

Checklists

Talking to a person who is experiencing discrimination

If you are approached by a person who is experiencing discriminatory or harassing behaviour:

- be aware ... the person who approaches you may feel: angry, distressed, scared, frustrated or powerless
- support them ... reassure them they have done the sensible thing by seeking your help
- listen to them ... take them seriously, be sensitive, don't judge them
- reassure them ... harassment is not acceptable and they have a right to complain and have the offensive behaviour stopped
- ask them ... how they want the situation to be handled
- discuss with them ... confidentiality, options and outcomes

Talking to a person who is accused of behaving offensively

If you are having discussions with the person who has been accused of discriminatory or harassing behaviour:

- listen ... to their point of view
- advise ... even if they didn't mean to offend, offence has been taken
- make it clear ... what and when behaviour is acceptable and not acceptable
- discuss ... what is needed to resolve the complaint
- get agreement ... that the offensive behaviour, regardless of whether admitted or not, will not happen again
- inform ... about possible penalties if the behaviour doesn't stop
- remind ... about confidentiality and victimisation