

What does the Anti-Bullying Advice Line (ABAL) do?

- ABAL is a free, state-wide telephone advice line to all NSW Health staff.
- Advisors can answer your questions about the **process** for managing bullying complaints, or what you can do to make the bullying behaviour stop.
- ABAL provides independent, confidential advice and our Advisors will not judge you or your situation.

What does the Anti-Bullying Advice Line (ABAL) NOT do?

- We do not manage workplace complaints or represent staff involved in a complaint
- We cannot offer legal advice.
- We are not a counselling service.
- ABAL is not a replacement for your Manager or local HR department, where possible you should always try to speak to them first.

How can I access the Anti-Bullying Advice Line (ABAL)?

No matter where you work in NSW Health, you can call the same number **1300 416 088**.
Advisors are available to take your call between 7am and 6pm, Monday to Friday.
Outside of these hours, leave a message and we will call you back.

Where can I find out more about ABAL?

- HSS and NSW Health intranet sites www.abal.health.nsw.gov.au
- Speak to the HR Department in your Local Health District
- Speak to your Manager or Supervisor.



What is the Anti-Bullying Advice Line?



Preventing workplace bullying is everyone's responsibility

NSW Health does not tolerate bullying behaviour in the workplace.

Bullying behaviour negatively impacts on the individuals and the workplace as a whole.

Preventing workplace bullying is everyone's responsibility

What is workplace bullying?

Workplace bullying is inappropriate behaviour that is intended to intimidate, offend, threaten or humiliate another person.

Some examples are:

Teasing or being made the brunt of pranks, verbal abuse, yelling/screaming, offensive language, deliberately withholding work-related information, inappropriate comments about a person's appearance or lifestyle, pushing or standing over, or sexual/other unwanted advances.

What is NOT workplace bullying?

Legitimate, reasonable and soundly based managerial decisions or actions are not workplace bullying.

Some examples are:

Providing constructive feedback on performance or raising performance issues, providing direction on the work to be undertaken and how it is to be undertaken, reasonable allocation of work or transfer of work duties, disciplinary action for proven misconduct, disagreement on an approach or decision stated in a reasonable tone.

When should I call the Anti-Bullying Advice Line?

- You are concerned that you, or someone in your workplace is being bullied at work, and you're not sure what to do.
- You want more information on how bullying is handled in NSW Health
- You are a manager and need advice on handling bullying in your area.

You can call if you have been bullied or have witnessed bullying behaviour in your workplace.

What will they ask me?

The person who answers your call will ask you questions to better understand why you are calling, and to ensure you are given the right information.

You can choose to answer, or not answer any question, such as:

- Your name and Local Health District (you may choose not to tell us your name)
- Have you spoken to your manager or supervisor about this?