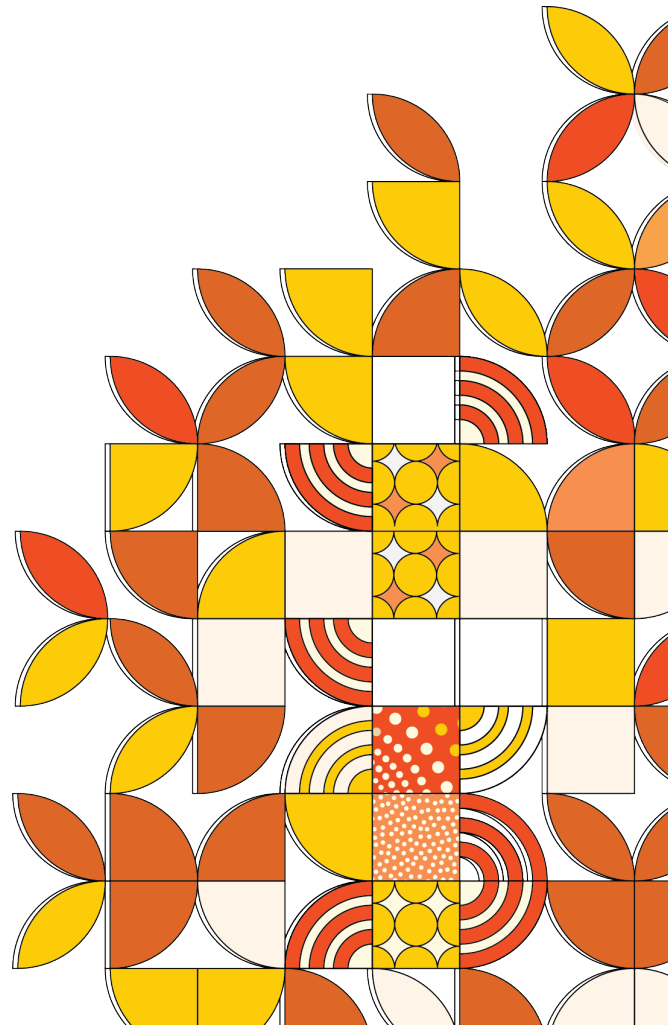


Bullying and Harassment Prevention Procedure



SECTION 1

Purpose

1. The purpose of this Procedure is to outline how the Institute of Health and Management (IHM) maintains a positive, safe, and supportive study and work environment free from bullying, harassment, and unlawful discrimination for all students and staff.
2. This Procedure sets out the Institute's principles and commitment to maintain a respectful, inclusive, and safe environment by preventing and addressing all forms of bullying, harassment, and discrimination.

Scope

3. This Procedure applies to all IHM staff, students, contractors, business partners, interns, volunteers and visitors participating in online, on-campus and offshore activities.
4. The Procedure applies to any conduct connected to the IHM, including that:
 - 4.1 Occurs on, or in connection with, IHM's property, managed or occupied by the IHM.
 - 4.2 Takes place at or in connection with any IHM-related function, conferences or events.
 - 4.3 Involves any form of contact or communication, whether initiated in person, by phone, fax, cameras, social networking or media, email, SMS communication or any other form of communication means.
 - 4.4 Occurs in connection with the employment or enrolment status of a student or staff member.

Definitions

5. For the purposes of this Procedure,
 - 5.1 **Bullying** means repeated, unreasonable behaviour that threatens a person's physical or psychological health.
 - 5.2 **Cyberbullying** refers to bullying that occurs through digital communication, such as emails, posts, or messages.
 - 5.3 **Harassment** includes unwelcome verbal, physical, or written behaviour based on attributes like gender, race, age, or disability.
 - 5.4 **Discrimination** occurs when someone is treated unfairly because of a personal characteristic protected by law.
 - 5.5 **Victimisation** involves punishing or threatening someone for making or supporting a complaint.
 - 5.6 **Procedural fairness** means IHM handles complaints in a fair, impartial, and confidential manner, respecting the rights of all involved.
6. For definitions of other terms used in this Procedure, refer to IHM's [Glossary of Terms](#).

Suite documents

7. This Procedure is linked to the following documents:
 - 7.1 Bullying and Harassment Prevention Policy.
 - 7.2 Student Complaints and Appeals Procedure.
 - 7.3 Staff Complaints and Grievances Procedure.
 - 7.4 Student Non-Academic Misconduct Procedure.
 - 7.5 Other documents as listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure

Prevention and Education

8. The IHM Academic Dean and Student Support team will ensure students receive information on respectful behaviour and support services during orientation.
9. The People and Culture Manager provides induction and ongoing training to staff on workplace conduct and legal responsibilities.
10. The Student Support Services team and the People and Culture team will deliver online learning modules through the Learning Management System (LMS) on bullying, harassment, and discrimination.
11. The Chief Operations Officer (COO) oversees campaigns and initiatives that promote a culture of respect.
12. The Academic Dean and People and Culture Manager regularly review survey feedback and complaint trends to identify and address emerging issues.

Complaint and Resolution Process

13. Informal Resolution

- 13.1 Anyone who feels safe to do so should speak directly with the person whose behaviour is of concern.
- 13.2 They may also seek guidance from their Academic Coordinator, Supervisor, or Student Support Services Officer.
- 13.3 Informal support and mediation are available through the People and Manager (for staff) or the Academic Dean (for students).
- 13.4 The respective IHM Personnel will document what happened and any actions taken related to the informal resolution.

14. Formal Complaint

- 14.1 If informal resolution is not suitable or has failed, individuals can submit a written complaint using the IHM Complaints Form (online).
- 14.2 Students may also send complaints to Student Support Services or the Academic Dean.
- 14.3 Staff members may submit (electronically) complaints via the IHM Workplace Incident Reporting Form (Complaint Form), available via ELMO, or directly to the People and Culture Manager.
- 14.4 Third-party or anonymous complaints may be accepted, but could limit IHM's ability to respond.
- 14.5 The receiving person (People and Culture Manager or Academic Dean) acknowledges complaints in writing within five (5) working days.

15. Investigation and Outcome

- 15.1 The People and Culture Manager or the Academic Dean appoints an impartial investigator in line with the *Student Non-Academic Misconduct Procedure* (for students) and *Staff Complaints and Grievances Procedure* (for staff).
- 15.2 The investigator interviews all parties involved and may request supporting evidence.
- 15.3 Both the complainant and the respondent may have a support person present.
- 15.4 The People and Culture (for staff) or Student Support Services (for students) team arranges temporary measures to protect safety and well-being if needed.
- 15.5 The investigation may result in one of the following findings:
 - a) Substantiated: Evidence confirms misconduct occurred.
 - b) Not substantiated: There is not enough evidence to support the complaint.
 - c) Malicious or vexatious: The complaint was made in bad faith.
- 15.6 The People and Culture Manager or Academic Dean communicates the outcome in writing and explains next steps, including the right to appeal within 5 working days from the findings.

16. Disciplinary or Corrective Action

- 16.1 If the complaint is substantiated, IHM will take appropriate corrective action against the respondent(s) in accordance with our disciplinary procedures. The severity of the action will correspond to the seriousness of the misconduct. Possible outcomes for a person who breached this procedure include:
 - a) **For Students:** Formal caution or warning; requirement to apologize or undergo counselling; mandated education or training (such as an anti-bullying workshop); probation or behavioural contract; restrictions on contact with the complainant (e.g. no direct communication order); suspension from class or campus for a period; or in very serious cases, exclusion/expulsion from the Institute. Misconduct by students will be dealt with under the *Student Code of Conduct* and *Student Non-Academic Misconduct Policy and Procedure* in conjunction with this procedure.

- b) **For Staff:** Verbal or written warning; required counselling or training; reassignment of duties or relocation of workspace; removal of supervisory responsibilities (if misuse of power is an issue); formal reprimand on employment record; final warning (if already warned before); or termination of employment in cases of serious or repeated misconduct. In some cases, demotion or salary reduction could be considered if appropriate (subject to employment law and contracts). Staff disciplinary outcomes will be determined in line with the *Staff Code of Conduct and Staff Complaints and Grievances Procedure*, and any applicable industrial instrument, ensuring fairness.
- c) **Other Remedial Actions:** In addition to disciplining the offender, IHM may support the complainant with measures such as academic adjustments, counselling, or other practical assistance to help them recover and continue successfully. If systemic issues are identified (e.g. toxic team culture), management will implement broader actions like team-wide training or workplace interventions
- d) **Malicious Complaints:** If a complaint is found to be intentionally false or made in bad faith, disciplinary action may be taken against the complainant. However, complaints made honestly and in good faith, even if unproven, will not result in any penalty. IHM encourages the reporting of genuine concerns.

16.2 The Academic Dean coordinates disciplinary measures for students, and the People and Culture Manager for the staff.

16.3 The Chief Operations Officer refers serious breaches to external authorities, such as the police or regulators, after discussing it with the affected individual.

16.4 Student Support Services or the People and Culture team provides follow-up support and monitors recovery.

17. Appeals by Students

17.1 Appeals must be submitted in writing within 10 working days of the outcome being communicated to the complainants and respondents.

17.2 Students will lodge appeals in accordance with the *Student Complaints and Appeals Procedure*.

17.3 Upon receipt of an Appeal under this procedure, the Appeals Committee will form an Appeals panel to dispose of the appeal in accordance with the *Student Complaints and Appeals Procedure*.

17.4 All parties receive written notification of the appeal decision, which is final within IHM.

17.5 In the Appeals Committee, the Academic Dean will have to withdraw from meetings in which an appeal is made under this Bullying, Harassment and Prevention Procedure.

18. Appeals by Staff

18.1 Appeals must be submitted in writing within 10 working days of the outcome being communicated to the complainants and respondents.

- 18.2 Staff will lodge appeals in accordance with the *Staff Complaints and Grievances Procedure*.
- 18.3 Appeals are reviewed independently of the original investigation.
- 18.4 All parties receive written notification of the appeal decision, which is final within IHM.

External Complaint Options

- 19. Individuals may contact external agencies if they are dissatisfied with IHM's resolution process, including to the following organisations:
 - 19.1 National Student Ombudsman (for all students).
 - 19.2 Overseas Students Ombudsman (for international students).
 - 19.3 Anti-Discrimination Agencies in relevant states and territories.
 - 19.4 Tertiary Education Quality and Standards Agency (TEQSA).
 - 19.5 Australian Human Rights Commission.
 - 19.6 State Equal Opportunity Commissions.
 - 19.7 Fair Work Commission.
 - 19.8 Work Health and Safety Regulator.
 - 19.9 The Police, in an appropriate case.
- 20. The Academic Dean or People and Culture Manager assists individuals in accessing these external complaint services.

Confidentiality

- 21. IHM will treat all complaints with strict confidentiality; information is only shared with those directly involved in resolving the matter, and all participants are expected to maintain privacy throughout the process in accordance with the *IHM Privacy Policy and Procedure*.

Protection against Victimisation

- 22. Victimisation is not tolerated at IHM. Retaliation against anyone who raises or supports a complaint is strictly prohibited; IHM will investigate any such conduct separately and take disciplinary action if necessary.
- 23. IHM ensures all parties are treated with dignity and fairness, and may offer restorative support (e.g. counselling, reconciliation) where appropriate to rebuild a respectful and safe environment.
- 24. The Chief Operations Officer ensures protective measures are in place for everyone involved in a complaint.

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Bullying and Harassment Prevention Policy • Critical Incident Response Policy • Critical Incident Response Procedure • Cyber Safety and Security Policy • Cyber Safety and Security Procedure • Privacy Policy • Privacy Procedure • Sexual Assault and Harassment Prevention and Response Policy • Sexual Assault and Harassment Prevention and Response Procedure • Social Media Policy • Social Media Procedure • Staff Code of Conduct • Staff Complaints and Grievances Procedure • Student Code of Conduct • Student Code of Conduct Implementation Guidelines • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • Student Non-Academic Misconduct Policy • Student Non-Academic Misconduct Procedure
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • Tertiary Education and Quality Standards Agency Act 2011 • Higher Education Standards Framework (Threshold Standards) 2021, Domain 2 (Learning Environment), Standards 2.3 (Wellbeing and Safety) • TEQSA Guidance Note: Wellbeing and Safety 2018 • Education Services for Overseas Students Act 2000 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Fair Work Act 2009 (Cth) • Fair Work Amendment Act 2013 (Cth) • Work, Health and Safety (National Uniform Legislation) Act 2011 • Different States and Territories' Work, Health and Safety Legislation and Guidelines • Privacy Act 1988 (Cth) • Racial Discrimination Act 1975 (Cth) • Disability Discrimination Act 1992 (Cth) • Australian Human Rights Commission Act 1986 (Cth) • Anti-Discrimination Act 1977 (NSW) • Equal Opportunity Act 2010 (VIC)
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Change History

Version Control		Version 2.0
Change Summary	Date	Short description of the change, including version number, changes, who considered, approved, etc.
Version 1.0	19/05/2022	New Procedure.
Version 1.1	21/11/2023	The definitions have been relocated to the IHM glossary, and the template has been updated.
Version 2.0	13/05/2025	Updated in the new template and logo, and full review after the life cycle.