



Office communication code

Our staff's interaction with our clients including telephone calls, correspondence and emails occurs in their place of work and is governed by work health and safety laws.

These laws require Absolute Strata Management, as the employer, to ensure that all clients take reasonable care with the content of all communication so that it does not adversely affect the health and safety of our staff.

Absolute Strata Management expects people to:

- Behave in a responsible and business-like manner.
- Treat others with courtesy and respect.
- Listen and respond appropriately to the views and concerns of others.
- Be fair and honest in their dealings with others.

This policy applies to behaviours that occur:

- In written or telephone conversations with our staff.
- In connection with personal contact with our staff, even if it occurs outside normal working hours.
- During work activities either at the office or on site.

It is not acceptable to:

- Use offensive language in communication.
- Shout in telephone conversations.
- Belittle or harass other owners or staff in communication.
- Bully staff in communication (see explanation next page).

Should a staff member feel that their health or safety is adversely affected by contact with a client they may refer the matter to the office General Manager for action.

This may include:

- The General Manager contacting the client to discuss the complaint.
- Notification to the Owners Corporation of the complaint.
- Restriction of the clients communication with the office.
- Notification to law enforcement officers
- Application to the Fair Work Commissioner



What is workplace bullying?

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety (including mental health)

Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.