



F01 Reporting guideline

Use this pathway to raise concerns about staff workplace behaviour, bullying or related psychosocial hazards. You may report an isolated incident, an emerging pattern or a concern affecting someone else. You do not need to decide whether it meets a legal definition before seeking help- section 8 of this document provides a glossary for shared language.

1 Reporting pathway

Immediate danger or urgent medical need: move to safety and call 000.

Notify an appropriate school contact when safe. Do not wait to complete a form.

Your situation	Where to go
Concern about a colleague or work practice	Contact your line manager, Principal or designated staff complaints contact. Use F02 Staff reporting form or request a private conversation.
Your manager is involved or approaching them feels unsafe	Bypass that person. Contact the Principal or the designated alternative complaints contact directly and use F02 Staff reporting form.
The Principal is involved or has a conflict of interest	Contact the employer representative or District representative listed in section 4. Do not route the report through the Principal. Use F02 Staff reporting form.
You want advice before making a report	Speak with the designated support contact, your union, an adviser or your health practitioner.
A student may be at risk	Activate the separate student safeguarding pathway promptly. This staff form does not replace safeguarding or required external reports.

Direct discussion is optional. You are not required to confront the person, attempt mediation or use an informal process before reporting. A support person or representative may assist you.

2 How Wrenvale will respond

The following process and timeframes are proposed local standards.

2.1 Receive and acknowledge

Accept written or verbal concerns and offer help recording them. Confirm a safe contact method, provide a case reference and identify the person handling the matter. Proposed targets: acknowledge within one working day; explain next steps and the next contact date within two working days.

2.2 Assess safety and impartiality

Check immediate risks, possible retaliation, student safety and conflicts of interest. Put proportionate temporary controls in place without waiting for a finding. Refer urgent risks immediately; proposed target for other initial assessments: within three working days.

2.3 Choose an appropriate response

Consider early resolution, management action, formal investigation or referral to the employer or an external authority. Explain the approach and reasons. Mediation requires informed and voluntary participation and assessment of safety and power imbalance. It is not a substitute for investigating serious allegations.

2.4 Hear the relevant accounts

Use an impartial handler. Give the person whose conduct is raised sufficient particulars and a reasonable opportunity to respond before an adverse finding. Explain the process and available support to each party. Collect relevant evidence and distinguish allegations, observations and findings.

2.5 Communicate and review

Explain the outcome, reasons, next steps and review route to each party, within privacy limits. Do not promise access to another person's confidential information. Agree a follow-up date to check safety and whether harmful behaviour has stopped, even when an allegation is not substantiated. Invite feedback on the reporting process.

2.6 Maintain contact

The named handler will provide updates at least every five working days while the matter is active, including when there is no new finding. Explain progress, any delays, next steps and the next update date. If a date cannot be met, explain why and give a revised date. Staff may contact the handler, or the alternative contact in section 4, about overdue updates. Completion depends on complexity; no fixed investigation deadline is promised.

For these proposed targets, working days means Monday to Friday excluding Queensland public holidays. Before adoption, the employer must arrange monitoring during school holidays and staff absence. Urgent risk responses must not wait for routine targets.

3 Fairness privacy and support

3.1 Behaviour and risk

Workplace bullying involves repeated unreasonable behaviour towards a worker or group that creates a risk to health and safety. Reasonable management action carried out reasonably is not bullying. A single incident may still require a safety or conduct response. Sexual harassment, discrimination and violence may require separate processes and must not be screened out because conduct was not repeated.

School examples may include repeated humiliation in meetings, deliberate exclusion from information needed for teaching, intimidation, or undermining access to work resources. Assess the context and evidence rather than assuming that any one example establishes bullying.

3.2 Confidentiality and records

Share information only with people who need it for safety, a fair process or a lawful purpose. Absolute confidentiality cannot be promised. Explain likely disclosures and discuss safety concerns before disclosure where practicable. Keep case records in the restricted complaints system, separate from general staff communications. Do not upload reports or evidence to a public website or a general wellbeing survey.

Anonymous reports may identify risks, but can limit follow-up and findings. A person may ask to pause or withdraw their participation. Explain that Wrenville may still need to act on safety or other obligations. Do not treat an unsubstantiated report as evidence that it was dishonest.

3.3 Support and protection from retaliation

Offer support to all parties, including a support person, union representative, access adjustments and counselling. Support does not determine the findings. Staff can disagree respectfully, ask questions and report harm while remaining good colleagues. No one should be pressured to stay silent to keep the peace. Monitor exclusion, threats, altered duties or other possible retaliation and assess fresh concerns promptly. Counselling does not replace safer work arrangements.

3.4 External pathways

Workers may seek external advice without first completing the internal process. Fair Work Commission anti-bullying eligibility depends on workplace coverage and circumstances. Workplace Health and Safety Queensland can provide information about psychosocial hazards. The Queensland Human Rights Commission provides information on discrimination and sexual harassment complaints. Police are a pathway for suspected criminal conduct. Check eligibility and any time limits directly; internal review does not suspend external time limits.

4. Contacts

Role	Name and secure contact
Primary staff complaints contact	Jaycie Drahohms, Employee Relations, Staff Support Officer 4150 7166 or j.drahohms@wrenvale.edu.au
Alternative complaints contact	David Wruk, Employee Relations, Staff Support Officer 4150 7167 or d.wruk@wrenvale.edu.au
Employer representative	Thomas Ree, District Manager, CEDR 4350 8892 or t.ree@cedr.edu.au
Student safeguarding contact	Betsy Plose, Manager, Student Services Wrenvale 4150 7189 b.plose@wrenvale.edu.au
WHS contact and staff support services	Natalie Nosambei, WHS Officer, Wrenvale 4150 7134 or n.nosambei@wrenvale.edu.au

5 Form use

Print F02 Staff reporting form and complete it by hand. Submit the completed paper form privately to the appropriate contact listed in section 4.

6 Approval and maintenance

Owner: Principal, Wrenvale College. Review after incidents, staff feedback, identified gaps or changed guidance. Use feedback to improve response times, communication and safety arrangements while protecting personal information. Blank templates are available on the Wrenvale intranet or this website. Retain completed reports in restricted storage.

7 Sources and status

[1] Catholic Education Diocese of Rockhampton. Staff Code of Conduct, Version 7, October 2025, especially sections 13, 14, 18, 20, 21 and 24.

[2] Fair Work Ombudsman. Bullying in the workplace.

<https://www.fairwork.gov.au/employment-conditions/bullying-in-the-workplace>

[3] WorkSafe Queensland. Bullying. <https://www.worksafe.qld.gov.au/safety-and-prevention/mental-health/Psychosocial-hazards/bullying>

External information: <https://www.fwc.gov.au/> | <https://www.worksafe.qld.gov.au/> | <https://www.qhrc.qld.gov.au/>.
This pack proposes local processes; it does not reproduce the Diocese's procedures.

8 Glossary of key terms

Working definitions for Wrenvale College. These support a shared understanding and do not replace legal definitions or approved employer procedures.

Allegation and finding

An allegation is an account or claim requiring assessment. A finding is the authorised conclusion reached after considering relevant information through a fair process.

Confidentiality

Limiting access and disclosure to what is needed for authorised purposes. It does not mean absolute secrecy or prevent necessary safety or fair-process disclosures.

Conflict of interest

A situation in which personal interests, relationships or prior involvement could compromise, or appear to compromise, impartial judgement.

Procedural fairness

A fair process that includes sufficient information about relevant allegations, a reasonable opportunity to respond and an impartial decision maker.

Cyberbullying

Targeting, intimidating or humiliating someone through digital communication. This plain-language description does not replace the specific thresholds of an external reporting scheme.

Integrity

Acting honestly and consistently with professional responsibilities, acknowledging mistakes and declaring conflicts of interest.

Interim controls

Temporary steps to reduce risk while a concern is assessed. They do not establish that an allegation is true.

Psychosocial hazard

A feature of work, its organisation or workplace interactions that can cause psychological harm, including harmful conduct and poorly managed demands.

Reasonable management action

Legitimate management decisions or directions carried out in a reasonable way. Both the action and how it is carried out are important and must be open to scrutiny and evaluation as needed.

Respect

Treating others with dignity, listening fairly and disagreeing without humiliation, intimidation or exclusion.

Retaliation

Threats, exclusion or other adverse treatment because someone raised a concern, assisted a report or participated in the response.

Support person

A person chosen by the staff member to provide practical or emotional support during the process. Their involvement does not make them the investigator or decision maker.

Unsubstantiated concern

A concern that has not been established through the process. This does not by itself mean that the concern was false or raised dishonestly.

Workplace bullying

Repeated unreasonable behaviour towards a worker or group of workers that creates a risk to health and safety. Reasonable management action carried out reasonably is not bullying.

Sources: Fair Work Ombudsman, Bullying in the workplace; WorkSafe Queensland, Bullying; CEDR Staff Code of Conduct, sections 13, 14, 20 and 21. Other terms are plain-language explanations for this compiled from the sources and dictionaries.