

Sent: Wednesday, 1 August 2012 8:19 AM
To: Committee, EEWorkplaceBullying (REPS)

I shall keep my submission brief but I could go on for pages. I am sorry that I did not attend your hearing in Brisbane but found out too late that it was being held.

Until 3 years ago I worked for the University for nearly 8 years. To my knowledge my performance was satisfactory until 2 new managers/team leaders were appointed to my section. In less than 12 months of their arriving I had resigned from my position. I did not resign easily as I was 55 years old at the time and a divorced woman who had spent much of my life being a wife/mother and really could not afford to resign. I have no formal qualifications and after I resigned from my position I had no confidence in my ability to perform well in another position as my only experience was within the university.

The University has numerous Human Resource policies and procedures, mission statements and has continuous ongoing training programs for all staff in many different areas. However, despite all the policies and procedures they have in place at no time during my experience did any staff, either my immediate supervisors or senior HR staff ever follow any of the policies and procedures relating to Human Resources. I contacted the union who advised that it was almost impossible to prove bullying in the workplace and that it would be a long hard road. My GP also gave the same advice as he had previously had patients with similar issues.

I know for definite that other staff within the university are still being bullied and are resigning or would like to resign if they could afford to. It is my view that the University does not take this matter seriously despite all the rhetoric relating to this matter.

Despite continued requests to various areas of management at no time has a staff member sat down with me and explained any details to me of what it was I had supposed done for me to be treated in the manner that I felt I was treated. I did attend a hearing in the Industrial Relations Commission but that turned into a farce and I did not have the wherewithal to handle that situation appropriately.

Some examples which I believe were bullying tactics by at least 3 staff members were, but believe me I could go on for pages

- a new team leader did not ever discuss my duties or my position, she assumed she knew what I did but overruled me continuously and micromanaged me
- she would listen in to my phone calls and either yell at me whilst I was on the phone to clients or after the phone call telling me that I had not given the correct advice or followed the correct procedures according to her
- would not discuss important matters relating to my position with me, but would listen into conversations and then advise that she had handled the matter being discussed
- arranged for training in an area that was one of my duties but did not advise me that she was being trained
- she had previously worked with one of the members of our team and talked in a most unprofessional manner about this colleague
- basically accused me of cheating my time sheets without any discussion or knowing why I had so many hours accrued
- my position description was changed quite dramatically without ever being discussed with me and when I approached an acting manager at the time I was accused of being a trouble maker. The first I knew of the changes was when a position was advertised at 2 levels higher than my position a

number of the duties in the job description for the new position had been handled by me for a number of years.

- at one of the early meeting with a new manager his opening words were 'I have only heard bad things about you'.... a good start to a healthy working relationship - he then proceeded to advise me of jobs being advertised with that he thought I should apply for.
- any discussion I had with him were discussed with out staff members and my version was never believed, I was treated as a liar

Most of the HR decision in our department were based on a personal or personality basis and nothing to do with official HR policy. Nepotism was rife and positions were created and filled without any discussion or advertising, thereby building the powerbase of the bullying managers.

If an institution such as a university cannot take this matter seriously and follow through with complaints it is no wonder that smaller organisations are confronted with bullying in the workplaces.

I sincerely believe in the motto 'bad managers don't/can't manage - they bully'. This has certainly been my experience.

I will leave my submission at this stage but am happy to provide any further details or information you might be interested in although I believe your inquiry will be inundated with responses as from anecdotal evidence bullying is rife within the Australian workforce at all levels.

many thanks