

## DEFENCE FUNDED SUPPORT OPTIONS FOR UNACCEPTABLE BEHAVIOUR MANAGEMENT

1. Commanders and managers must maintain an environment where complainants, respondents and witnesses are confident that they can access a range of support services. The support strategy can include one or several of the support services available. Defence is not responsible for the level of support or advice provided by outside agencies such as the Merit Protection commissioner or Life Line.
2. This annex defines the scope of Defence funded support options that can be offered to complainants, respondents and witnesses.

Key: Yes (Y) (N)	At Commander/Manager's discretion (A)			Not available
Service Available	Australian Defence Force (ADF) Members	Defence Australian Public Service (APS) Employees	External Service Providers	
<b>EQUITY ADVISER NETWORK</b>				
The complainant and respondent should each be encouraged to seek advice and support from an Equity Adviser. However, an Equity Adviser may only advise one party in a dispute, and cannot provide advice to management when they are providing advice to one of the parties. The role of an Equity Adviser is not that of a case officer or support person.				
Equity Advisers are available to provide all Defence personnel and external service providers with information, options and support for the resolution of workplace equity and diversity issues. They are not able to mediate, or become involved in an inquiry or resolution of a complaint that concerns employees who they have advised. Detailed information regarding the operation of and selection of members for the Defence Equity Adviser Network is outlined in Defence Instruction (General) (DI(G)) PERS 35-7— <i>Defence Equity Adviser Network</i> .	Y	Y	Y	

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<p align="center"><b>DEFENCE EQUITY ADVICE LINE (DEAL)</b></p> <p>The DEAL is a confidential, toll-free telephone line that has been established for Defence APS employees, ADF members and external service providers who consider that they have been subjected to, accused of, or witnessed any form of unacceptable behaviour. The DEAL is also available to commanders, managers, supervisors and Equity Advisers.</p> <p>The DEAL telephone number is: 1800 803 831, and 0011 61 2 6127 2900 (International access).</p> <p>The DEAL is available between 0900–2000 hours (Eastern Standard Time) Monday to Friday except for national public holidays. Alternatively, advice can be sought by sending an email to <a href="mailto:equityadvice@defence.gov.au">equityadvice@defence.gov.au</a>.</p>	Y	Y	Y
<p align="center"><b>CASE OFFICER</b></p> <p>A case officer or officers may be appointed at the discretion of the commander or manager to assist the complainant and the respondent during the complaint management process. The selection and appointment process may be formal or informal, and relies upon the discretion and judgement of the commander or manager. Appointment of a case officer to a complainant is advisable when the complainant and respondent have different commanders or managers. The role of a case officer is to inform of progress in the management of the complaint; to assist and advise on applicable support services; and to assist communication between the parties.</p>	A (or as directed by Service Policy)	A	A

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<p><b>PSYCHOLOGICAL COUNSELLING/SUPPORT</b></p> <p>Where appropriate, the complainant, respondent and witnesses can be provided with counselling by appropriately qualified professionals. The type of counselling is to match the severity of the incident and impact on the person. All services below also accept self-referrals.</p> <p><b>For ADF members:</b></p> <ul style="list-style-type: none"> <li>• <b>Defence medical support at local medical centres.</b> The local medical officer can provide assistance and referrals as required.</li> <li>• <b>Psychology Support Section.</b> Available during office hours. Psychology Support Sections can offer after-hours, critical incident support through the local Duty Officer/Officer of the Day.</li> <li>• <b>Defence Community Organisation (DCO).</b> It provides a comprehensive range of services that enhance the wellbeing of ADF members and their families. Local contact details are available on the DCO website <a href="http://www.defence.gov.au/dco/">www.defence.gov.au/dco/</a>. DCO also provide 24-hour assistance in crisis situations in all military locations and will help with appropriate referrals if required during office hours. The after hours service can be accessed through the local Duty Officer/Officer of the day.</li> <li>• <b>ADF Mental Health Strategy All-hours Support Line (ASL).</b> The ASL is a confidential telephone triage support service for ADF members and their families that is available 24 hours a day, seven days a week. Toll-free number within Australia is 1800 628 036 and +61 2 9425 3878 outside Australia.   <b>Intranet:</b> <a href="http://intranet.defence.gov.au/dsg/sites/MHSF/">http://intranet.defence.gov.au/dsg/sites/MHSF/</a>; and  <b>Internet:</b> <a href="http://www.defence.gov.au/health/DMH/i-dmh.htm">http://www.defence.gov.au/health/DMH/i-dmh.htm</a>.</li> <li>• <b>Chaplains.</b> There are Chaplains connected to all units in Australia who can provide support and appropriate referrals.</li> </ul>	Y	N	N

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Service Available	Australian Defence Force (ADF) Members	Defence Australian Public Service (APS) Employees	External Service Providers
<p><b>For Defence APS Employees:</b></p> <p>The Employee Assistance Program (EAP). To make an appointment from anywhere in Australia call 1300 366 789. For traumatic incidents or crisis counselling call 1800 451 138 (24 hours, seven days a week). From outside Australia +61 2 9214 4411.</p> <p>The EAP Manager's Helpline is available to managers of civilian staff, regardless of whether the manager is civilian or ADF. The service is available 24 hours a day, seven days a week by phoning a toll</p>	N	Y	N
<p><b>DEFENCE LEGAL SUPPORT</b></p> <p>The complainant and respondent may seek legal advice, though from separate legal officers. The respondent is not to consult the legal officer responsible for providing advice to the commander or manager managing the complaint. For further information on the provision of legal support to ADF members refer to DI(G) PERS 12-1—<i>General Scope of Legal Assistance Provided to Service Personnel and Legal Aid to Australian Defence force Members Overseas</i>.</p> <p>Generally, Defence APS employees are not provided with the same level of legal assistance as ADF members. APS employees should refer to <i>Legal Services Direction 2005</i>, appendix E—'Assistance to Commonwealth Employees for Legal Proceedings' for further information on legal support that may be available at <a href="http://www.comlaw.gov.au/">http://www.comlaw.gov.au/</a>.</p>	Y	<b>Under limited circumstances</b>	N

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<p style="text-align: center;"><b>TEMPORARY TRANSFER</b></p> <p>When contemplating the transfer of personnel the commander of manager is to consider:</p> <ul style="list-style-type: none"> <li>• the person's ability to cope while remaining where the incident occurred;</li> <li>• family and personal circumstances;</li> <li>• possible local posting alternatives;</li> <li>• the availability of counselling and support services and networks;</li> <li>• the effect of any reassignment on the investigation;</li> <li>• any bail conditions and court orders;</li> <li>• the effect on the career of the person reassigned; and</li> <li>• the operational efficiency of the workplace.</li> </ul> <p>For Defence APS employees refer to the chapter on Changing Jobs in the <i>Defence Workplace Relations Manual</i>.</p> <p>If the commander or manager decided that a transfer is appropriate, the person to be transferred is to be notified and provided with an opportunity to discuss the transfer, in particular any objections and the proposed management of the transfer.</p> <p>If the person(s) involved is not moved, the workplace is to be monitored to ensure that the complainant, respondent and witnesses are treated fairly and no victimisation or further unacceptable behaviour occurs. The commander or manager is to take reasonable steps to ensure that there is no victimisation during the course of any investigation or prosecution and beyond.</p>	A	A	N
<p style="text-align: center;"><b>PEER SUPPORT</b></p> <p>The complainant, respondent and witnesses may be provided with moral and social support from their peers during the course of any inquiry and judicial proceedings, and after the incident has been resolved.</p>	Y	Y	Y

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<p style="text-align: center;"><b>LEAVE</b></p> <p>It may be appropriate for the complainant and respondent to rehabilitate prior to returning to the workplace. Leave regulations contained in <i>ADF Pay and Conditions Manual</i> and the <i>Defence Workplace Relations Manual</i> for Defence APS employees should be consulted to ascertain eligibility. Prior to approving leave, commanders and managers are to consider the impact on the conduct of any Quick Assessment, inquiry, investigation or return to work plan.</p> <p>Commanders and managers should contact Defence Support Group Case Management and Rehabilitation Services for guidance on whether an APS member may require a Rehabilitation Case Manager. This will vary depending on the severity of the case and time away from the workplace.</p>	<b>A</b>	<b>A</b>	<b>N</b>