

Guidelines for responding to disclosures of bullying, discrimination and harassment



UniSQ

A resource for employees and students in responding to a person who discloses they have been or are currently, affected by bullying, discrimination and harassment.

Responding to and supporting someone who has experienced bullying, discrimination and harassment can be challenging. It is important to remain empathetic, respectful, and supportive, and ensure they are able to access relevant resources.

Step 1:

Listen and be supportive

- Ask the person if they are comfortable with you (consider gender, cultural safety, etc).
- Avoid “why” questions, which can leave people feeling blamed or judged.
- Use supportive statements such as “I’m sorry this happened, I am here to listen or help anyway I can” or “no one deserves to be treated like that”.

Step 2:

Encourage action

- If the person feels safe and confident to do so, encourage them to approach the person directly and tell them that their behaviour is unwanted and inappropriate.
- Let the person know that UniSQ has a range of reporting options. From anonymous, confidential, informal reporting through **Share a Concern** through to formal complaints.
- Encourage the person to document the time, location, what happened and other relevant details of the incident/s as soon as possible, even if they don’t want to **Share a Concern** or make a formal complaint right now. If they decide to do so at a later date, they will have the details readily available.
- Encourage them to **share a concern** or seek support from UniSQ Student Wellbeing, employees may also contact rehabilitationandsupport@usq.edu.au allow the person to make their own decisions.

Step 3:

Reporting

- Should the person wish to report bullying, discrimination and harassment they can do so via the UniSQ **Share A Concern**; an anonymous, confidential reporting option, where anyone can access support, information and advice about their own or someone else’s experience. **Share a Concern** can escalate matters to formal complaints at any time the person wants to.
- A person can also lodge a formal complaint to be investigated and managed through the Grievance Resolution Unit.
- Employee’s may also lodge concerns against another employee directly to workplace.Relations@usq.edu.au.

Step 4:

Information and Support

- If the person wishes to access support services, encourage them to do so.
- UniSQ Student Wellbeing: **07 4631 2372** and via **Share a Concern**.
- Employees may also contact People Portfolio on **07 4631 2663** or **UniSQ Employee Assistance Program**. For more information about bullying, harassment and discrimination.

Violence, Harassment and Bullying Fact Sheet, or **UniSQ’s Prevention of Discrimination, Bullying, Harassment and Sexual Misconduct Policy**.

Step 5:

Safety Planning

- Install Safezone – a free app that connects employees and students with Campus Security and emergency services during a first aid or emergency situation. Log in with your UniSQ email and password.
- For on-campus incidents: **Call 07 4631 2222**.

Share a Concern



Bullying,
harassment and
discrimination
are not ok.
Help is available.



Contact details for referral

Life Line

13 11 14

or chat online

24 hour support for emotional distress

Australian Human Rights Commission

1300 369 711

Protecting and promoting human rights in Australia

Fair Work Australia

13 13 94

Support and advice around workplaces laws

Support available at UniSQ

UniSQ Student Wellbeing

07 4631 2372

student.success@usq.edu.au

Support and free and confidential counselling support.

Safer Communities

safercommunities@usq.edu.au

An initiative of the Student Wellbeing team to support students who have experienced unwanted or inappropriate behaviours or experiences, with a focus on sexual assault/harassment.

UniSQ Campus Security

Toowoomba | 07 4631 2871

security@usq.edu.au

Springfield | 07 3470 4444

usqsecspringfield@usq.edu.au

Ipswich | 07 3812 6060

ipswichsecurityoffice@usq.edu.au

The emergency security number for all campuses is 07 4631 2222.

Employee Assistance Program

1800 808 374

24/7 SMS counselling by texting

0439 449 876

For Manager Support

1800 505 015

<https://assureprograms.com.au/>

A free, confidential and voluntary counselling service for all UniSQ staff.

People Portfolio

07 4631 2663

people.partnerships@usq.edu.au

*Interpreters
available*

FOR ALL EMERGENCIES, CALL 000 (TRIPLE ZERO)