

ACCESS AND EQUITY

In line with obligations under Commonwealth legislation, Builders Academy is committed to promoting a fair and equitable environment for personnel and clients that is free from discrimination, harassment and vilification.

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources;
- Equality of opportunity for all people without discrimination;
- Access for all people to appropriate quality training and assessment services; and
- Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- People with a disability;
- Aboriginals and Torres Strait Islanders;
- Women;
- People from non-English speaking backgrounds;
- People in rural and remote areas; and
- Long term unemployed.

Builders Academy Australia is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the *Disability Discrimination Act (1992)* and the *Anti-discrimination Act (1998)*.

Builders Academy Australia also maintains compliance with the *Disability Standards for Education (2005)* including processes relating to:

- Enrolment;
- Participation;
- Curriculum development, accreditation and delivery;
- Participant support services; and
- Elimination of harassment and victimisation.

Builders Academy Australia strives to maximise opportunities for access, participation and outcomes for all participants within the vocational education, training and employment system.

Equal benefits & opportunity

Builders Academy Australia treats all participants and all individuals seeking to enrol equally and fairly. Builders Academy Australia has implemented open, fair and transparent procedures that are based on merit for making decisions about:

- The selection of individuals who seek to enrol; and
- The treatment of individuals undertaking courses.

Builders Academy Australia undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. Builders Academy Australia is committed to treating all prospective and actual participants *on the same basis*.

On the same basis

A person with a disability is able to seek admission to, or apply for enrolment in, an institution on the same basis as a prospective participant without a disability if the person has opportunities and choices in admission or enrolment that are comparable with those offered to other prospective participant without disabilities.

Builders Academy Australia ensures it treats prospective participants with a disability on the same basis as prospective participants without a disability as it makes any decisions about admission or enrolment on the basis that *reasonable adjustments* will be provided.

An *adjustment* is a measure or action (or a group of measures or actions) taken by Builders Academy Australia that has the effect of assisting a participant with a disability:

- In relation to an admission or enrolment — to apply for the admission or enrolment;

- In relation to a course or program — to participate in the course or program; and
- In relation to facilities or services — to use the facilities or services;

On the same basis as a participant without a disability, and includes an aid, a facility, or a service that the participant requires because of his or her disability.

Reasonable adjustments

An adjustment is reasonable in relation to a participant with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a participant is *reasonable*, Builders Academy Australia has regard to all the relevant circumstances and interests, including the following:

- The participant's disability;
- The views of the participant or the participant's associate;
- The effect of the adjustment on the participant, including the effect on the participant's:
 - Ability to achieve learning outcomes; and
 - Ability to participate in courses or programs; and
 - Independence;
- The effect of the proposed adjustment on anyone else affected, including Builders Academy Australia, personnel and other participants; and
- The costs and benefits of making the adjustment.

PARTICIPANT RIGHTS AND BUILDERS ACADEMY AUSTRALIA RESPONSIBILITIES

Enrolment	
Participants' Rights	Builders Academy Australia Responsibilities
<ul style="list-style-type: none"> ▪ Right to seek admission and enrol on the same basis as prospective participants without disability including the right to reasonable adjustments. 	<ul style="list-style-type: none"> ▪ Take reasonable steps to ensure that the enrolment process is accessible. ▪ Consider participants with disability in the same way as participants without disability when deciding to offer a place. ▪ Consult with the prospective participants or their associates about the effect of the disability on their ability to seek enrolment; and any reasonable adjustments necessary.

Participation	
Participants' Rights	Builders Academy Australia Responsibilities
<ul style="list-style-type: none"> ▪ Right to access courses and programs; use services and facilities; and have reasonable adjustments, to ensure participants with disability are able to participate in education and training on the same basis as participants without disability. 	<ul style="list-style-type: none"> ▪ Take reasonable steps to ensure participation. ▪ Consult with the participant or their associate about the effect of the disability on their ability to participate. ▪ Make a reasonable adjustment if necessary. ▪ Repeating this process over time as necessary.

Curriculum Development, Accreditation and Delivery	
Participants' Rights	Builders Academy Australia Responsibilities
<ul style="list-style-type: none"> ▪ Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge and understanding, on the same basis as participants without disability and to have reasonable adjustments to ensure they are able to participate in education and training. 	<ul style="list-style-type: none"> ▪ Enable participants with disability to participate in learning experiences (including assessment and certification). ▪ Consult with the participant or their associate. ▪ Take into consideration whether the disability affects the participant's ability to participate in the learning experiences.

Participant Support Services	
Participants' Rights	Builders Academy Australia Responsibilities
<ul style="list-style-type: none"> Right to access participant support services provided by education institutions, on the same basis as participants without disability. Participants with disability have the right to specialised services needed to participate in the educational activities they are enrolled in. 	<ul style="list-style-type: none"> Ensure that participants with disability are able to use general support services. Ensure that participants have access to specialised support services. Facilitate the provision of specialised support services.

Harassment & Victimisation	
Participants' Rights	Builders Academy Australia Responsibilities
<ul style="list-style-type: none"> Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability. 	<ul style="list-style-type: none"> Implement strategies to prevent harassment or victimisation. Take reasonable steps to ensure that personnel and participants are informed about their obligation not to harass or victimise participants with disability. Take appropriate action if harassment or victimisation occurs. Ensure complaint mechanisms are available to participants.

PROCESS FOR CONSIDERING ADJUSTMENTS

Builders Academy Australia provides equitable access to all required educational and support services, so that no participant is disadvantaged regardless of their mode of study or location. Where there may be limitations regarding access to these resources, Builders Academy Australia provides clear advice in pre-enrolment information so all clients can make an informed choice about which RTO and course of study best meets their needs.

Builders Academy Australia embraces the responsibility of ensuring that all personnel acquire the knowledge and skills to relate to participants without direct or indirect discrimination. All personnel are aware of and know how to use available Builders Academy Australia or external resources or be able to confidently refer participants to appropriate tutoring and community support services.

All personnel continue to expand their knowledge or access and equity issues through induction processes when joining Builders Academy Australia, and in structured professional development on a regular basis (at least annually) in access and equity issues and resources.

Builders Academy Australia personnel have access to a range of access and equity materials designed to assist participants in undertaking and completing courses and qualifications.

In assessing whether an adjustment to the course of the course or program in which the participant is enrolled, or proposes to be enrolled, is reasonable, Builders Academy Australia is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature.

Consulting the participant

Before Builders Academy Australia makes an adjustment for the participant, the participant or their associate is consulted about:

- Whether the adjustment is reasonable; and
- The extent to which the adjustment would achieve the aims in relation to the participant; and
- Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the participant.

Deciding on an adjustment to be made

In deciding whether to make a particular reasonable adjustment for a participant, Builders Academy Australia:

- Assesses whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the participant; and
- Assesses whether the adjustment may need to be changed over the period of a participant's education or training.

A detailed assessment, which might include an independent expert assessment, may be required in order to determine what adjustments are necessary for a participant. The type and extent of the adjustments may vary depending on the individual requirements of the participant and other relevant circumstances. Multiple adjustments may be required and may include multiple activities.

Assessing reasonable adjustments

In assessing whether a particular adjustment is reasonable for the participant with a disability, Builders Academy Australia takes into account:

- The nature of the participant's disability;
- The information provided by, or on behalf of, the participant about how the disability affects the participant's ability to participate;
- Views of the participant, or an associate of the participant, about whether a proposed adjustment is reasonable and will enable the participant with a disability to access and participate in education and training opportunities on the same basis as participants without disabilities;
- Information provided by, or on behalf of, the participant about his or her preferred adjustments;
- The effect of the proposed adjustment on the participant, including the participant's ability to participate in courses or programmes and achieve learning outcomes;
- The effect of the proposed adjustment on anyone else affected, including Builders Academy Australia operations, personnel and other participants; and
- The costs and benefits of making the adjustment.

In making a reasonable adjustment, Builders Academy Australia ensures that the integrity of the course or program and assessment requirements and processes are maintained.

Builders Academy Australia acts upon information about an adjustment in a timely way that optimises the participant's participation in education or training.

In meeting its obligations to provide reasonable adjustments, Builders Academy Australia may provide an alternative adjustment to the participant's preferred form of adjustment, if the alternative is effective in achieving the desired purpose.

Unjustifiable Hardship

Once a reasonable adjustment has been determined, Builders Academy Australia adjustment may consider if the adjustment would impose unjustifiable hardship on its operations.

In determining what constitutes unjustifiable hardship, all relevant circumstances *of the particular case* are taken into account including:

- The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- The effect of the disability of a person concerned; and
- The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship.

In determining whether unjustifiable hardship applies, Builders Academy Australia:

- Takes into account information about the nature of the participant's disability, his or her preferred adjustment, any adjustments that have been provided previously and any recommended or alternative adjustments. This information may be provided by the participant, an associate of the participant or independent experts (or a combination of those persons);
- Ensures that timely information is available to the participant, or an associate of the participant about the processes for determining whether the proposed adjustment would cause unjustifiable hardship; and
- Ensures that these processes maintain the dignity, respect, privacy and confidentiality of the participant and the associates of the participant, consistent with the rights of the rest of the community.

Where a claim of unjustifiable hardship is made, Builders Academy Australia has taken into account all the financial and other resources that are reasonably available for the purpose of making any necessary adjustments for the participant, and the impact of those adjustments on its capacity to provide education of high quality to all participants while remaining financially viable.

Builders Academy Australia considers all costs and benefits both direct and indirect that are likely to result, the participant and any associates of the participant, and any other persons in the learning or wider community, including:

- Costs associated with additional personnel, the provision of special resources or modification of the curriculum;
- Costs resulting from the participant's participation in the learning environment, including any adverse impact on learning and social outcomes for the participant, other participants and teachers; and

- Benefits deriving from the participant's participation in the learning environment, including positive learning and social outcomes for the participant, other participants and teachers, and any financial incentives, such as subsidies or grants, available to the provider as a result of the participant's participation.

Where Builders Academy Australia decides to rely on unjustifiable hardship, it ensures that a notice stating the decision and the reasons for the decision is given to the participant, or an associate of the participant, as soon as practicable after the decision is made.

IMPLEMENTING REASONABLE ADJUSTMENTS

Builders Academy Australia takes reasonable steps to ensure that any adjustment required to be made is made within a reasonable time. Whether the time is reasonable depends, in particular, on whether and when the participant, or his or her associate, has provided:

- In a timely way, any relevant information in the possession of the participant or associate about how the disability affects the participant in relation to education or training; and
- The participant's or the associate's opinion about the matters.

Where reasonable adjustments are implemented, a detailed training and assessment plan including timetables, notes regarding the required adjustments, and any related communications regarding the adjustments is maintained in the participant's file.

Reasonable Adjustments	
Type of disability	Example reasonable adjustments
Mobility impairment	Provision of wheelchair accessibility, access to aids such as for holding documents, adjustable tables, note taking support, oral rather than written presentations or exams, use of a personal computer, lifting limits.
Vision impairment	Use of audio recordings, enlarged text and images, enlarged computer screen images, use of voice synthesisers on computers, good lighting or reading lamps, Braille translations, provision for guide dogs, avoid moving furniture without informing the person, provision of additional writing time for assignments/tests.
Hearing impairment	Use of teletext, audio loops for people using hearing aids, use of Plain English documents, sign language interpreters for training and assessment.
Intellectual disability	Practical learning sessions, repetition of learning exercises, use of Plain English, use of mentors, assessment that is appropriate to the skill, i.e. avoiding written test for practical tasks, provision of additional time.

Reasonable Adjustments	
Type of disability	Example reasonable adjustments
Psychiatric disability	Use of reflective listening skills, identification and avoidance of stresses, use of ongoing rather than formal assessments, providing 'time-out' breaks in assessment.
People with acquired brain injury	Provision of time and patience during training and assessment, using reflective listening skills, provision of memory aids, e.g. posters, notes, minimisation of stress.
Speech impairment	Provision of time and patience, paraphrasing, getting individuals to put things in writing, minimising stress.

SUPPORT SERVICES

The following support services are available and accessible for all participants studying with Builders Academy Australia. Builders Academy Australia will provide participants with contact details to refer any matters that require further follow up with relevant professionals.

Personal / Social Issues

There are many issues that may affect a participant's social or personal life, and some participants may require gaining advice and guidance on personal issues. A counselling service can be suggested if applicable.

Referral Service Available	Contact Details
<p>Lifeline</p> <p>Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.</p>	<p>Phone: 13 11 14</p>
<p>Kids Helpline</p> <p>If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).</p>	<p>Phone: 1800 551 800</p>
<p>Sexual Assault Crisis Line</p> <p>The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.</p>	<p>Phone: 1800 806 292</p> <p>www.sacl.com.au</p>
<p>Women's Domestic Violence Crisis Service</p> <p>The Women's Domestic Violence Crisis Service is the Victorian State-wide service for women experiencing violence and abuse from a partner or ex-partner, another family member or someone else you are close to.</p>	<p>Phone: 1800 015 188 (Toll Free) or (03)93223555</p> <p>www.wdvcs.org.au</p>
<p>Reach Out</p> <p>Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people</p>	<p>www.reachout.com.au</p>

Referral Service Available	Contact Details
Drug Info DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms	Phone: 1300 85 85 84 www.druginfo.adf.org.au/contact-numbers/help-and-support

Workplace Issues

Participants may have questions/ concerns in direct reaction to their place of employment. Builders Academy Australia cannot assist in this area; however they may be referred to the following services to contact if applicable.

Referral Service Available	Contact Details
Worksafe Victoria	www.worksafe.vic.gov.au Phone: 1800 136 089 (toll free). Email: info@worksafe.vic.gov.au
Fair Work Ombudsman	www.fairwork.gov.au Phone: 13 13 94
Fair Work Australia Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.	www.fwa.gov.au/index.cfm Phone: 1300 799 675

Academic Issues

Participants may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.

All participants' progress is monitored and guidance and support provided where non satisfactory results are identified. A participant is able to access the participant support officer to discuss any academic, or other related issues to studying with Builders Academy Australia at any time. The participant support officer will be able to provide advice and guidance, or referral (local to where the participant is located), where required.

Referral Service Available	Contact Details
Reading and Writing Hotline For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.	Phone: 1300 655 506 www.readingwritinghotline.edu.au
LNSUPPORT Victoria Provides assistance and help with Language, Literacy & Numeracy.	trainingsupport.skills.vic.gov.au/curriculumDisplay.cfm?courseCode=3720
Student Literacy and Numeracy Support Tasmania Where a participant in a Skills Tasmania funded training program is identified as requiring literacy or numeracy support, to assist the student to successfully complete the program Builders Academy Australia access assistance through the Literacy and Numeracy Pathways program managed by the Skills Institute.	Student Literacy and Numeracy Support Tasmania - (03) 6336 2722

General Issues

Participants may have general concerns/ questions that they need addressed. The following are a list of general contracts that may be required.

Referral Service Available	Contact Details
Centrelink	Phone: 1800 057 111 www.humanservices.gov.au/customer/dhs/centrelink
Australian Apprenticeship Centres (AAC) Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.	Phone : 13 38 73 australianapprenticeships.gov.au
Legal Aid Victoria Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.	Phone: 1300 792 387 www.legalaid.vic.gov.au
Australian Centre for Disability Law Australian Centre for Disability Law promotes and protects the human and legal rights of people with disability and their supporters through legal advocacy. They do this by providing free legal advice and representing people with disability discrimination cases.	Phone: (02) 9370 3135 www.disabilitylaw.org.au

Medical Issues

The emergency phone number for an ambulance in Australia is '000'.

This number should only be used in an emergency and when you require ambulance, police, or fire attendance.

DISCRIMINATION

Discrimination can be direct, indirect or systemic.

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

BULLYING & HARRASSMENT

Bullying is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating intimidating or threatening. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individual, including, but not limited to, bullying or intimidation; forcing an individual to participate in an “initiation” process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone’s back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;
- A manager setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person’s skill level; and/or
- Continuously and deliberately excluding someone from workplace activities including ignoring or keeping individuals isolated from relevant communications about work issues.

Builders Academy Australia is committed to providing a workplace and client services which are free from bullying, harassment and unlawful discrimination. Builders Academy Australia aims to ensure all those participating in the workplace and services are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working relationships.

Builders Academy Australia ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and clients engaging in Builders Academy Australia’s services.

Builders Academy Australia expectations are not limited to the workplace or working hours, and will include all work related events which includes, but is not limited to; lunches, client functions, meetings and conferences as well as social events.

Builders Academy Australia expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;
- Internal and external electronic communication including:
 - Email;
 - Instant messaging services;
 - Internal intranet;
 - Faxes;
 - Social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media; and
 - Communications via text message.

In line with Builders Academy Australia’s commitment to creating a workplace which is free from workplace health and safety risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between people and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken in order to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and include termination of employment. If a contractor of Builders Academy Australia is found to have breached these expectations, their contract stands to be terminated, or may not be renewed in the future.

EQUITY & BULLYING COMPLAINTS

Any individual who believes that they have been subject to actions or words that may constitute discrimination or bullying should act upon such bullying as soon as possible by following the procedure set out below. Individuals who believe they have witnessed discriminatory or bullying behaviour by another individual in the workplace are also able to make complaints.

In the first instance, the aggrieved individual should, wherever practicable and if they feel comfortable doing so, attempt to amicably resolve the matter with the individual(s) who are alleged to have engaged in bullying. When confronting the issue, the individual should clearly state the offensive behaviour experienced, explain that the behaviour is unwelcome and offensive and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome.

This is not a compulsory part of the complaint procedure, and if an individual does not wish to confront the person directly, then this is not encouraged.

Where the alleged bullying involves the individual's direct manager and it is not practical for them to directly resolve the matter, they shall immediately notify the Chief Human Resources Officer who, with the individual's approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

Informal Complaint Procedure

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances. The informal complaint procedure is intended to be used for less serious allegations of bullying and instances which generally do not warrant disciplinary action being taken. An individual who is unsure of whether or not to make a formal or informal complaint may make an informal complaint first and decide if they want to escalate the complaint to a formal complaint.

Different options for handling informal complaints may include, but are not limited to:

- Builders Academy Australia relevant manager having a conversation with the alleged bully about the behaviour complained of; and
- Builders Academy Australia relevant manager having a meeting with the individuals concerned in an attempt to reach a resolution.

Formal Complaint Procedure

Where an individual wishes to lodge a formal complaint, they will be required to do so by communicating this in writing to the General Manager.

A written complaint shall include the names of individuals concerned, details of the incident(s) and the names of any witnesses present.

Where a written complaint has been lodged, a formal investigation procedure will commence immediately. Formal investigations may be conducted by the General Manager or an external person who is appointed by Builders Academy Australia e.g. an independent mediator.

Regardless of whether the investigation is carried out by a Builders Academy Australia personnel member, or by an independent body/person, the investigator will aim to follow the procedure set out below:

- Clarify details of what took place and ensure that all necessary information is obtained;
- Identify the outcome the complainant is seeking;
- Discuss with the complainant their legal rights, including lodging a formal complaint with the relevant state or federal tribunal;
- Discuss the complaint made with the person/s accused of bullying; and
- Making a determination as to whether the alleged behaviour occurred and if it constituted bullying.

If Builders Academy Australia feels it is appropriate in the interests of health and safety of individuals concerned, and / or the efficiency of the investigation process, individuals may be requested to refrain from attending work / course services for a period of time whilst the investigation is underway. Alternatively, individuals may be given different duties or work to perform while the investigation is being conducted. Employees who are requested to do either of these will be paid at their normal rate of pay during this period.

Where it becomes apparent that the complaint made relates to conduct which constitutes misconduct or otherwise warrants disciplinary action, **the investigator** is to refer to the *Discipline* section of this manual for further action and resolution.

Whilst the investigator will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, Builders Academy Australia will alert the appropriate authorities. Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

Outcomes

The outcomes of a formal or informal complaint procedure will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Discipline Policy. The disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of Builders Academy Australia and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this policy, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

In addition to the remedies provided above, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- Providing training to employees concerned regarding bullying;
- Requiring employees who have breached this policy to apologise to appropriate person(s);
- Adjusting working arrangements where appropriate;
- Providing counselling to employees (complainant and the person complained of);
- Placing employees on performance improvement plans to ensure improved behaviour; and/or
- Providing coaching and mentoring.

Appeals Procedure

If any parties involved are unhappy with the outcome, or the way the complaint handling procedure was managed by Builders Academy Australia please contact the Builders Academy Australia CEO to discuss your concerns.

Once notified the General Manager will conduct a review of the procedure followed, and the outcome issued, and make a final determination on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome and this determination will be final.

The following external bodies can also provide further information:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Human Rights Commission 02 6205 2222 http://www.hrc.act.gov.au
New South Wales	Anti-Discrimination Board of NSW 02 9268 5544 http://www.antidiscrimination.lawlink.nsw.gov.au
Northern Territory	Northern Territory Anti-Discrimination Commission 1800 813 846 http://www.adc.nt.gov.au
Queensland	Anti-Discrimination Commission Queensland 1300 130 670 http://www.adcq.qld.gov.au
South Australia	Equal Opportunity Commission SA 08 8207 1977 http://www.eoc.sa.gov.au
Tasmania	Office of Anti-Discrimination Commissioner Tasmania 03 6165 7515 http://www.antidiscrimination.tas.gov.au
Victoria	Victorian Human Rights Commission 1300 292 153 http://www.humanrightscommission.vic.gov.au
Western Australia	Equal Opportunity Commission WA 08 9216 3900 http://www.eoc.wa.gov.au
National	Australian Human Rights Commission 1800 620 241 https://www.humanrights.gov.au
National <i>Builders Academy Australia Employees</i>	Fair Work Ombudsman 13 13 94 http://www.fairwork.gov.au