

**AN EXAMPLE OF A
QUICK ASSESSMENT BRIEF FOR UNACCEPTABLE BEHAVIOUR**

This example is for illustration purposes only. It is not based on any known people or events.

Quick Assessment Brief for MOIC, CMDR Macdonald

Complaint of Unacceptable Behaviour: Mr Singh and LEUT White

Date of incidents: May - November XX

DIRECTION

1. On 02 December xx at 1000, I was appointed by MOIC, to conduct a Quick Assessment (QA) following a verbal complaint by Mr Ravi Singh on 01 Dec xx at 1500. The QA brief was to be provided on 03 Dec, but was subsequently extended to 05 Dec by MOIC. A copy of the email trail relating to direction and timeline is provided at Attachment A.

ALLEGATION

Summary of the allegation

2. Mr Singh alleges bullying and racial harassment by the Nurse Unit Manager, LEUT White. Mr Singh, a ward clerk has alleged that LEUT White has on several occasions referred to him as 'towel head' and 'curry muncher'. Mr Singh also has complained of several incidents where LEUT White has made him the target of practical jokes, and has humiliated him in front of other colleagues by belittling him or criticising his efforts. Mr Singh's complaint is contained within the record of conversation provided at Attachment B.

Summary of Details

3. Parties involved:
- a. 8111111, Mr Ravi Singh, complainant, Ward Clerk
 - b. 8222222, LEUT John White, respondent, Nurse Unit Manager
 - c. 8333333, POMED Mick Jones, Outpatients Supervisor
 - d. Mr Graham Watt, Pharmacist (contractor)
 - e. 8444444, LCDR Jane Smith, Manager Nursing Services
 - f. 8555555, Ms Nicole Turner, Hospital Office Manager
4. Date, Time and Place of Incident(s). Mr Singh describes seven specific incidents that he claims are examples of a pattern of behaviour by Mr White. The alleged incidents are:
- a. Incident 1. Mid-May xx. In the staff tea room, LEUT Smith referred to Mr Singh as a 'curry muncher'.
 - b. Incident 2. Late-June xx. LEUT Smith put chilli flakes in Mr Singh's cup of tea and laughed at him when he reacted.

- c. Incident 3. 17 August xx. LEUT Smith told Mr Singh to 'mind your own bloody business and get back to your filing' after Mr Singh suggested an alternative staffing arrangement for the forthcoming roster. This was said in the company of other work colleagues.
 - d. Incident 4. 6 September xx. LEUT Smith and POMED Jones conspired to withdraw Mr Singh's access to the hospital patients' database. The access was reinstated after one hour and Mr Singh was told it was a joke. LEUT Smith and POMED Jones boasted of their practical joke to Mr Watt.
 - e. Incident 5. 17 October xx. LEUT White told Mr Singh he couldn't find a patient file and he (Mr Singh) should get off his arse and go look for it. The file was found in the appropriate place, but LEUT White did not apologise and told others that he didn't trust Mr Singh.
 - f. Incident 6. 30 October xx. LEUT Smith called out to Mr Singh in the hospital corridor saying 'hey towel head can you grab me a towel'.
 - g. Incident 7. 5 November xx. Whilst in the tea room having lunch, LEUT Smith and POMED Jones were telling jokes. When Mr Singh came past and enquired what was so funny, he was told by LEUT Smith it was 'a joke for whitefellas', so don't bother coming in.
5. Supporting Information or Evidence. There is no hard copy evidence, however Mr Watt could verify alleged Incident 4, whilst POMED Jones has admitted his involvement in alleged Incidents 4 and 7.

PARTIES INTERVIEWED

6. Mr Singh. An interview was conducted with Mr Singh on 2 Dec xx at 1400. Mr Singh detailed the incidents listed above, and added that there were other occasions when LEUT Smith had basically been rude to him. Mr Singh advised that he has told LEUT Smith on several occasions that he finds his racist humour offensive. Mr Singh advised that he has taken several single days off work as a result of the anxiety he suffers from the behaviour of LEUT Smith.
7. LCDR Smith. LCDR Smith is the supervisor of LEUT White. LCDR Smith is aware of the allegations in relation to alleged Incidents 3, 4, and 5. LCDR Smith counselled LEUT Smith after Mr Watt reported alleged Incident 4 to her. The counselling included that he was to treat Mr Singh with respect and courtesy. LCDR Smith's record of conversation is provided at Attachment C.
8. Ms Turner. Ms Turner is the supervisor of Mr Singh. Ms Turner is aware that Mr Singh has had a number of incidents with LEUT White. She has counselled Mr Singh to speak to an equity adviser. Ms Turner has not intervened in any of the incidents despite being aware of the alleged behaviour problems. Ms Turner's record of conversation is provided at Attachment D.
9. POMED Jones. POMED Jones works in the Outpatients Department. POMED Jones admits his involvement in alleged Incidents 4 and 7. He claims that each incident was instigated by LEUT Jones and that he joined in at the time because he thought it was funny. He has since realised the impact on Mr Singh and is regretful. POMED Jones stated that

LEUT White is constantly badgering Mr Singh. POMED Jones' record of conversation is provided at Attachment E.

10. LEUT White. LEUT White denies bullying or harassing Mr Singh. LEUT White claims that Mr Singh often laughs with him when he tells off-jokes. LEUT Jones asserts that the bullying incidents alleged by Mr Singh have been exaggerated and were simply occasions when he was instructing Mr Singh on the work processes and responsibilities in the hospital. LEUT White's record of conversation is provided at Attachment F.

Party not interviewed

11. Mr Watt. Mr Watt is a contracted service provider. Mr Watt is currently overseas and cannot be contacted. He is due to return on 21 Jan xx.

Complainant's Desired Outcome

12. Mr Singh would like LEUT White to be subject to disciplinary action and would prefer not to continue working with him.

ACTION TAKEN TO DATE

13. Mr Singh has been temporarily moved to the Outpatients Department. LEUT White remains in his current position.

14. I have consulted with the Senior Equity Advisor, LCDR Fay and with Personnel Officer, CPOWTR McLean.

ASSESSMENT OF THE COMPLAINT

15. There is sufficient information to regard the allegations as serious in nature and warrant further inquiry.

16. Type of Unacceptable Behaviour. The alleged behaviour is consistent with the definition of harassment (specifically racial harassment) and workplace bullying as per Annex B to DI(G) PERS 35-3.

17. Resolution. The pattern of behaviour alleged is of sufficient seriousness to warrant formal resolution. A routine inquiry would be appropriate to inquire into the complaint.

18. Notification/Reporting.

- a. Reporting to Fairness and Resolution is required. The complaint is to be reported within seven days of receipt of complaint or upon completion of this QA (Form AC875-1). Closure of the complaint following resolution will also be required (Form AC875-3).
- b. Occupational Health and Safety Branch (OHSB) reporting and Comcare notification is required as Mr Singh has reported that he has taken time off and sought medical treatment as a result of the alleged behaviour. (Form AC563).

19. Safety, Health and Wellbeing. Mr Singh has taken personal leave for reasons he asserts are due to the anxiety caused by the alleged behaviour. Steps should be taken to ensure that

the alleged behaviour is not repeated and that he is made aware of his entitlement to access the Employee Assistance Scheme.

20. Systemic/Procedural/Cultural/Training/Communication Issues. Ms Turner was aware of the alleged behaviour of LEUT White but has not taken any action. LCDR Smith has conducted one counselling session, though is aware through hearsay of other alleged incidents. Awareness and implementation of supervisory responsibility to act on all unacceptable behaviour appears to be an area requiring improvement. The annual mandatory equity and diversity training was conducted in March, though not all directorate staff attended.

RECOMMENDATIONS

21. The recommendation in relation to the complaint is to conduct a Routine Inquiry and determine the form of resolution following the inquiry.

22. The recommendations related to the management of the complaint are:

- a. report the complaint to Fairness and Resolution in accordance with Annex F of DI(G) PERS 35-3, identifying the categories of unacceptable behaviour as harassment and workplace bullying;
- b. report the alleged incidents as a dangerous occurrence to OHSB and notify Comcare in accordance with Annex F of DI(G) PERS 35-3;
- c. continue the temporary placement of Mr Singh in Outpatients while the complaint is being managed;
- d. inform Mr Singh of the process for the management of this complaint, including that his wishes will be considered, but if there is a disciplinary outcome in relation to LEUT White the detail of such a sanction will not be communicated to Mr Singh for reasons of privacy;
- e. counsel Mr Singh about the availability of the Employee Assistance Scheme and advise him to raise any concerns about his safety or health in the workplace with his immediate supervisor, Ms Turner;
- f. inform LEUT White of the process for the management of this complaint;
- g. include the actions, and failure to act by supervisors, in the scope of the Routine Inquiry; and
- h. include training options, including for supervisors, in the scope of the Routine Inquiry.

F. GOOD
LCDR

15 May xx

Attachments

- A. Email trail CMDR Macdonald/LCDR Good re QA direction and timeline
- B. Record of conversation with Mr Singh
- C. Record of conversation with LCDR Smith
- D. Record of conversation with Ms Turner
- E. Record of conversation with POMED Jones
- F. Record of conversation with LEUT White

Commander/manager decisions:

I concur / do not concur with recommendations. *(delete as appropriate)*

Additional or alternative decisions and directions: *(insert if appropriate):*

CMDR K. Macdonald
MOIC

May xx