

Steps to support managing an issue

R	Receive and Reassure	Create a calm, safe space where the employee feels heard, believed, and supported when making a report.
E	Ensure Safety	Take immediate, practical steps to protect the wellbeing of anyone who may be at risk.
S	Secure the Details	Capture accurate, factual information early to ensure a reliable basis for next steps.
P	Policy and Process	Use your organisation’s policies to guide decision-making and establish the appropriate resolution pathway.
O	Observe Confidentiality	Protect the privacy of all involved by sharing information only with those who legitimately need to know.
N	Notify and Escalate	Engage HR and senior leaders early to manage risks and escalate matters appropriately, including legal advice when required.
D	Deliver Support and Follow Up	Provide ongoing support and ensure the issue is resolved fairly, safely, and without retaliation.



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R.E.S.P.O.N.D.

Steps to support managing an issue

Receive and Reassure

Create a calm, safe space where the employee feels heard, believed, and supported when making a report.

- Listen calmly and take the report seriously.
- Thank the employee and reassure them of confidentiality, fair treatment and action will be taken.
- Check whether what is being described to you is above or below the line.
- Do not assume that the person who may have been behaving below the line is:
 - Too key to hold to account
 - Just joking
 - Is my friend, and they didn't mean it
 - The person complaining is a whinger or difficult and can't be believed

Ensure Safety

Take immediate, practical steps to protect the wellbeing of anyone who may be at risk.

- Take immediate steps to protect anyone at risk.
- Consider separating parties, adjusting work schedules, or providing leave.
- Make sure you have discussed proposed changes with the individual.
- Reassure confidentiality.
- Let me know if confidentiality broken or further unwarranted discussion has been made by any party.

Secure the Details

Capture accurate, factual information early to ensure a reliable basis for next steps.

- Record the facts: who, what, when, and where.
- Avoid assumptions or interpretations.
- Store notes securely with limited access.
- Review any available records for all involved.



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Policy and Process

Use your organisation's policies to guide decision-making and establish the appropriate resolution pathway.

- Follow your workplace's bullying/harassment policy.
- Explain to and clarify whether the employee prefers informal or formal resolution.

Informal Reporting:

- Used when the issue may be resolved through discussion or mediation.
- The focus is on stopping the behaviour early and restoring respectful working relationships.
- Can involve speaking directly to the person, a supervisor, or HR for support.

Formal Reporting:

- Used for serious, repeated, or unresolved issues.
- A written complaint is investigated under workplace policy.
- Findings may lead to disciplinary or corrective action.

Observe Confidentiality

Protect the privacy of all involved by sharing information only with those who legitimately need to know.

- Share information only with HR, management, or investigators.
- Remind all parties not to discuss the matter at work or with their support person/s.
- Direct any witness/s not to discuss what is disclosed during the process.
- Not your role to take sides but obtain information.

Notify and Escalate

Engage HR and senior leaders early to manage risks and escalate matters appropriately, including legal advice when required.

- Notify HR promptly for guidance.
- Escalate to senior management if needed.
- Seek legal advice through HR if serious legal risks exist (e.g., bullying, discrimination, sexual harassment).
- Be aware of any 3rd party involvement and consider your communications carefully.

Deliver, Support and Follow Up

Provide ongoing support and ensure the issue is resolved fairly, safely, and without retaliation.

- Offer EAP or counselling to all involved.
- Regular check ins with both parties throughout the process.
- Ensure a fair investigation process.
- Follow up to confirm behaviour has stopped and there is no retaliation.
- Check in at 3 months to see how all parties are tracking.
- Review lessons learned and update policies or training if necessary.



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