

# Workplace complaints and reporting procedure

## Supporting a person-centred approach to the management of workplace complaints and reports

This procedure supports the rollout of the following policies that sit under the Respect@Ahpra framework:

- Workplace anti-racism policy<sup>1</sup>
- Workplace bullying and harassment policy
- Anti-discrimination and equal opportunity policy
- Workplace sexual, sex and gender-based harassment policy
- Workplace violence and aggression policy.

Together, these policies set clear expectations for standards of respectful workplace behaviour (conduct). When behaviour does not align with these expectations, for example where behaviour is disrespectful, inappropriate or unlawful, workers or active bystanders can make a report or raise a complaint in accordance with this procedure.

## Procedural principles

### Trauma-informed and person-centred approach

Ahpra is committed to a culture in which workers feel like they are treated with respect and listened to when they have a problem.

Demonstrating respect is not just about preventing problematic behaviour that is prohibited under policy. It is also about recognising that when these types of behaviour arise, trauma may be a part of a worker's personal history. **Responding appropriately to trauma requires the following to be considered throughout the reporting and complaints process:**

- Safety – is Ahpra providing a safe and healthy workplace? Do all parties feel physically and psychologically safe? Is the physical environment safe? Do interpersonal interactions promote a sense of emotional safety? Is the environment culturally safe? Are the right people involved in the conversation? Are the right supports available?
- Choice – is there opportunity for choice as to how issues are resolved?
- Collaboration – is there a sense of 'doing with' rather than 'doing to'? Can power imbalances be levelled to support shared decision-making in the process and outcomes?
- Trustworthiness – is Ahpra's response sensitive to needs for compassion, privacy, action and follow-through? Is Ahpra's response maximising trustworthiness through transparency, clarity and consistency?
- Empowerment – has Ahpra provided the information for people to make an informed decision as to what action they wish to take?

As part of a trauma-informed approach, decisions should reflect awareness that these types of behaviour can cause serious harm, with trauma manifesting in different ways which may affect a worker's emotional response including:

---

<sup>1</sup> Anti-racism policy under development

- shock and denial
- fear
- silence
- anxiety/panic /flashbacks
- depression
- guilt and blame
- low self-esteem/loss of confidence
- loss of trust.

A person-centred approach to responding to disrespectful, inappropriate or unlawful behaviour places people – who experience the behaviour – at the centre of any response to the conduct. It's about listening to, empowering and supporting people who are affected by this behaviour.

Person-centred means the person affected chooses how they wish to report it and is involved in the decision about how to handle the issue. It respects the wishes and best interests of the affected person but does not mean they solely decide the organisation's response or consequences because the organisation still owes a duty of care to others.

A person-centred approach also recognises that people will share their experience when they feel comfortable and that it may take people time to process what has happened and feel ready to talk. A person-centred approach also prioritises early intervention and supports workers, when they feel safe and comfortable to do so, to raise issues directly. A person-centred approach provides multiple avenues for people to raise their concerns and avoids making them outline their concerns multiple times to multiple people.

### Expectations for being an active bystander

Being an active bystander is important in reducing workplace health, safety and wellbeing risks. Active bystanders can help by:

- ensuring they have a good understanding of what constitutes harassment, sexual harassment, racism, discrimination, bullying and victimisation under Ahpra's policies so they can identify it if it arises
- telling the person engaged in disrespectful, inappropriate or unlawful behaviour to stop, depending on the behaviour and if it is safe to do so
- helping the affected person to remove themselves from the situation
- telling a manager or People and Culture Business Partner
- supporting the person experiencing the disrespectful behaviour by listening to them and respecting their decisions as part of a trauma-informed approach
- referring the affected person to this procedure and highlighting the options available to them to access support and raise a complaint or report the behaviour
- offering to accompany the affected person if they wish to make a report or complaint
- considering whether they wish to make a complaint, noting that they may also be traumatised by the incident.

Although it's recommended that active bystanders gain the permission of the person who has experienced the disrespectful behaviour before making a report to a manager, it is not always needed depending on the seriousness/unlawfulness of the behaviour.

If someone informs you of some inappropriate behaviour you should:

- ensure the safety of the person making the report (ask if they are ok, remove them from any immediate harm)
- listen and show support
- refer them to Ahpra's EAP/I-CARE services for professional support
- refer them to the appropriate pathways to seek further information or formally report.

## Process

There are multiple channels through which you can raise a report about conduct, actions or behaviour which are in breach of expectations outlined in the Respect@Ahpra policy framework. These include:

- speaking to managers;
- speaking to People and Culture Business Partners
- lodging a health and safety incident report
- anonymous reporting.

Reports can be made directly by people affected or others who observe (active bystanders) or know about the conduct or behaviour.

You will see from the information below that letting Ahpra know about disrespectful, inappropriate or unlawful conduct does not necessarily lead to a formal investigation, although that may be appropriate in some cases. Support, advice and early intervention may resolve the issue and will also help us understand what is happening in our organisation.

There will be no repercussions for individuals who report issues or concerns in good faith in accordance with this procedure. Repercussions in these circumstances are unlawful and are against Ahpra's values and policies.

### Ahpra's Respect Officers

Ahpra has a network of Respect Officers who can:

- listen to an employee's concerns about discrimination, harassment, violence, vilification or victimisation
- provide information about the formal and informal disclosure and complaints management and resolution processes
- where appropriate, provide support for a person if they want to try and resolve the issue personally
- provide information about available support services such as Ahpra's EAP offering which includes targeted programs and services for different groups, e.g. managers, Aboriginal and/or Torres Strait Islander Peoples, etc.
- maintain a commitment to, and understanding of, social and restorative justice and equal opportunity as defined within the Respect@Ahpra framework
- model respectful workplace behaviour to other employees
- be proactive in promoting an environment free of discrimination, harassment and bullying
- outline other options available to the person, such as lodging a complaint of discrimination or harassment with an external agency
- in some situations where serious allegations are raised, advise that they may need to disclose the issue to an appropriate person, including a senior leader or People and Culture Senior Business Partner, so that Ahpra can ensure it is providing a safe workplace and that any immediate risks to safety are addressed.

### Managers

You're encouraged to report any concerns that you have about conduct or behaviour that contravenes the Respect@Ahpra framework or its policies or procedures to your manager.

If you do not feel comfortable speaking with your own manager in the first instance, or if your manager is the subject of your concerns, you can speak to their manager or any member of our leadership team.

Managers can:

- listen to your concerns
- talk with you about your options, where you can get support and the different ways Ahpra can help you to resolve the issue
- provide feedback to the person who engaged in the behaviour on your behalf or support you to have a conversation with that person.

There are some circumstances where a manager may need to refer the issue to Ahpra's People and Culture Business Partners, for example, when the behaviour is serious, creates risk to the psychological and physical safety of others, or involves a senior member of Ahpra.

### People and Culture Business Partners

Our People and Culture Business Partners can be contacted directly. They can help in various ways depending on your wishes and the circumstances of the issue.

They will:

- listen to your concerns, talk with you about your options, where you can get personal support and the different ways the organisation could help you to resolve the issue
- provide feedback to the alleged offender on your behalf or support you to have a conversation with that person
- initiate a formal process to investigate, where appropriate (using an internal or external investigator), make formal findings and take disciplinary action where appropriate.

### Lodging a health and safety incident report

A health and safety incident, hazard or near-miss report can be lodged using our Health, safety and incident management system, [Log It](#).

If the incident, injury or hazard report is related to a sensitive matter and the worker would not like this shared with their manager then they can choose to report as a sensitive incident and they will be contacted directly by a member of the HSW team (P&C).

Where appropriate, an alternative person such as a manager, colleague, P&C Business Partner or HSW team member may report an incident on behalf of a worker. Further information on Log It can be found on the [intranet](#).

### External reporting pathways

In addition to the reporting pathways outlined above there are some external pathways which may be considered, including:

- Fair Work Commission:
  - [apply to the Commission to stop workplace bullying](#) / sexual harassment or
  - Other [complaint](#) e.g. relating to discrimination
- Work health and safety regulator for your jurisdiction e.g. [WorkSafe Victoria](#).
- The Australian Human Rights Commission

Contact details for external reporting pathways can be found in Appendix A.

### Resolution pathways

There are several ways to resolve the issue depending on personal preferences, the context and the circumstance. Appendix B to this procedure sets out a flow chart of the options available to you.

Ahpra recognises that what most people want is for the behaviour to stop, to have their experience validated, their organisation to know that it happened, and for it not to happen to anyone else.

Whenever possible, Ahpra will prioritise early intervention and informal pathways that deliver these types of outcomes.

Ahpra will also consider your preference to move from one pathway to another once the process has begun if you feel that is a more appropriate way for the issue to be resolved – for example, if you start out with an informal resolution pathway and then seek to address the complaint through a more formalised pathway.

However, there are times when the circumstances mean we must take more formal steps to resolve the issue, such as a formal investigation or referring the matter to the police. Any decision to escalate issues will be made after considering the wishes of the person affected, the seriousness of the behaviour, the

context, the seniority of the alleged offender, the impact on the individual, the risk to the psychological and physical safety of others, and the likelihood that the behaviour is also a criminal offence.

### Early intervention

The objective of early intervention is to let a person know their behaviour is disrespectful, inappropriate or unlawful so that they stop and don't repeat it.

#### Responses

Responding to issues through early intervention may include:

- raising it with the person if you feel safe and comfortable to do so
- raising it with an observer, seeking help to speak to the person or intervene either in the moment or if it happens again
- seeking advice or support from your preferred contact (such as your manager or People and Culture Business Leaders).

#### Self-management

Some steps that you can take to raise it with the person directly, if you feel safe and comfortable to do so:

- before you approach the other person, make sure you are clear about the source of the conflict and Ahpra's standards of behaviour outlined in the relevant policies
- find a safe but private place to talk if you feel safe to do so
- consider setting ground rules for the discussion to enable both parties to put forward their positions in an open but respectful manner
- listen actively (to the impact of the decision/action/behaviour/response)
- determine ways to meet a common goal to avoid the conflict again in the future, reflecting on lessons learned
- agree on the best solution if the issue resurfaces.

### Informal resolution pathways

The objective of an informal pathway is to provide the person engaging in the behaviour with the opportunity to stop their behaviour, and to ensure that it won't be repeated. It can provide a safe way for individuals to raise issues about behaviour without being identified.

Informal pathways can alert Ahpra to the issue and help us to prevent escalation or repeat behaviour by speaking with alleged offender directly about their behaviour to ensure that it stops and is not repeated, and by making systems changes or taking preventive action (such as education).

Responding to issues through informal pathways may include:

- a manager speaking to the person engaging in the behaviour about their behaviour
- facilitating or mediating an open and respectful conversation between the parties
- an anonymous report
- putting system changes in place to prevent further issues, such as changing the shifts of the alleged offender
- initiating further reviews to understand any underlying cultural issues and taking preventive action such as education.

#### Early resolution pathway

In some situations, it may be appropriate for a manager or People and Culture Business Partner to offer early resolution as an option after an initial report is made, without assessing its merit.

This approach may be useful where:

- the person who has experienced the behaviour says they would prefer to discuss the matter with the person who has engaged in the behaviour informally in the presence of, or via a third party and it seems appropriate in the circumstances, and
- the information on hand supports a view that the complaint has arisen from a misunderstanding or miscommunication.

Early resolution may involve an impartial third person (someone not directly involved in the matter):

- conveying information between those involved, and
- helping those involved to talk to each other and find a solution.

In some situations, the impartial third person may need to be someone external to Ahpra such as a professional mediator.

If an external mediator is required, you must seek permission from the Executive Director People and Culture.

### Formal resolution pathways

The objective of a formal pathway is to initiate fair and confidential inquiries by impartial, capable internal or external investigators, to fully understand the circumstances of a reported issue.

They are necessary in serious and/or complex matters and where concerns are raised about senior workers to ensure Ahpra is keeping everyone in the workplace safe.

If a formal investigation is determined as the most appropriate way to understand the circumstances of a reported issue, the investigation will be conducted in accordance with Ahpra's *Grievance resolution policy*.

### Investigation process

If a formal resolution pathway is appropriate, Ahpra will carry out an investigation.

When a complaint involves an Ahpra employee, the investigation will be facilitated by Ahpra's People and Culture team. When a complaint involves a board or committee member, the complaint and potential investigation will be managed in accordance with the [Code of Conduct for Board and Committee Members](#).

Investigations will be conducted as quickly as possible, while ensuring that the approach is ethical rather than expedient. Confidentiality will be maintained throughout the investigation process.

All investigations will be conducted to ensure there is procedural fairness and natural justice, irrespective of your position at Ahpra. This means:

- giving someone the opportunity to understand the allegations made against them and to respond
- providing appropriate support for people involved, including the person subjected to the behaviour and the person alleged to have engaged in the behaviour, such as referral to external support services
- facilitating a timely and objective process
- substantiating decisions
- ensuring outcomes are reasonable and proportionate.

When investigating, Ahpra will also consider the following matters:

#### a. [The involvement of experts or authorities to provide context](#)

At the time of initial assessment of the complaint, should we source input from experts or authorities with lived experience or awareness of the issues being raised?

Engaging experts or authorities is intended to complement existing processes and provide an increased awareness of the potential impacts of relevant behaviour or actions upon individuals.

For example, we may consult an independent Indigenous reference group in a matter involving allegations of racism, to provide contextual input about how the alleged behaviour or actions may be interpreted by and affect people from Aboriginal and Torres Strait Islander backgrounds. Similarly, we might consult organisations such as Pride in Diversity in a matter relating to discriminatory behaviour against a person identifying as part of the LGBTQIA+ community.

#### b. Engaging independent parties to conduct workplace investigations

Ahpra may engage independent workplace investigators to facilitate workplace investigations. Their work includes conducting interviews and other research to inform recommendations and appropriate workplace responses.

When we engage workplace investigators, the nature of the matter will be considered to ensure the appropriate independence and expertise of the person or people conducting the investigation. This may include (but is not limited to) a relevant cultural authority in matters involving Aboriginal and Torres Strait Islander stakeholders, to ensure that cultural safety is maintained throughout the investigation process.

## Possible outcomes

Diagram 1: Overview of the formal investigation process



The decision about any outcomes of an investigation will take all the circumstances of the case into consideration. There are a range of outcomes and implications for a person's employment that Ahpra might consider once a report of disrespectful, inappropriate or unlawful conduct is substantiated.

Should disciplinary action be required, Ahpra will rely on the [PC011 - Code of conduct](#) and [PC009 - Unsatisfactory performance and conduct policy](#), which provides guidance on the types of disciplinary action arising from the outcomes of a complaint and subsequent investigation.

If the complaint involves allegations of serious breaches of Ahpra policy, workplace safety, government legislation or misconduct and the allegations are admitted or substantiated, the matter will be handled in accordance with Ahpra's [PC007 - Discipline policy](#).

A complaint is managed in accordance with the following:

- Grievance policy
- Code of conduct
- Code of conduct for board and committee members
- Unsatisfactory performance and conduct policy
- Discipline policy
- Ahpra Enterprise Agreement 2022-2025.

### Support available throughout the reporting/complaints process

Support can and should be provided throughout the entire process. Support can be provided by Business Partners, managers and trusted colleagues or through [Ahpra's Employee Assistance Program \(EAP\)](#) / [I-CARE](#) (Indigenous Cultural Assistance and Response for Employees). It may also be provided by various support hotlines, an Ahpra Respect Officer, union representative or general practitioner at the worker's discretion.

Additional specialist support is available externally. Contact details for these services can be found in Appendix A.

## Definitions

Term	Definition
<b>Worker</b>	A person who carries out work for Ahpra, including: National Executive, employees, contractors and agency staff, volunteers, interns, work experience staff and statutory appointees (board, committee and panel members)

## Related documents

- Ahpra Enterprise Agreement 2022-2025
- [PC011 - Code of conduct](#)
- [HSW014 – Health, safety and wellbeing policy](#)
- [HSW010 - HSW responsibilities guideline](#)
- [Privacy policy](#)
- [Code of conduct for Board and Committee Members](#)
- Anti-discrimination and equal opportunity policy
- Workplace bullying and harassment policy
- Workplace sexual, sex and gender-based harassment policy
- Workplace violence and aggression policy
- [Information and IT acceptable use policy – Ahpra staff – IS002](#)
- [Information and IT acceptable use policy – Board and committee members IS010](#)
- Grievance policy
- Discipline policy

## Relevant legislation

- *Age Discrimination Act 2004* (Cth)
- *Australian Person Rights Commission Act 1986* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Racial Discrimination Act 1975* (Cth)
- *Sex Discrimination Act 1984* (Cth)
- *Fair Work Act 2009* (Cth)
- *Discrimination Act 1991* (ACT)
- *Anti-Discrimination Act 1977* (NSW)
- *The Crimes Legislation Amendment (Sexual Consent Reforms) Act 2021* (NSW)
- *Anti-Discrimination Act 1966* (NT)
- *Anti-Discrimination Act 1991* (Qld)
- *Equal Opportunity Act 1984* (SA)
- *Anti-Discrimination Act 1998* (Tas)
- *Equal Opportunity Act 2010* (Vic)
- *Racial and Religious Tolerance Act 2001* (Vic)
- *Equal Opportunity Act 1984* (WA)
- *Work Health and Safety Act 2011* (ACT)
- *Work Health and Safety Act 2011* (NSW)
- *Work Health and Safety (National Uniform Legislation) Act 2011* (NT)
- *Work Health and Safety Act 2011* (Qld)
- *Work Health and Safety Act 2012* (SA)
- *Work Health and Safety Act 2012* (Tas)
- *Work Health and Safety Act 2020* (WA)
- *Occupational Health and Safety Act 2004* (Vic)

<b>Document control</b>	
<b>Approval authority</b>	National Executive (org wide procedure)
<b>Policy owner (administrative)</b>	Executive Director People and Culture
<b>Responsible officer (ND)</b>	National Director Organisational Capability
<b>Approval date</b>	21 August 2023
<b>Start date</b>	11 September 2023
<b>Next review due date</b>	11 September 2026

## Appendix A – List of external supports

This is a list of organisations that can help you seek advice and support.

Name	Contact information
<b>Federal</b>	
Australian Human Rights Commission	Website: <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a> Info Line: 1300 656 419 (local call) TTY: 1800 620 241 (toll free) Email: <a href="mailto:complaintsinfo@humanrights.gov.au">complaintsinfo@humanrights.gov.au</a>
Fair Work Ombudsman	Website: <a href="http://www.fairwork.gov.au/">www.fairwork.gov.au/</a> Phone: 13 13 94
Fair Work Commission (contains state and territory contact details)	<a href="https://www.fwc.gov.au/about-us/contact-us">https://www.fwc.gov.au/about-us/contact-us</a>
Community Legal Centres Australia	Website: <a href="http://www.nacalc.org.au/directory">www.nacalc.org.au/directory</a> Phone: (02) 9264 9595
National Sexual Assault, Domestic Family Violence Counselling Service Line	Website: <a href="http://www.1800respect.org.au/">www.1800respect.org.au/</a> Phone: 1800 respect (1800 737 732)
DVConnect Womensline (helps women to obtain safe refuge accommodation, confidential counselling and referral to other services)	Website: <a href="http://www.dvconnect.org/">www.dvconnect.org/</a> Phone: 1800 811 811
DVConnect Mensline (helps men seeking counselling, information and referral services)	Website: <a href="http://www.dvconnect.org/">www.dvconnect.org/</a> Phone: 1800 600 636
People with Disability Australia (advocacy support)	Website: <a href="https://pwd.org.au/get-help/discrimination/">https://pwd.org.au/get-help/discrimination/</a> Phone: 1800 843 929 (toll free) Email: <a href="mailto:info@wayfinderhub.com.au">info@wayfinderhub.com.au</a>
Aboriginal and Torres Strait Islander Legal Services	Website: <a href="http://www.natsils.org.au/MembersPartners.aspx">www.natsils.org.au/MembersPartners.aspx</a> (Access state and territory based services) Phone: (03) 9418 5928
Lifeline	Website: <a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a> Phone: 13 11 14
Beyond Blue	Website: <a href="http://www.beyondblue.org.au/">www.beyondblue.org.au/</a> Phone: 1300 224 636
QLife (LGBTI)	Website: <a href="https://qlife.org.au/">https://qlife.org.au/</a> Phone: 1800 184 527
Police (in an emergency)	000
<b>Australian Capital Territory</b>	
ACT Human Rights Commission	Website: <a href="https://hrc.act.gov.au/discrimination/sexual-harassment/">https://hrc.act.gov.au/discrimination/sexual-harassment/</a> Phone: (02) 6205 2222 TTY: (02) 6205 1666 FAX: (02) 6207 1034 Email: <a href="mailto:human_rights@act.gov.au">human_rights@act.gov.au</a> Victims Support ACT: 1800 822 272 (free call)

WorkSafe ACT	<p>Website: <a href="https://www.worksafe.act.gov.au/contact-us">https://www.worksafe.act.gov.au/contact-us</a></p> <p>Phone: 132281</p> <p>Email: <a href="mailto:worksafe@worksafe.act.gov.au">worksafe@worksafe.act.gov.au</a></p>
<b>New South Wales</b>	
Anti-Discrimination NSW	<p>Website: <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a></p> <p>Phone: (02) 9268 5544</p> <p>Free call: 1800 670 812</p> <p>Email: <a href="mailto:adbcontact@justice.nsw.gov.au">adbcontact@justice.nsw.gov.au</a></p>
Legal Aid NSW	<p>Website: <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a></p> <p>Legal Helpline: 1 300 888 529</p>
Australian Centre for Disability Law	<p>Website: <a href="https://disabilitylaw.org.au/">https://disabilitylaw.org.au/</a></p> <p>Phone: 1800 800 708</p> <p>If you are deaf, or have a hearing or speech impairment, you can contact us through the <a href="#">National Relay Service</a> (NRS). Ask for Australian Centre for Disability Law on <a href="tel:1800800708">1800 800 708</a>.</p> <p>Email: <a href="mailto:adviceline@disabilitylaw.org.au">adviceline@disabilitylaw.org.au</a></p>
Migrant Employment Legal Service	<p>Website: <a href="https://mels.org.au/contact/">https://mels.org.au/contact/</a></p> <p>Phone: (02) 8002 1203</p>
Inner City Legal Centre (LGBTIQ)	<p>Website: <a href="http://www.iclc.org.au/">www.iclc.org.au/</a></p> <p>Phone: (02) 9332 1966</p>
SafeWork NSW	<p>Website: <a href="https://www.safework.nsw.gov.au/contact-us">https://www.safework.nsw.gov.au/contact-us</a></p> <p>Phone: 131050</p>
<b>Northern Territory</b>	
NT Anti-Discrimination Commission	<p>Website: <a href="https://adc.nt.gov.au">https://adc.nt.gov.au</a></p> <p>Phone: (08) 8999 1444 or 1800 813 846</p> <p>Email: <a href="mailto:antidiscrimination@nt.gov.au">antidiscrimination@nt.gov.au</a></p>
NT Working Women's Centre	<p>Website: <a href="http://www.ntwwc.com.au">www.ntwwc.com.au</a></p> <p>Phone: (08) 8981 0655 or 1800 817 055</p> <p>Email: <a href="mailto:admin@ntwwc.com.au">admin@ntwwc.com.au</a></p>
NT WorkSafe	<p>Website: <a href="https://worksafe.nt.gov.au/contact-us">https://worksafe.nt.gov.au/contact-us</a></p> <p>Phone: 1800019115</p> <p>Email: <a href="mailto:ntworksafe@nt.gov.au">ntworksafe@nt.gov.au</a></p>
<b>Queensland</b>	
QLD Human Rights Commission	<p>Website: <a href="http://www.qhrc.qld.gov.au/your-rights/sexual-harassment">www.qhrc.qld.gov.au/your-rights/sexual-harassment</a></p> <p>Phone: 1300 130 670, TTY: 1300 130 680</p> <p>Email: <a href="mailto:info@qhrc.qld.gov.au">info@qhrc.qld.gov.au</a></p>
LGBTI Legal Service	<p>Website: <a href="https://lgbtilegalservice.org.au">https://lgbtilegalservice.org.au</a></p> <p>Phone: (07) 3124 7160</p>
WorkSafe QLD	<p>Website: <a href="https://www.worksafe.qld.gov.au/services/raise-a-workplace-safety-concern">https://www.worksafe.qld.gov.au/services/raise-a-workplace-safety-concern</a></p> <p>Phone: 1300 362 128</p>
<b>South Australia</b>	
SA Equal Opportunity Commission	<p>Website: <a href="https://eoc.sa.gov.au">https://eoc.sa.gov.au</a></p> <p>Phone: (08) 8207 1977 or 1800 188 163</p> <p>Email: <a href="mailto:EOC@sa.gov.au">EOC@sa.gov.au</a></p> <p>If you are deaf, hard of hearing and/or have a speech impairment, contact us via:</p>

	<p>TTY: by phoning 133 677 then asking for AGD on 1800 177 076</p> <p>Speak and Listen by phoning: 1300 555 727 and ask for AGD on 1800 177 076</p> <p>Internet Relay: by connecting to the <a href="#">National Relay Service</a> and asking for AGD on 1800 177 076</p>
SafeWork SA	<p>Website: <a href="https://www.safework.sa.gov.au/about-us/contact-us/contact-us">https://www.safework.sa.gov.au/about-us/contact-us/contact-us</a></p> <p>Phone: 1300 365 255</p>
Working Women's Centre SA	<p>Website: <a href="https://wwcsa.org.au">https://wwcsa.org.au</a></p> <p>Phone: (08) 8410 6499 or 1800 652 697</p>
<b>Tasmania</b>	
Equal Opportunity Tasmania	<p>Website: <a href="https://equalopportunity.tas.gov.au">https://equalopportunity.tas.gov.au</a></p> <p>Phone: (03) 6165 7515 or 1300 305 062</p> <p>Email: <a href="mailto:office@equalopportunity.tas.gov.au">office@equalopportunity.tas.gov.au</a></p>
WorkSafe Tasmania	<p>Website: <a href="https://worksafe.tas.gov.au/contact">https://worksafe.tas.gov.au/contact</a></p> <p>Phone: 1300 366 322</p> <p>Email: <a href="mailto:wsinfo@justice.tas.gov.au">wsinfo@justice.tas.gov.au</a></p>
<b>Victoria</b>	
Victorian Equal Opportunity and Human Rights Commission	<p>Website: <a href="http://www.humanrights.vic.gov.au/for-individuals/sexual-harrassment/">www.humanrights.vic.gov.au/for-individuals/sexual-harrassment/</a></p> <p>Phone: 1300 292 153</p> <p>Email: <a href="mailto:enquiries@veohrc.vic.gov.au">enquiries@veohrc.vic.gov.au</a></p>
Victoria Legal Aid	<p>Website: <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a></p> <p>Phone: 1300 792 387</p> <p>Online chat: <a href="http://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/get-help-online-with-legal-help-chat">www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/get-help-online-with-legal-help-chat</a></p>
Disability Discrimination Legal Service	<p>Website: <a href="http://www.ddls.org.au">www.ddls.org.au</a></p> <p>Phone: (03) 9654 8644</p> <p>Email: <a href="mailto:info@ddls.org.au">info@ddls.org.au</a></p>
LGBTIQ Legal Service	<p>Website: <a href="https://lgbtiqlegal.org.au">https://lgbtiqlegal.org.au</a></p> <p>Phone: (03) 7036 3208</p> <p>Email: <a href="mailto:lgbtiqlegalservice@skls.org.au">lgbtiqlegalservice@skls.org.au</a></p>
WorkSafe Victoria	<p>Website: <a href="https://www.worksafe.vic.gov.au/contact-worksafe">https://www.worksafe.vic.gov.au/contact-worksafe</a></p> <p>Phone: 1800 136 089</p>
<b>Western Australia</b>	
WA Equal Opportunity Commission	<p>Website: <a href="http://www.eoc.wa.gov.au">www.eoc.wa.gov.au</a></p> <p>Phone: (08) 9216 3900</p> <p>Email: <a href="mailto:eoc@eoc.wa.gov.au">eoc@eoc.wa.gov.au</a></p>
WorkSafe WA	<p>Website: <a href="https://www.commerce.wa.gov.au/worksafe/ask-question-or-make-complaint">https://www.commerce.wa.gov.au/worksafe/ask-question-or-make-complaint</a></p> <p>Phone: 1300 307 877</p>

## Appendix B – Resolution pathways

