerns and have them resolved quickly and fairly.
- Complying with all legal obligations under relevant legislation.

4 What is a Respectful Workplace?

A respectful workplace is one where all people feel safe, valued, and included—free from discrimination, harassment, bullying, and other behaviours that can cause physical or psychological harm.

Respectful workplaces are inclusive and promote psychological safety, which means individuals feel comfortable being themselves, speaking up, admitting mistakes, asking questions, and offering feedback or ideas—without fear of humiliation, rejection, or retaliation.



4.1 Promoting respectful and psychologically safe workplaces

A psychologically safe and respectful workplace doesn't mean everyone always agrees, but it does mean that everyone feels heard, respected, and safe to contribute.

At ECA, we promote respect and psychological safety through:

- Positive role modelling by leaders at all levels
- Encouraging open communication and speaking up
- Actively listening without judgment
- Welcoming diverse views and inclusive dialogue
- Addressing concerns early, constructively, and with compassion
- Respecting personal boundaries and differences
- Regular wellbeing check-ins and supportive conversations with each other

5 What is Bullying, Harassment & Discrimination?

5.1 Bullying

Repeated, unreasonable behaviour that creates a risk to health and safety. Examples:

- Intimidation, insults or threats
- Isolating someone or excluding them from work-related activities
- Unfair or excessive criticism

5.2 Harassment

Unwelcome behaviour that offends, humiliates, or intimidates a person. Includes **sexual harassment** and racial **harassment**.

5.3 Discrimination

Treating someone unfairly or differently because of their background or personal characteristics, such as:

- Race
- Age
- Gender or sexual orientation
- Disability
- Religion
- Pregnancy
- Political beliefs

5.4 Gossip

It is also unacceptable for ECA staff to spread false information or negative comments about a co-worker. Such behaviour undermines the objective of creating a respectful workplace and will be dealt with accordingly under HR 5021 – Managing misconduct.



6 Legal Responsibilities

These behaviours are unlawful under:

- *Fair Work Act 2009 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Anti-Discrimination Act 1991 (QLD)*
- *Work Health and Safety Act 2011 (QLD)*

ECA will take appropriate action to investigate and address any alleged breaches.

7 What to do if you experience or witness BH&D

7.1 If you're an Apprentice or Trainee (A&T)

You can speak to:

- Your **Host Employer supervisor**, or
- Your **ECA Field Officer**, or **ECA Regional Manager**

They will listen and take your concerns seriously. You will be supported and kept safe while the issue is addressed.

7.2 If you're an ECA Staff Member

You can speak to:

- Your **Manager**, or
- Your **General Manager**, or
- **Human Resources**

We encourage you to raise concerns early so they can be resolved quickly and respectfully.

8 How concerns are managed

- Reports will be treated confidentially, respectfully and without retaliation.
- Anyone involved will be treated fairly and given a chance to respond.
- Actions taken will depend on the situation but may include:
 - Mediation or informal resolution
 - Formal investigation
 - Disciplinary action

Please also refer to the ECA Complaints Procedure for more detail on how complaints are handled.



9 Everyone has a role

9.1 All ECA Employees should:

- Treat others with respect and kindness
- Speak up against poor behaviour
- Support a workplace culture where everyone feels safe and included

9.2 Managers and Field Officer must:

- Lead by example
- Promote a positive work environment
- Act promptly if concerns are raised

10 A positive workplace culture

We aim to build a workplace where:

- Everyone feels valued, respected and safe
- Feedback is constructive
- Diversity is celebrated
- Innovation and inclusion thrive

When we create this kind of environment, we help each other succeed — and honour our shared values.

11 Need help?

If you're unsure whether something is bullying, harassment or discrimination, or just need to talk, reach out to:

- Your Field Officer or Manager
- ECA HR team
- Or refer to the Complaints Procedure

12 Definitions

Term	Definition
ECA	East Coast Apprenticeships
ECA Employees	ECA internal staff and ECA apprentices and trainees
ECA Staff	ECA internal staff members employed to support ECA A&T
ECA A&T	Apprentices or Trainees employed by ECA
BH&D	Bullying, Harassment and Discrimination



Term	Definition
Psychological Safety	<i>"Psychological safety exists when people feel able to speak up, contribute, and take risks without fear of embarrassment or retribution."</i> – Amy Edmondson

13 Related Documents

13.1 ECA Documents

Doc Type	Document ID	Document title
Policy	HR-3000	Inclusive Workplaces
Procedure		Raising Complaints

13.2 External Documents

Doc Type	Document title
Legislation	<i>Fair Work Act 2009 (Cth)</i>
Legislation	<i>Sex Discrimination Act 1984 (Cth)</i>
Legislation	<i>Racial Discrimination Act 1975 (Cth)</i>
Legislation	<i>Disability Discrimination Act 1992 (Cth)</i>
Legislation	<i>Anti-Discrimination Act 1991 (QLD)</i>
Legislation	<i>Work Health and Safety Act 2011 (QLD)</i>

14 Document Controls

14.1 Document version history

Version	Release date	Description	Risk-rated review date
1.	29 Jul '25	Initial Draft	-
2.	19 Aug '25	Edit prior to release on ECA Hub	19 Aug '26

14.2 Document review and approval

Name	Position	Function Owner/author/reviewer/approver
Karen Cicero	GM Human Resources	Author
Rebecca Atkinson	Chief Executive Officer	Approver
Tracey Abell	GM Business Services	Owner

14.3 Key Word indexing

Keywords:	Bullying, Harassment, Discrimination, Gossip, Respect, Psychological Safety, Safe, Complaint, Respectful Workplace
------------------	--