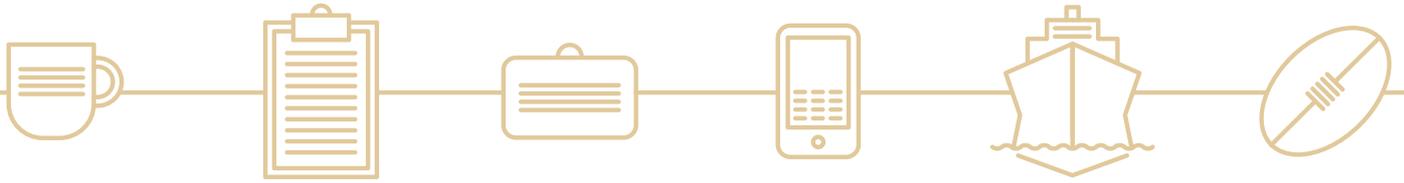


White Ribbon Australia Workplace Accreditation Program Standards and Criteria



 **White
Ribbon
Workplace**

 **White Ribbon
Australia**



Standards and Criteria

In order to become accredited, organisations must demonstrate adherence to 15 Criteria that sit across three Standards. Below is a summary of each Criterion.

Standard One: Leadership and Commitment

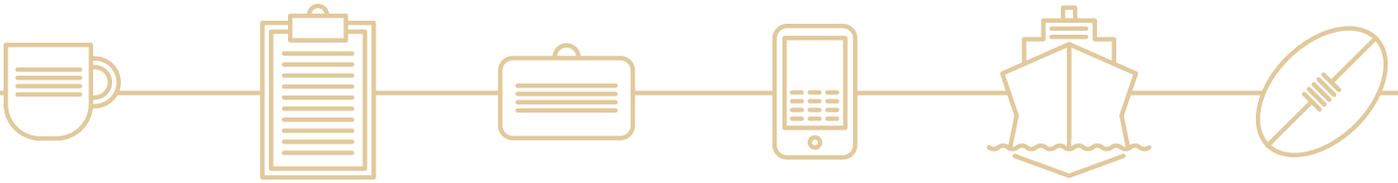
1.1	1.2	1.3	1.4	1.5	1.6
Leadership Commitment	Commitment of Resources	Internal Communication	External Communication	Collaboration	Demonstrated engagement in the prevention of violence against women

Standard Two: Prevention of Violence against Women

2.1	2.2	2.3	2.4	2.5	2.6
Policies, Procedures and Documentation	Communication of Policies and Procedures	Manager/ Supervisor Training	Staff Training	Risk Assessment	Expectation of Contractors

Standard Three: Responses to Violence against Women

3.1	3.2	3.3
Response to Victims	Response to Perpetrators	Evaluation and Continuous Improvement



Standard One: Leadership and Commitment

1.1	1.2	1.3	1.4	1.5	1.6
Leadership Commitment	Commitment of Resources	Internal Communication	External Communication	Collaboration	Demonstrated engagement in the prevention of violence against women

Criterion 1.1 Leadership Commitment

Leaders positively model and influence a culture of gender equality, respect, safety and support. Leaders actively demonstrate commitment to the prevention of violence against women and accountability for breaches of the code of conduct.

Explanation

Leaders (including those that govern, manage and represent), are important contributors to organisational cultures.

Requirements

Leaders visibly, personally and periodically promote:

- respectful relationships between men and women
- acknowledgement of employee human rights
- zero tolerance of violence against women
- knowledge of and adherence to organisational policies and procedures around safety for women who disclose violence
- gender equality
- a culture of safety, support and accountability.

Leaders and management must formally commit to continuing work on the issue of preventing violence against women (via an executive endorsed Operational Plan for the three years following accreditation.)

Examples of Evidence

- Endorse appropriate resource allocation e.g. leave, Program coordinator and events focused on gender equality and respect.
- Annual Report / Strategic Framework outline strategies to address violence against women.
- Manager position descriptions include roles, responsibilities and relevant key performance indicators.



- Leadership sign off on Operational Plan produced for work planned following accreditation.
- The head of organisation visibly promotes relevant messaging regularly, internally and externally.
- Leadership participate in the White Ribbon Working Group, HR Policy consultation, training and surveys.
- Leaders model positive and respectful interactions.
- Leaders ensure gender neutral networking events.
- Leaders try to ensure that there is a gender balance on any panel they speak on.
- Media spokesperson commentary reflects a zero tolerance to violence against women and the promotion of gender equality.
- Workplace Gender Equality Agency 'Employer of Choice' citation.
- Leaders model and promote gender equality within the organisation, including gender balance within the board and executive team, pay equality and initiatives to support the development of women in leadership.



Criterion 1.2 Commitment of Resources

Commitment is demonstrated by having dedicated resources assigned to:

- implement the Program;
- manage the organisation's policies against violence against women.;
- monitor ongoing compliance to the Program Standards and Criteria following accreditation and take action as necessary.

Explanation

Organisation Leadership has allocated appropriate resources to the Program to ensure all work required can be carried out.

An effective approach to workplace responses to violence against women should involve the active participation of staff at all levels of the organisation. It is recommended that a White Ribbon Working Group be established.

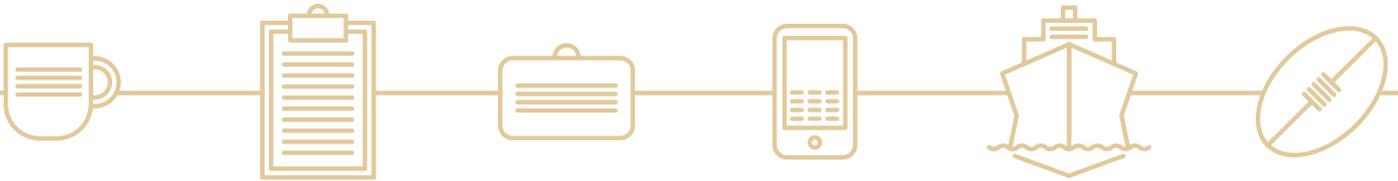
Requirements

Resources required will include the costs of:

- Staff time to:
 - complete baseline and follow-up surveys at work
 - attend training (see 2.3 and 2.4)
 - organise and attend events, activations and prevention initiatives.
- Developing operational plans to ensure continued focus on operational prevention activities (such as regular training, events, surveying staff, monitoring compliance) following accreditation.
- Funding flexible leave and employment practices to support women experiencing violence.

Examples of Evidence

- Initiatives and employment practices that promote gender equality, including pay equality and initiatives to support the development of women in leadership.
- Domestic Violence Leave provision.
- Minutes of working group meetings.
- Policies and procedures reviewed regularly, updated, and redistributed.
- KPI documents detailing Workplace Program accreditation responsibilities.
- Staff development records.
- Line items in financial reports.
- Items in annual budget.
- Documents recording staff resources used in preparing for accreditation.
- Designated time for staff to participate in the Program.



Criterion 1.3 Internal Communication

There is an internal communication strategy which continually promotes gender equality, respectful relationships and zero tolerance of violence against women as a social norm and lets employees know that victims of violence will be supported.

Explanation

Prevention of violence against women starts with creating a culture of gender equality, promotion of respectful relationships and increasing awareness of the issue and its impacts. Organisational communication is a vital tool in achieving this.

Requirements

A communication strategy should be developed that includes information on:

- the extent of violence against women
- ways men can take action
- how to create a safe environment in which employees can disclose
- where to find key policies and procedures
- contact information for accessing support services, e.g. 1800RESPECT
- the organisation's policies regarding its response to perpetrators.

Regular and consistent messages will be required to reinforce the policy of zero tolerance to violence against women. This might be through:

- internal email/intranet, workplace posters, brochures, etc.
- WH&S, employee counselling programs, induction and training programs.

The messages will need to include encouragement to seek support if a staff member is a victim of violence.

A diverse range of communication channels should be utilised to ensure staff across all work sites and roles are able to access this information. Internal communications should be tailored to reflect the diversity of the organisation's workforce. e.g. using different languages, managing cultural complexity and accessibility.

When developing a communications strategy organisations should consider:

- access to computers
- literacy levels
- off-hour work schedules.

Different strategies to target men and women on the issue of violence against women also need to be taken into consideration.



Examples of Evidence

- Formal internal communication strategy for Program implementation.
- Wider business internal communication strategy.
- Message reflected in other relevant policies and procedures including HR, IT and leave.
- Newsletters.
- Staff meeting updates.
- Posters.
- Videos.
- Screenshots of links to key policy documentation on intranet site.
- Staff development activities and sessions.
- HR updates.
- HR packages.
- Information on the Program located on intranet.
- Staff (including volunteers where relevant) know how to access support services.
- Workplace social engagement opportunities recognise and support diversity and equity.
- Examples which demonstrate multiple approaches to respond to diversity in the workplace.



Criterion 1.4 External Communication

The organisation's public face is consistent with promoting gender equality and respectful relationships between women and men.

Explanation

Organisations should positively influence staff behaviour when operating externally; e.g. via social media, at events, as media spokespeople and when liaising with external stakeholders. The organisation plays an active role in advocating for violence prevention in the public sphere.

Requirements

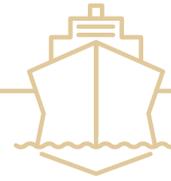
External messages should reflect an organisational culture that prevents violence against women in the organisation. For example, advertising, corporate events, media presence and conduct of representatives of the organisation, should comply with the organisational values, commitments and policies to prevent and respond to violence against women.

Organisation's advertising models positive and respectful relationships between men and women.

Organisational goals and plans, media releases, public brochures and internal policies are other examples through which the organisation might demonstrate its commitment.

Examples of Evidence

- Media Policy (including social media).
- Events Procedures.
- Code of Conduct.
- Communication Plan.
- Professional Standards.
- Examples of advertising including hard copy and online.
- Articles.
- Conference and seminar presentations.
- Organisation's website.
- Corporate events modeling positive and respectful relationships between men and women.
- Conduct of representatives of the organisation modeling positive and respectful relationships between men and women.
- Photos of staff wearing the White Ribbon pin outside the workplace whilst representing the organisation.
- Organisation's annual report.



Criterion 1.5 Collaboration

The organisation has identified and developed meaningful relationships with external expert organisations that can assist in supporting staff and the organisation in the prevention of violence against women and in responding appropriately when violence occurs.

Explanation

Developing relationships with external expert organisations can assist in training, policy development and the creation of promotional materials. They also play an important role in supporting staff who are victims of violence.

Requirements

Relationships are established such that expert organisations are available to assist and support organisations in their work in preventing and responding to violence against women. Such organisations include but are not limited to:

- family relationship counselling services
- family support services
- domestic violence services
- legal advice services
- crisis intervention services.

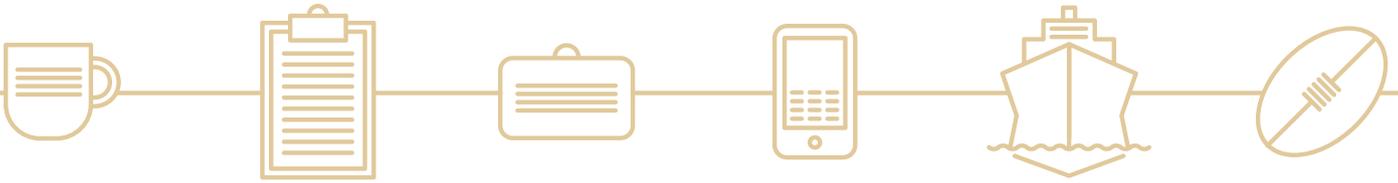
These expert organisations collaborate with the organisation to:

- develop materials for and deliver training
- advise on relevant policy
- assist and/or advise on communication strategy and promotional materials
- support staff who are victims of violence.

The organisation ensures that information is up to date and training approaches used are current best practice. This may require facilitating staff access to seminars and conferences, and subscribing to relevant publications in addition to collaboration with external expert organisations.

Examples of Evidence

- Memoranda of Understanding with support services.
- Contact protocols for referrals.
- Agreements with support services include responsibilities of each organisation and services provided.
- An up-to-date resource list of relevant agencies including individual contacts and a description of services provided.
- Referral agencies conduct training, presentations and/or information sessions.
- On-line updates.
- Referrals occur when needed.
- Procedures on the responsibilities of both organisations are documented when a referral occurs.
- Referral when needed to appropriate services such as police, Employee Assistance Program, union(s) etc.
- Other evidence of working relationships with expert organisations (e.g. established regular meetings, joint plans etc.)



Criterion 1.6 Demonstrated engagement in the prevention of violence against women

The organisation demonstrates proactive involvement in ending violence against women by encouraging staff participation in prevention initiatives and promoting prevention campaigns.

Explanation

Organisations should clearly demonstrate activity that works to prevent violence against women in the community. This can be effectively demonstrated by actively engaging with the White Ribbon movement and utilising established tools and profile developed by White Ribbon Australia. Organisations can also support women's services and networks to demonstrate taking a holistic approach to preventing and responding to violence against women.

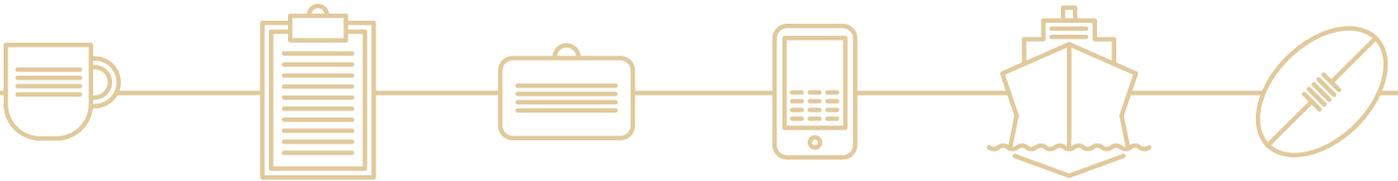
Requirements

The organisation demonstrates 'proactivity' in engaging with initiatives and campaigns that prevent violence against women. This should include activities such as:

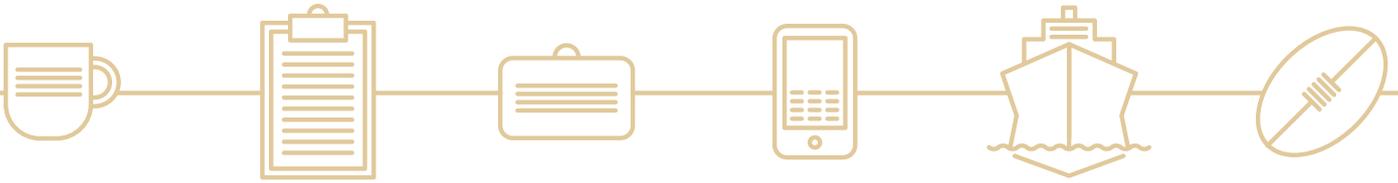
- participating in, sponsoring or hosting events and other activities; eg: White Ribbon Day/Night events.
- encouraging all staff to sign up as White Ribbon Supporters.
- supporting White Ribbon Ambassadors and Advocates to speak out against violence against women in the workplace and in the community
- support for local woman's shelters
- support for local domestic violence services and networks
- introduce workplace giving whereby employees can opt to pledge a percentage of their monthly salary to White Ribbon or other campaigns/services.
- involvement in or engagement with White Ribbon Committees.

Examples of Evidence

- Resources are formally committed to charitable activities. This could be captured in meeting minutes, budget reviews etc.
- Formal acknowledgement of employees engaged in approved volunteering with prevention of violence against women campaigns and movements.
- Workplace giving initiative included on new employee contracts, with the option for current employees to also participate (please refer to Online Library for details on how to implement workplace giving).
- Signed White Ribbon Partnership/Supporter Memorandum of Understanding.
- White Ribbon Movement activities included in performance measurement indicators for designated employees.
- The White Ribbon participating workplaces logo is associated with the organisation's branding (for example on websites and letterhead).



- Participate in or host events that includes men speaking out against violence. Evidence can include event invitations, posters, flyers, photos etc.
- Email signature (refer to Online Library for sample email signature).
- Newspaper articles.
- Establishing a White Ribbon Committee.
- White Ribbon Committee meeting minutes.
- Designated time for staff to participate in prevention of violence against women activities.
- Speech notes include the prevention of violence against women message.
- Presentations include the prevention of violence against women message.



Standard Two: Prevention of Violence against Women

2.1	2.2	2.3	2.4	2.5	2.6
Policies, Procedures and Documentation	Communication of Policies and Procedures	Manager/ Supervisor Training	Staff Training	Risk Assessment	Expectation of Contractors

Criterion 2.1 Policies, Procedures and Documentation

The organisation's policies, procedures and documentation promote gender equality and underpin its commitment to prevent violence against women.

Explanation

Prevention of violence against women starts with creating a culture of gender equality and promotion of respectful relationships between men and women.

Requirements

Organisations must comply with gender equality and violence prevention legislation, the Workplace Gender Equality Act 2012 and other standards and best practices.

Policy areas that will need to be checked include:

- Code of Conduct
- Performance and misconduct
- Workplace health and safety
- Social media policy
- Leave entitlements
- Diversity and inclusion.

Policies should:

- require that all people in the organisation be treated with respect
- recognise violence against women is unacceptable as 'part of the job'
- have a zero tolerance for violence and threats at work or work-related events by the organisation staff against other people or property
- understand the clear reporting and response practices that are in place for when violence occurs.

Organisational policies include clauses which:

- define violence against women in all its forms
- encourage all employees to take appropriate action when an issue of violence occurs or is suspected
- identify the process for action when an issue of violence occurs or is suspected



- place violence against women in a broader context that recognises that violence occurs due to inequality in power relationships between men and women
- make clear why violence against women is a workplace issue, irrespective of where it occurs
- make clear the consequences for perpetrating violence, whether directed to women in the workplace or where workplace resources are used to perpetuate violence against women outside of work.

Examples of Evidence

- Code of Conduct.
- Procedures in the event of a breach of the Code of Conduct.
- Bullying and Harassment Policy and Procedures.
- Violence in the Workplace Policy.
- Recruitment and Selection Process.
- Diversity Policy.
- Promotions Policy.
- Pregnancy and/or Adoption Policy.
- Entitlements that demonstrate commitment to equity and diversity.
- Organisations can develop explicit policies focusing on gender equality, capturing the direction/intent of the Workplace Gender Equality Act 2012a.
- Develop Workplace Violence Policy that includes client/customer violence as well as violence towards other staff and the steps to be taken in responding to that type of violence.
- Workplace Professional Standards.
- Activities included in
 - a) Annual Report
 - b) Policies
 - c) Training Records.
- Employees required to formally agree or sign the Code of Conduct.
- An analysis of policies and procedures demonstrates that recruitment and selection processes, working arrangements, pay structures, professional development and leave, supports equity and diversity.
- Regular reports on performance in areas such as the Workplace Gender Equality Agency and 50:50 Vision.
- Examples of advertising including hard copy and online.
- Articles.
- Conference and seminar presentations.
- Pay equity is based on responsibilities and competencies.
- The organisation has an active Equal Opportunity committee or equivalent.
- Meeting minutes of policy decisions.
- Women are in decision making roles.
- Staff development policies ensure female staff have opportunities to participate and advance.
- Initiatives to ensure commitment to gender quality at executive and management levels.
- Female staff attend leadership training.



Criterion 2.2 Communication of Policies and Procedures

Procedures and entitlements are clearly defined and communicated across the organisation in a timely and efficient manner.

Explanation

Managers and staff are aware of and understand the policies and procedures relevant to preventing violence against women. The organisation creates a culture in which employees feel confident and safe to disclose experiences of violence and seek support.

Requirements

Staff are made aware of policies and procedures they must follow, and entitlements are communicated clearly.

Confidentiality requirements are clearly articulated to all staff so they feel comfortable coming forward with an issue, or to refer through the appropriate channels.

Communication of policies and statements of intent should outline the organisation's commitment to recognising and responding to violence in women's lives, whether it occurs inside or outside the workplace. They should also visibly demonstrate the organisation's commitment to preventing violence against women.

Examples of Evidence

- Formal Internal Communication Strategy relating to the communication of HR policy and procedure.
- Staff (including volunteers where relevant) know how to access support services.
- Policies given to new employees.
- Newsletters.
- All staff communication from senior management.
- Staff meeting updates.
- Posters.
- Screenshots of links on intranet site.
- Staff development activities and sessions.
- HR updates.
- HR packages.



Criterion 2.3 Manager/Supervisor Training

Supervisors, managers and key contacts receive expert* training in preventing, recognising and responding to violence.

Explanation

Mandatory training is delivered to all people leaders. Training has had expert* input.

(*Expert means training organisations, or organisations that are expert and credible in the field of violence prevention. Training by workshops requires facilitation by an individual (with CERT IV in Training and Assessment or equivalent expertise in adult learning) who is credible in the field of violence prevention.

Requirements

All supervisors and key senior managers are required to undergo regular training in preventing, recognising, responding and referring in relation to violence against women.

Training can be given in the form of e-learning or face-to-face workshops.

Supervisors and managers are not usually professional counsellors and are not expected to provide this service, but rather should support and refer to a specialist.

Training should cover the following learning requirements:

- an explanation of what is violence against women
- the extent of violence against women in Australia
- explore how/why violence against women occurs, including exploration of violence- supportive attitudes and beliefs
- the issue of sexist language within the workplace and its impact
- how and why sexually explicit jokes are inappropriate in the workplace
- the possible indicators of violence
- how to raise the issue of violence against women
- information on where to go if you are a victim of violence at home or in the workplace
- the importance of respecting people's privacy in the workplace
- the organisation's approach to preventing and responding to violence against women inside and outside the workforce
- Strategies to respond to bullying, sexist, harassing, disrespectful and derogatory behaviours
- how to make a workplace safety plan
- how to approach the issue with a staff member
- referral to assistance for counselling, advice and other information about support services
- confidentiality requirements so that the situation is only made known to those relevant for the provision of safety and other support
- training in methods of conflict and complaint/grievance resolution
- an explanation of what staff can do following the training to 'live' the White Ribbon message.



Organisations are responsible for ensuring supervisors and managers formally and regularly disseminate key messaging and action items as a follow up to training, to staff at all levels.

Organisations can use training sourced directly from third parties, provided training is tailored to the organisation. This can include a referral factsheet given to all employees who have undertaken e-learning.

Systems should support managers in developing and implementing skills in identifying and supporting staff at risk of experiencing violence.

Managers should be trained to have a range of strategies to ensure that interventions are culturally appropriate.

Managers must be able to provide access to referral services for people with complex needs at risk of committing violence.

Managers and supervisors must be equipped to intervene where workplace interactions are disrespectful.

All managers/supervisors are to have undergone training at the point of assessment. Should extenuating circumstances mean this not be achieved, a reasonable proportion of managers/supervisors across all work sites must have undergone training by the date of assessment. An approved operational plan demonstrating how the balance will be trained within the first 18 months following accreditation must accompany the accreditation submission. Note training must be undertaken every two years at a minimum or in line with the organisation's usual training cycle should this be less.

Examples of Evidence

- Training requirements for supervisors and managers to receive training in preventing, recognising and responding to violence.
- Requirements for this training included in relevant Position Descriptions.
- Performance appraisal/ monitoring.
- Documentation from Training programs.
- Attendance records.
- Certificates of attendance.
- Training handouts.
- Evaluations of knowledge and skills developed.



Criterion 2.4 Staff Training

The organisation provides non-compulsory expert training across the workforce on prevention of violence against women.

Explanation

Regular expert* training is made available to all staff at all levels. White Ribbon strongly encourages this is made mandatory. This training can be part of existing risk management, induction processes, WH&S or gender equality training.

(*Expert means training organisations, or organisations that are expert and credible in the field of violence prevention. Training by workshops requires facilitation by an individual (with CERT IV in Training and Assessment or equivalent expertise in adult learning) who is credible in the field of violence prevention.

Requirements

The organisation provides staff with non-compulsory training on understanding and preventing violence against women.

Training can be given in the form of e-learning or face-to-face workshops.

Training must include:

- an explanation of what is violence against women
- the extent of violence against women in Australia
- explore how/why violence against women occurs, including exploration of violence-supportive attitudes and beliefs
- the issue of sexist language within the workplace and its impact
- how and why sexually explicit jokes are inappropriate in the workplace the possible indicators of violence
- how to raise the issue of violence against women
- information on where to go if you are a victim of violence at home or in the workplace
- Strategies to respond to bullying, sexist, harassing, disrespectful and derogatory behaviours.
- the importance of respecting people's privacy in the workplace
- the organisation's approach to preventing and responding to violence against women inside and outside the workforce
- an explanation of what staff can do following the training to 'live' the White Ribbon message.

Organisations can use training sourced directly from third parties, provided training is tailored to the organisation. This can include a referral factsheet given to all employees who have undertaken e-learning.



Examples of Evidence

- Training Policy and Procedures.
- Training materials
- Training records and/or training registration forms.
- Training programs.
- Advertisements for training.
- Training evaluation forms.
- Referral services factsheet disseminated to employees.
- If the organisation uses volunteers, they receive, as part of their training and orientation, information on prevention of violence against women.



Criterion 2.5 Risk Assessment

A risk assessment about violence in the workplace is undertaken and a plan to address risks is developed and implemented.

Explanation

A gendered lens is applied to the organisation's risk assessment processes in recognition of the unique forms of violence and abuse that women are more likely to face while working than men.

This also recognises that women's experience of violence at home can impact health and safety at work.

Requirements

A risk assessment is integrated with WH&S processes that includes:

- consideration of physical layouts
- vulnerability of women at different times/locations
- security of confidential, personal information etc.

A cross section of staff should contribute to the assessment and planning as to how risks might be addressed. This could involve a confidential survey to identify prevalence and understanding of violence, perceptions of organisational culture and concerns, and suggestions for prevention.

Areas for consideration should include:

- travel to and from work duties off-site
- vulnerable areas within the workplace
- security of confidential information
- protection from online harassment.

The risk management policy and procedures should be endorsed by the organisation's governance entity and be provided to managers and other staff.

Relevant unions should be consulted about their perception of risks in the organisation's workplace(s).



Examples of Evidence

- Risk assessment policies, procedures and plans include specific strategies for reducing violence against women.
- WH&S meeting minutes.
- Risk assessment.
- Evidence of measures the organisation has taken to respond to identified issues. For example, where understanding of violence is shown to be lacking, evidence of the appropriate provision of factsheets on the issue of violence against women would be relevant.
- Outline of process used to ensure that a cross section of staff have contributed to risk assessments and decision making specific to risks for women.
- Systems are in place to ensure staff can initiate action to prevent or reduce risks and their impact.
- The workforce is educated and provided with information in relation to security risks and responsibilities.
- Endorsement of the risk management policy and procedures by the organisation's governance entity and evidence that these have been provided to managers and other staff.
- Evidence that relevant unions have been consulted about their perception of risks in that workplace.



Criterion 2.6 Expectation of Contractors

Contractors are required to acknowledge and uphold the organisation's policies in relation to zero tolerance for violence against women.

Explanation

External contractors may come into contact with staff and customers/ clients when visiting premises and/or via email and phone and should be expected to adhere to the organisation's code of conduct with respect to preventing violence against women.

Requirements

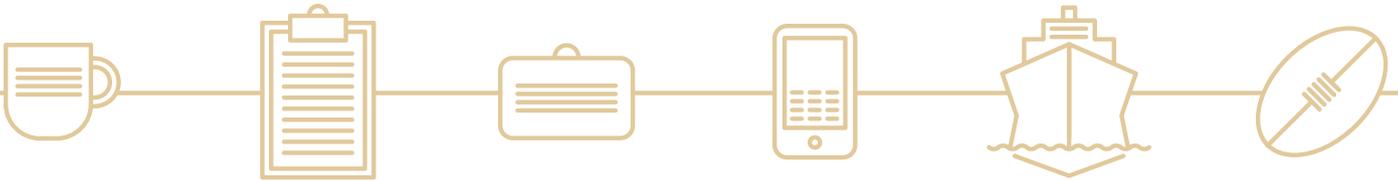
The organisation's stance on violence against women should be made clear with contractors through:

- visibility of White Ribbon messaging
- inclusion of a clause in tender briefs and contracts regarding the organisation's zero tolerance for violence against women.

The organisation demonstrates that contractors are required to acknowledge and uphold zero tolerance policies.

Examples of Evidence

- There are documented agreements/ contracts with all external contractors that contain a clause on the organisation's zero tolerance for violence against women in any form and the consequences for any contractor found to breach this clause.
- Evidence of appropriate procedures being followed should contractual obligations be breached in regard to this issue.
- Contractor compliance assessments where practicable.
- Involvement of contractors in organisation's White Ribbon activities.
- Posters and flyers in the workplace.



Standard Three: Responses to Violence against Women

3.1	3.2	3.3
Response to Victims	Response to Perpetrators	Evaluation and Continuous Improvement

Criterion 3.1 Response to Victims

When an issue of violence is identified, women are: supported to ensure their safety; provided with flexible work arrangements where needed; and referred to counselling and other support services.

Explanation

The process of response when an issue comes to light, whether perpetrated inside or outside the workplace, is clearly defined. Employers should have procedures articulating the agreed understanding between manager and staff person in relation to support and referral pathways.

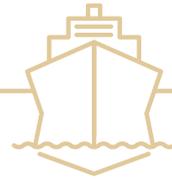
Requirements

Managers' responsibilities are clearly defined. Managers are not expected to be counsellors, but rather support and refer the victim to specialist services.

Workplace agreements should include:

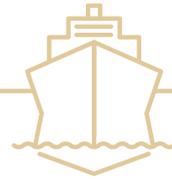
- leave entitlements for victims of violence to address issues relating to the violence (legal commitments, counselling, change of residence, etc.).
- options for flexible work arrangements where these are needed to prevent or deal with violence (such as changed times of employment, location of employment, etc.).
- workplace safety plans.

Employee Assistance Programs should be cognisant of the issue of violence against women and referral pathways.



Examples of Evidence

- Confidentiality and privacy policy and procedures.
- Policy and procedures for flexible work.
- Referrals protocol - when to refer and to whom to refer.
- Conditions of work policies.
- Entitlements policy demonstrates commitment to equity and diversity.
- List of referral services and contact details.
- Report from HR Manager or equivalent on the number of women supported and strategies employed.
- Referrals to counselling and other support services.
- Flexible work arrangements exist and can be accessed by all.



Criterion 3.2 Response to Perpetrators

When an employee is alleged to have perpetrated violence within the bounds of the workplace, the organisation has clear procedures for referral to the police where the allegation is a criminal matter, and actions to be taken in non-criminal matters.

Explanation

There are clear policies and processes in place to manage incidents of violence against women which occur within the bounds of the workplace. This includes using tools of the trade to perpetrate criminal acts inside or outside the workplace.

Requirements

When an employee is alleged to have perpetrated violence within the bounds of the workplace, the organisation has clear procedures for referral to the police where the allegation is a criminal matter, and actions to be taken in non-criminal matters to ensure accountability of perpetrators.

Procedures are in place to communicate with police on legal matters. Allegations of sexual and physical assault within the bounds of the workplace should be immediately referred to the police without internal investigation. This is because internal investigations can impede successful prosecutions by police.

Other non-criminal allegations should be investigated internally through a defined procedure that ensures natural justice for the alleged perpetrators, but also ensures the immediate safety of the alleged victim.

The procedures should specify the consequences for breaches of the Code of Conduct or equivalent (including warnings and ultimate loss of employment).

Procedures should also specifically cover instances where the alleged perpetrator works in a more superior position within the organisation

Grievance and complaints systems should be accessible, operational and timely, and include principles of natural justice.

Examples of Evidence

- Procedures for breaches of the Code of Conduct.
- Procedures for referral to the police.
- Grievance Procedures.
- Disciplinary Procedures.
- How to access the staff grievance and complaints system.
- What to do if there is a complaint about someone in a managerial position.



Criterion 3.3 Evaluation and Continuous Improvement

Organisational culture and procedures are regularly examined, informing ongoing refinement of the organisation's policies and procedures.

Explanation

It is important that current strategies are evaluated to ensure the organisation is providing a safe working environment for all staff whatever their gender.

Requirements

The organisation ensures that the Program continues beyond the accreditation period with established procedures for:

- recording and monitoring the success of prevention initiatives, responses and lessons learnt.
- reviewing and amending relevant policies and procedures.

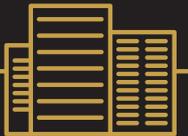
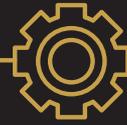
The organisation ensures staff are given a confidential 'voice' to feedback on organisational policy, procedure, culture and colleagues.

The organisation has a focus on quality improvement, with progress indicators evaluated regularly.

The organisation regularly audits its culture, for example, through anonymous surveys, climate surveys, staff satisfaction surveys, measuring values and behaviours which demonstrate workplace commitment to zero tolerance of violence against women.

Examples of Evidence

- Administration/recording procedures.
- Operational Plan.
- Evaluation Reports.
- Evidence of anonymous surveys, climate surveys, staff satisfaction surveys.
- An external independent person/group audits organisational culture and provides recommendations for improvement.
- Exit interviews are analysed to inform organisational culture and response procedures.
- 360 degree feedback performance management system.
- Workplace profile.
- HR statistics.
- Turnover trends.
- Feedback from union(s).
- Lessons report.



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