

**Accreditation for Walgett Aboriginal Medical Service**

**Standard One: Leadership and Commitment**

Criterion 1.1 Leadership Commitment	Criterion 1.2 Commitment of Resources	Criterion 1.3 Internal Communication	Criterion 1.4 External Communication	Criteria 1.5 Collaboration	Criterion 1.6 Involvement in White Ribbon Campaign
Criterion Achieved	Criterion Achieved	Criterion Achieved	Criterion Achieved	Criterion Achieved	Criterion Achieved

**Overall Standard Rating:** Standard Achieved

**Comments:** Because the communities served by WAMS and BAHSL have experienced high levels of violence, there is great sensitivity about the issue among both Aboriginal and non-Aboriginal people in the organisation. The CEO has put a great deal of effort into gaining leadership support across the organisation for White Ribbon participation, largely because of the focus on violence against women. It was important for the Board to acknowledge the gendered nature of domestic and family violence, and understand that White Ribbon relies on men to challenge this in order to effect real change. Collaboration with Maari Ma ACCHO, which had to confront the same issues in their White Ribbon Accreditation journey, was critical in gaining the Board’s endorsement of the project. A Steering Committee made up of a mix of Aboriginal and non-Aboriginal, male and female staff, from different levels within the organisation has been set up. A thorough review and update of relevant policies has been done with assistance from an external experts, and approved by the Board. Additional resources have been earmarked in the budget for EAP access for staff, as well as five days additional leave for those experiencing violence. Very appropriately, WAMs has strong working relationships with a range of relevant agencies working in the communities on violence prevention, including: training, developing and participating in White Ribbon events, and supporting victims.

## Standard Two: Prevention of Violence against Women

Criterion 2.1 Policies, Procedures and Documentation	Criterion 2.2 Communication of Policies and Procedures	Criterion 2.3 Manager/ Supervisor Training	Criterion 2.4 Staff Training	Criterion 2.5 Risk Assessment	Criterion 2.6 Expectations of Contractors
Criterion Achieved	Criterion Achieved	Criterion Mostly Achieved	Criterion Achieved	Criterion Achieved	Criterion Achieved

**Overall Standard Rating:** Standard Achieved

**Comments:** WAMS has a strong suite of policies and procedures in place to signal a workplace culture of, and support for, gender equity, respect, and zero tolerance for violence. A new Family and Domestic Violence Policy has also been developed. Despite clear procedures for dissemination of information across the staff, such as induction, emails from the CEO, team meeting discussions, and intranet access to such documentation, there was still a significant proportion of staff respondents to the follow-up survey who reported “do not know” when asked if there are policies to prevent violence. Some members of staff and management have participated in training specific to domestic and family violence, as well as in a number of related courses in the past 12-18 months. Manager training that is mandatory and will meet all aspects of this criteria is included in the White Ribbon Action Plan 2017/2018, for September 2017. WAMS is negotiating with a respected Aboriginal trainer who is a specialist in working with Aboriginal communities to tackle domestic and family violence. In addition, a good risk assessment of violence in the workplace has been done, which is integrated into WAMS’s ongoing WH&S systems. Contractors are included in all policy provisions related to acceptable workplace behaviours, and there are strong written statements posted in worksites that violence of any kind will not be tolerated.

## Standard Three: Response to Violence against Women

Criterion 3.1 Response to Victims	Criterion 3.2 Response to Perpetrators	Criterion 3.3 Evaluation and Continuous Improvement
Criterion Achieved	Criterion Achieved	Criterion Achieved

**Overall Standard Rating:** Standard Achieved

**Comments:** Moving towards White Ribbon Accreditation has prompted leaders of WAMS to make a number of important changes in policy and resource allocation to ensure that both victims of violence, and perpetrators are dealt with appropriately. A new Domestic and Family Violence Policy has been endorsed by the Board, which provides a more supportive approach in responding to members of staff who are experiencing violence, at home, in the community, or in the workplace. This includes flexible work, safety planning, additional leave, and access to professional counselling and advice, provided to ensure confidentiality. The policy also makes it clear that perpetrating violence in or outside of the workplace will not be tolerated, and breaches will lead to disciplinary action and in serious cases, will be immediately reported to the Police. While not part of the policy, importantly for the communities served, male health workers are employed and a Men’s Group has been set up, where issues of family violence are discussed. The organisation has an MOU and strong working relationship with the local Aboriginal Family Violence Service, Thiyamali. This, combined with their long history of successful participation in externally validated quality improvement programs, with related systems and policies, will assist them in monitoring the usefulness of the new measures in preventing violence in the workplace and providing a supportive environment to employees and clients who may be experiencing violence. They have developed a White Ribbon Action Plan 2017/2018 to guide the next stages of implementation.

<p><b>Assessment Summary</b></p>	<p>The brave and determined efforts of the CEO and other members of the Board of Directors and team to gain commitment across the organisation to confront violence in the workplace in a systematic and positive manner must be acknowledged as marking true leadership. The evidence provided has demonstrated that it has been an emotional, and sometimes even threatening process. WAMS deserves high praise for achieving White Ribbon Accreditation despite the barriers.</p> <p>In doing so, they have built upon the foundations of a solid Aboriginal Controlled Community Health Organisation (ACCHO) that has met sector standards and been externally accredited by the Quality Improvement Council. This meant that they already had strong policies and procedures, as well as systems for monitor and review. Nonetheless, they have reviewed relevant documentation to strengthen the zero tolerance message, and make clear how perpetrators will be dealt with. They have also developed a specific Domestic and Family Violence Policy to ensure that staff experiencing violence can gain appropriate support. Additional funds have been allocated for EAP access and special leave provision.</p> <p>WAMS has been strongly supported in this process by their partner organisations, including strong Aboriginal men prepared to speak out and challenge violence in the community.</p>
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<p><b>Recommended Next Steps</b></p>	<p>The following recommendations are suggested as ways to keep up momentum now that accreditation has been awarded. These points will form part of our discussion in 18-24 months from the date of accreditation:</p> <ol style="list-style-type: none"> <li>1. Use the White Ribbon Action Plan, already developed, as the starting point to identify ways to build awareness of violence against women and empower staff to be active in speaking out against it. A few issues identified in this assessment which would further enhance the agency's response are: <ol style="list-style-type: none"> <li>1.1 &amp; 1.2 Internal and External Communications <ul style="list-style-type: none"> <li>● It could be useful to develop a communication plan in order to identify other opportunities to spread the zero tolerance message, and signal WAMS and BAHSL's commitment. For example, many agencies include the White Ribbon logo and/or the zero tolerance message on their email signatures, on their external website, in their annual report, on all position descriptions, etc.</li> <li>● A systematic effort should be made to ensure that <i>all</i> staff understand the zero tolerance message, and its implications in terms of both support to victims and dealing with perpetrators in the workplace. This could be done through regular email from the CEO and Board, inclusion on regular team meeting agendas, inclusion with pay statements, built into planning days, position descriptions and linked to performance management processes etc.</li> </ul> </li> <li>1.5 Collaboration <ul style="list-style-type: none"> <li>● Continue to work with community partners to develop prevention of violence events, campaigns, training, and support for victims across the communities served.</li> </ul> </li> <li>1.6 Participation in White Ribbon <ul style="list-style-type: none"> <li>● Use White Ribbon Day and Night as focal points for local initiatives to</li> </ul> </li> </ol> </li> </ol>
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address violence in communities to give greater visibility to both.

- Pursue opportunities for local men to become Ambassadors, and female staff to become Advocates, once the White Ribbon programs are reopened to new applicants.
- Encourage male health workers to engage the local Aboriginal Men's Group in the campaign to challenge violence against women in the community.

#### 2.1 Information on Policy and Procedures

- Further dissemination of the new Domestic and Family Violence Policy to ensure all staff have read it and understand it. This could mean repeating messaging already used and/or developing some additional strategies to reach all staff, such as including a review at annual training days, inclusion of information in pay packets etc.
- Include the zero tolerance message and understanding of related policies as priorities for induction of all new staff. This will be critical for both WAMS and BAHSL, considering the number of currently vacant positions that appear on the organisational chart of the website.

#### 2.3 Training of Managers/Supervisors

- Ensure the Manager Training planned for September 2017, includes all elements outlined in Criteria 2.3.
- Monitor completion of the mandatory Training for Managers/supervisors, to ensure all people managers are equipped to respond appropriately to staff who disclose violence, as a victim, bystander, or perpetrator.

#### 2.4 Staff training

- Ensure that all staff are ongoingly offered opportunities to attend training on domestic and family violence, including regular refresher courses. This should be made a regular feature of the annual training calendar.
- In addition to providing staff with referral information, and the link to the White Ribbon e-learning modules, approving that modules can be completed during working hours could provide a greater incentive for uptake.
- Consider making training in domestic/family violence mandatory for all staff, with monitoring of participation linked to performance appraisal

#### 2.5 Risk Assessment

- As planned, review implementation of the violence risk assessment and its usefulness in preventing violence and protecting staff.

#### 3.1 Support for victims

- Regularly provide reminders to all staff of the information available on the intranet about how to access support and their entitlements.
- Consider development or adoption of a safety planning template for Managers to use with victims. The Charmed and Dangerous booklet provides good advice for victims, which could be adapted. Other examples of checklists developed specifically for workplaces are available in the White Ribbon Good Practice Library.

	<p>3.3 Evaluation and continuous improvement</p> <ul style="list-style-type: none"> <li>Consider what data might need to be collected to evaluate the success of implementation strategies (eg. Asking for a report from the EAP of numbers of sessions where issues dealt with related to Domestic and family violence, with confidentiality of client protected; seeking feedback from staff who have used the services); surveying community partners.</li> </ul>
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## Details

### Standard One: Leadership and Commitment

<p><b>Criterion 1.1</b> <b>Leadership Commitment</b></p> <p>The organisation's leadership is committed to developing an organisational culture that demonstrates a zero tolerance of violence against women.</p>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>The CEO has strongly endorsed the move towards White Ribbon accreditation, despite resistance from some senior staff/contractors/consultants and some Board members. The CEO of another Aboriginal Community Controlled Health Organisation (ACCHO) that has White Ribbon Accreditation was invited to meet with the Board and discuss how that ACCHO has implemented White Ribbon and the importance of taking a lead in this program given the high levels of domestic and family violence in the Aboriginal communities served. WAMS has now gained the Board's approval, White Ribbon Accreditation is a standing item on Board and Senior team meeting agendas, and the organisation has put in place policies that signal ongoing support.</p>

<p><b>Criterion 1.2</b> <b>Commitment of Resources</b></p> <p>Commitment is demonstrated by having dedicated resources assigned to:</p> <ul style="list-style-type: none"> <li>implement the Program</li> <li>manage the organisation's policies against violence</li> <li>monitor ongoing compliance to the Program Standards and Criteria following accreditation and take action as necessary.</li> </ul>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>The CEO has put considerable time into gaining Board approval for seeking White Ribbon accreditation. A Steering Committee that meets quarterly has been set up that includes a mix of male and female staff from different levels within the organisation, some Aboriginal and some non-Aboriginal. Staff time has been devoted to a thorough policy review. Staff experiencing domestic/family violence can access three free EAP counselling sessions for support, as well as five additional days of leave. Staff also attend community anti-violence events, and WAMs contributes resources such as prizes to encourage wider community participation. A White Ribbon Operational Plan 2017/2018 was developed to guide the work towards accreditation and beyond.</p>

<b>Criterion 1.3</b> <b>Internal Communication</b>	
<p>There is an internal communication strategy which continually promotes respectful relationships and zero tolerance of violence against women as a social norm and lets employees know that victims of violence will be supported.</p>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>While there was no evidence of a White Ribbon Communications Plan having been developed, a recommendation to the Board was approved that, White Ribbon Accreditation should become a standing item on Board, Senior Management team and staff meeting agendas. Minutes of meetings show that participation in White Ribbon Accreditation has been discussed at all of these levels. WAMS has placed a strong statement about zero tolerance toward violence against women in the workplace on its website and in its twice yearly Newsletter.</p> <p>In February 2017, Board and staff attended a lunch meeting about White Ribbon accreditation, that included a presentation by two guests from Maari Ma ACCHO about their experience of accreditation. A White Ribbon Ambassador also gave a presentation at staff training meeting in November 2016.</p> <p>In the Follow-up survey, 91% (20) of respondents said they were somewhat or very familiar with White Ribbon.</p>

<b>Criterion 1.4</b> <b>External Communication</b>	
<p>The organisation's public face is consistent with promoting respectful relationships between women and men.</p>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>There is a written notice in the client waiting rooms of both services that violence of any type will not be tolerated. It is also in the newsletter and on the website.</p> <p>WAMS is an active participant in anti-violence events in the community. WAMS's 30 year Celebrations included a range of activities held across a week and concluding with festivities at the local oval. The theme for these celebrations was RESPECT.</p> <p>WAMS has sought and received written support for its White Ribbon Accreditation and commitment to preventing and responding to violence against women from the majority of its funding bodies and community partners.</p>

<p><b>Criterion 1.5</b> <b>Collaboration</b></p> <p>The organisation has developed relationships with expert organisations that can assist in supporting staff and the organisation in the prevention of violence against women and in responding appropriately when violence occurs.</p>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>WAMS has formal MOUs and partnership agreements with significant organisations in Walgett including Police, Walgett Multi Purpose Service and Thiyamali Family Violence Prevention Legal Service. The Thiyama-Li Family Violence Protection Service provides support to women clients at WAMS.</p> <p>The Education Centre Against Violence (ECAV) provides regular staff training.</p> <p>Assistance sought and received from Maari Ma ACCHO in Broken Hill has been critical to gain internal endorsement to implement White Ribbon Accreditation within WAMS.</p> <p>Due to the high levels of violence in the communities served, WAMS has developed a partnership with the local schools in Walgett and Brewarrina that has included work with students around the themes of domestic and family violence.</p> <p>WAMS has now developed a formal Employee Assistance Program (EAP) to ensure staff experiencing violence have access to appropriate confidential counselling and negotiated a contract with an external provider.</p>

<p><b>Criterion 1.6</b> <b>Involvement in the White Ribbon Campaign</b></p> <p>The organisation actively:</p> <ul style="list-style-type: none"> <li>• encourages all staff to become involved in the White Ribbon Campaign</li> <li>• encourages staff to become White Ribbon Ambassadors or Advocates.</li> </ul>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>WAMS has worked with Mission Australia, Walgett Shire Council, Castlereagh Local Area Command of NSW Police, and Thiyamali to plan White Ribbon Day events. Staff have had time designated for them to attend these events and wear the White Ribbon. Staff have also participated with Thiyamali in Reclaim the Night Activities.</p> <p>A number of items of White Ribbon promotional merchandise have been purchased and used at events both within the organisation and displayed throughout its buildings in Walgett and at BAHSL in Brewarrina.</p> <p>A Member/Director of the Board and a Senior Aboriginal Health Worker have agreed to stand to become Ambassadors, when the program is reopened by White Ribbon Australia.</p>

## Standard Two: Prevention of Violence against Women

### Criterion 2.1

#### Policies, Procedures and Documentation

The organisation's policies, procedures and documentation promote gender equality and underpin its commitment to prevent violence against women.

The organisation has statements of intent and policies that:

- clearly state the organisation has a zero tolerance for violence
- visibly demonstrate the organisation's commitment to preventing violence against women
- outline the organisation's commitment to recognising and responding to violence in women's lives, whether it occurs inside or outside the workplace.

There is an organisational Code of Conduct that applies to all staff, or there is a visible organisational statement of commitment to a violence free workplace.

White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	WAMS has good documentation to support its zero tolerance of violence stance. This includes: a Code of Conduct for the Board of Directors (BOD), staff and contractors/consultants; statements about Equal Employment Opportunity; Managing Violence in the workplace; Work Health and Safety (WHS); and Grievance/Complaint and Discipline procedures. The policy on Bullying and Harassment has been updated and endorsed by the BOD in June 2017, as part of preparation for Accreditation and a new Domestic and Family Violence Policy has been developed. There is also a written notice in client waiting rooms, that violence of any type will not be tolerated.

### Criterion 2.2

#### Communication of Policies and Procedures

Procedures and entitlements are clearly defined and communicated across the organisation in a timely and efficient manner.

White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>The policy on Managing Bullying and Harassment is supposed to be given to new starters at induction, along with signing off on acceptance of the Code of Conduct.</p> <p>The policy framework requires that all staff are engaged in the process of developing policies and procedures. Drafts are distributed for comment and necessary changes are made before being ratified. There are clear systems for Board endorsement.</p> <p>All policies and procedures are available to staff on the Intranet. Staff who do not use computers within their work, are given hard copies. Policies/procedures are also discussed at both staff and Team meetings. Policies/procedures are reviewed triennially as part of broader quality improvement requirements.</p> <p>There was a significant increase in respondents who said they knew the organisation had policies to deal with violence in the workplace from 31% (5) in the baseline survey to 54.5% (12) in the follow-up survey. However there were still 45.5% (10) of respondents in the second survey who reported "Do not know" to this same question.</p>

<p><b>Criterion 2.3</b> <b>Manager/Supervisor Training</b></p> <p>Supervisors, managers and key contacts receive expert training in preventing, recognising and responding to violence. Training can be given in the form of e learning or face to face workshops. The content should capture information from experts in the subject matter.</p>	
White Ribbon Assessor rating	Criterion Mostly Achieved
	<p>Managers have received a range of initial training including:</p> <ol style="list-style-type: none"> <li>1) July 2016 - ECAV introduction to issues around Family and Domestic Violence and the implications for individuals and participants in the workplace,</li> <li>2) November 2016, three day ECAV course, Developing Culturally Safe Trauma Informed Practices for Aboriginal Communities (critical baseline training since all Managers are non-Aboriginal).</li> </ol> <p>A range of useful contacts and resources are also provided on the intranet. This includes an excellent booklet, Charmed and Dangerous, developed by Tweed Valley Women's Service. It includes a detailed overview of domestic and family violence and excellent safety planning checklists. There is also a RESPECT Checklist.</p> <p>Although there was no separate Training Plan, the White Ribbon Action Plan 2017/2018 includes further training planned for Managers in the coming months:</p> <ol style="list-style-type: none"> <li>1) August 2017, Shark Cage (a practical framework for addressing vulnerability and re-victimisation in women)</li> <li>2) Training specific to the criteria, to be presented by Pam Greer a senior Aboriginal woman and trainer in the area of Domestic and Family Violence in Aboriginal communities. This will be mandatory for CEO, Senior Managers and Team Leaders to ensure that all levels of management understand their responsibilities.</li> </ol> <p>The agency has been unable to contact the proposed trainer to confirm arrangements, but because they have committed to it in the Action Plan, and have provided related training in the past 12 months, as well as good written information, a rating of Mostly Achieved has been awarded for this criteria. Ensuring that all Managers/Supervisors complete the comprehensive training as outlined in the criteria in the next 18 months is critical.</p>

<p><b>Criterion 2.4</b> <b>Staff Training</b></p> <p>The organisation provides expert training across the workforce on prevention of violence against women. Training can be given in the form of e learning or face to face workshops. The content should capture information from experts in the subject matter.</p>	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	An education session on Domestic and Family Violence was presented by a White Ribbon Ambassador in November 2016, as part of the course for WAMS and BAHSL staff, Developing Culturally Safe Trauma Informed Practices for Aboriginal Communities. A number of non-management staff attended the ECAV course. Maari Ma ACCHO staff also presented to a team meeting about their White Ribbon

	<p>Accreditation experience and why it is important. Four staff attended DV Alert training presented by Lifeline in May 2016.</p> <p>Male staff have attended a number of workshops run by Family Planning NSW on Strong Families which includes a section on family violence and from this, a Men's Group has been formed. A number of staff have attended child protection training that has included DV and its impact on children.</p> <p>The CEO has distributed the excellent Charmed and Dangerous booklet on domestic and family violence to all staff, which includes comprehensive information about the nature and scope of violence against women, as well as how victims can seek support.</p> <p>A range of good resources for staff seeking information or support is located on the WAMS Webpage under Publications and on the Intranet when staff open their computers. The sites include articles such as the RESPECT Checklist and links to the WRA website and e-learning modules and other WRA information. They are updated as relevant information arises.</p> <p>While the evidence demonstrates that staff at all levels have had access to some training, it would be good to see a more systematic and comprehensive approach taken to ensuring that the key messages of this criterion are universally understood across WAMS and BAHSL staff. This is particularly important considering the commentary provided to this assessment that indicates an ongoing resistance to recognition of violence against women as a critical issue for the organisation among some members of the staff and Board.</p>
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<p><b>Criterion 2.5</b> <b>Risk Assessment</b></p> <p>A risk assessment about violence in the workplace is undertaken and a plan to address risks is developed and implemented.</p>	
<p>White Ribbon Assessor rating</p>	<p>Criterion Achieved</p>
<p>Assessment of Criterion implementation including gaps</p>	<p>A recent Risk Assessment to prevent violence in the workplace was developed with assistance from Maari Maa ACCHO. It was then localised to WAMS as a draft and sent to the Chair of the WH&amp;S Committee who went through the document and amended it where required, after consultation with relevant staff. It was then approved by the CEO.</p> <p>It is consistent with WAMS Corporate Governance Manual WH&amp;S Risk Assessment template. The policy manual also includes a range of very good safety and security measures, including a section on handling potentially violent situations, and emergency procedures. Additional risk mitigation strategies include security of the building, CCTV, swipe card access to all clinical and service spaces, duress buttons, two staff together for remote travel, and escorts when traveling after hours required.</p> <p>The WH&amp;S Committee has membership for all sections and formal procedures for quarterly site inspections, Incident Registers and reports to the whole of staff meeting and to the Board. All position descriptions have safety listed as a responsibility, and it is included in performance appraisals.</p>

<b>Criterion 2.6</b> <b>Expectations of Contractors</b>  Contractors are required to acknowledge and uphold zero tolerance policies.	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>The policy on Bullying and Harassment applies to all workers, including contractors and says that “if workplace bullying behaviour involves violence, for example physical assault or the threat of physical assault, it should be reported to the police immediately.”</p> <p>The Domestic and Family Violence Policy submitted states that it “applies to all WAMS employees, the Board of Directors, contractors and consultants, students on work placement or work experience and volunteers.”</p> <p>WAMS advises contractors of the zero tolerance policy at induction, and is currently updating its Contracts with Contractors /Consultants to include a clause about this requirement and the consequences for breaching it. This will be included in new contracts and existing contracts as they come up for renewal. However, the policies are clear that breaches by Contractors can lead to termination of contracts, and/or not being re-employed in the future.</p> <p>There is also written notice at both WAMS and BAHSL to all who enter the service that violence of any type will not be tolerated.</p> <p>The evidence provided noted that this criterion “is critical, considering the problems caused by dissenting and non-complying contractors in the past”.</p>

### Standard Three: Response to Violence against Women

<b>Criterion 3.1</b> <b>Response to Victims</b>  When an issue of violence is identified, women are: supported to ensure their safety; provided with flexible work arrangements where needed; and referred to counselling and other support services.	
White Ribbon Assessor rating	Criterion Achieved
Assessment of Criterion implementation including gaps	<p>A Domestic and Family Violence Policy was submitted, which was endorsed by the Board on 26/6/17. It clearly defines domestic/family violence and the support available including: confidentiality, access to safety planning, EAP referral, and leave provisions of five additional days for staff experiencing DV or Family Violence or violence in the workplace.</p> <p>An EAP Policy has also been developed and a provider contracted to assist staff who have faced, or are dealing with, violence against women. A key provision is that they can access support external to the communities served if need be, due to confidentiality concerns. Staff have all been sent a memo from the CEO explaining the service, how to gain access and that they are entitled to three free and confidential counselling</p>

	<p>sessions annually.</p> <p>The Policy and how to access appropriate support, including a range of useful resources and contact details for support agencies, are available on the intranet.</p>
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<p><b>Criterion 3.2</b> <b>Response to Perpetrators</b></p> <p>When an employee is alleged to have perpetrated violence within the bounds of the workplace, the organisation has clear procedures for referral to the police where the allegation is a criminal matter, and actions to be taken in non criminal matters.</p>	
<p>White Ribbon Assessor rating</p>	<p>Criterion Achieved</p>
<p>Assessment of Criterion implementation including gaps</p>	<p>The Domestic and Family Violence Policy submitted states, “WAMS does not tolerate Domestic or Family Violence being perpetrated by employees. This behavior breaches this policy and our Code of Conduct. Any employee who uses behavior that is threatening, harassing and abusive will be subject to disciplinary action in line with the Performance Improvement and Discipline Policy. In serious cases, these will be immediately reported to the Police”.</p> <p>WAMS also “acknowledges the importance of the communities’ expectations of us as role models in the provision of services that help improve the health and well-being of the communities we serve. As such, WAMS will not tolerate domestic violence being perpetrated by any employee outside of the workplace where the violence may create a risk to those expectations and our reputation”.</p> <p>The Code of Conduct explicitly forbids “rude or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening or derogatory language and physical abuse or intimidation”. The Bullying and Harassment policy also states that “WAMS considers that if workplace bullying behaviour involves violence, for example physical assault or the threat of physical assault, it should be reported to the police immediately”. Consequences for breaches of the Code of Conduct or this Policy include disciplinary actions ranging from verbal or written reprimand to dismissal.</p> <p>On the advice of the Work Safety Australia, WAMS has recently developed and Escalation Policy to be used in instances where the perpetrator is in a superior position within the organisation.</p> <p>The Information Technology Policy has a section on acceptable use which includes: “Offensive content of any kind, including pornographic material, or threatening, intimidating, violent or harassing material.” It also says “ Disciplinary action and/or performance management processes may be initiated for breaches.”</p>

**Criterion 3.3**

**Evaluation and Continuous Improvement**

Organisational culture and procedures are regularly examined, informing ongoing refinement of the organisation's policies and procedures.

White Ribbon  
Assessor rating

Criterion Achieved

Assessment of Criterion implementation including gaps

WAMS participates in the Quality Improvement Council (QIC) process of accreditation every 3 years. This involves internal and external review and client feedback. The latest report demonstrated a highly performing organisation that is committed to continuous improvement.

They also conduct patient surveys annually in relation to the RACGP 3rd Edition Standards for General Practice.

Clients are asked to provide survey feedback after group and event activities. This information is used to inform planning and review processes at both the strategic and operational levels. WAMS has well established relationships with stakeholders, and an annual survey provides feedback from them for consideration in service planning.

The CEO and senior management use the Compliance Register and Centre Calendar to assist with contract management, program and event planning and other communication processes. All policies/procedures are reviewed and updated where necessary during a rolling three-year cycle.

WAMS has developed a White Ribbon Action Plan 2017/18 which will take them through the next 18 months of implementation. It allocates most responsibility for oversight to the White Ribbon Committee or to the CEO.

WAMS reports that it will monitor and review this information through its existing management reporting channels, which means via monthly reports from Practice Managers, the Human Resource Manager, and the Manager Administration to the CEO, and the CEO's reports to the Board of Directors. The Human Resource Manager will conduct six monthly reviews of the White a Ribbon implementation and include advice on this in their reports.

In addition, WAMS is well represented amongst agencies in Walgett who promote violence prevention in both Walgett and Brewarrina and works in partnership with those agencies in all public forums and events. This will ensure ongoing external feedback on community impact and priorities can be gained via these relationships.