



Speak Up Procedure

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Purpose

Get Skilled Access (GSA) is committed to ensuring the provision of a safe, respectful and supportive working environment for all employees. This Procedure is designed to provide employees with guidance on what to do in the event you feel you have observed a breach of company policy (including the Code of Conduct and Ethics and Child Safety Policy).

Scope

The Speak Up Procedure applies to all employees of GSA, including permanent, fixed term and casual employees. The policy also applies to contractors, consultants, visitors and volunteers who engage with GSA.

Resolution Process

As part of GSA's commitment to child safety and a workplace grounded in respect and safety, it is every individual's responsibility to encourage and maintain a workplace environment that is conducive to all people feeling safe in the broadest of terms. If you believe you have been subject to, witnessed or participated in any behaviour that contravenes any GSA policy or the Code of Conduct and Ethics, you must bring this information to the attention of the person/persons involved and speak with your supervisor or another member of management. In the event you experience and/or witness behaviour that you believe is unlawful, must speak directly with your supervisor or another member of management at the earlier convenience.



Even if you are unsure whether the behaviour you have experienced, witnessed or participated in is in violation of company policy (or the law), if you are feeling uncomfortable, we encourage you to speak up. This will allow GSA to help you process and determine whether further action is required.

GSA will address all matters raised in a fair, constructive and confidential manner, with resolution sought in a timely and effective way. The procedure to be followed will be clearly communicated to the involved parties. Due to the widely varying nature of possible matters that could be raised, a flexible approach will often be required to find the most appropriate solution.

When an employee speaks up under this Procedure, the following will take place:

- An “investigator” - a senior GSA manager or in some instances an independent HR representative (either by request of the individual raising the matter, the respondent or in accordance with GSA discretion) - will be appointed to gather information about the matter raised.
- The investigator will conduct an interview process to obtain information about the matter raised and to establish what has taken place. The employee raising the matter and the respondent (the individual about who the matter has been raised) will be interviewed as will any individuals deemed witnesses who may have information relevant to the matter. Any individual participating in an interview as a part of the Speak Up Procedure is entitled to bring a support person to accompany them.
- The matter will be escalated to the Chief Executive Officer (CEO), or an alternate individual assigned to review the evidence provided. This person will assess the facts established, the risks and the policy implications of the situation (including impact on the employee raising the matter) and outline an action plan to reach a resolution.
- Where a violation of the law is in question, the appropriate authorities will be notified.

Potential Resolutions

Where relevant and based on the nature of the issues raised, potential resolutions may include:

- Mediation between the employee/s raising the matter and the respondent;
- Coaching, mentoring and/or training for involved parties;



- Offering access to Psychology Services as additional support;
- Escalating and working with the relevant external Regulator where required;
- Discipline up to and including termination.

Child Safety Reportable Conduct

GSA takes all allegations of child abuse and reportable conduct seriously. We have ethical and legal responsibility to comply with current Child Safe Standards and the National Principles for Child Safe Organisations to help protect children and young people from harm. As indicated in the Child Safety Policy, if you become aware in any way of potential reportable conduct, any risk of child abuse or harm or have child safety concerns, you must:

- If an imminent risk to child safety is perceived, take immediate reasonable steps to ensure the safety of the child/children in harm's way and call the Police on 000
 - In accordance with GSA's Speak Up Procedure, report directly to your supervisor and/or GSA senior management without delay
- If possible, write down all details you have witnessed / observed of the misconduct/situation in question

Allegations of suspected child abuse and/or other criminal misconduct will be reported directly to the Police.

Confidentiality

GSA will maintain confidentiality around matters raised under the Speak Up Procedure to the extent possible and details will be shared only as required to allow for a thorough, fair and objective process to occur. All employees involved in the process will be expected to exercise confidentiality and not disclose the details of the situation or their involvement unless required as a part of the process.

Victimisation

As set out in the GSA's Bullying, Harassment and Discrimination Policy, individuals who raise matters of concerns as a part of this Procedure must not be subject to victimisation of any kind. Victimisation is also against the law.

Support Available

Fair Work Australia

GSA considers the ideal outcome that matters raised under this procedure are resolved internally through the steps outlined herein. However, specifically with matters related to



employment legislation, there is additional guidance and support available through Fair Work Australia. [This link](#) to “An employee’s guide to resolving workplace issues” may provide useful information to GSA employees.

Psychological Support

In the event any individual involved in the procedure outlined herein feels affected from an emotional well-being perspective, support via a third-party Psychologist may be funded by GSA. If you feel this would be helpful you are encouraged to raise a request via the individual investigating the matter who will escalate the request. If approved GSA will pay the practitioner’s invoices directly or reimburse the individual for the sessions.