Australian Medical Placements Diversity, Inclusivity & Equal Employment Opportunity (EEO) Policy

Our Commitment

Diversity and inclusion sits at the heart of AMP's values and is central to its culture. We are committed to building a workforce that is representative of the communities in which we live and work. Our culture thrives on mutual respect, teamwork and diversity of thought in the workplace among people who are or may be diverse in work background, experience, education, age, gender, race, national origin, physical abilities, religious belief, sexual orientation, gender identity, and other real and perceived differences.

We believe that our commitment to diversity and inclusion creates a more innovative, responsive and customer led organisation.

AMP is committed to eliminating stigmas and limitations, and creating a culture of inclusion through the promotion of education, awareness and mutual understanding. Each and every one of us takes responsibility for fostering a culture of diversity and inclusion, and demonstrating behaviours consistent with our strategy.

In addition to this, as an employment and recruitment service provider Australian Medical Placements understands the importance of maintaining workplaces and recruitment practices that are free from unlawful discrimination and harassment, including sexual harassment.

Our clients, employees and contractors expect us to be leaders in recruitment and workforce management and we understand that our influence extends to candidates looking for work, employees working directly for us, individuals working on assignment as on-hired workers and to clients seeking our advice and support. We therefore promote recruitment based on merit and fairness.

Every worker and visitor to our workplace, and the workplaces of our clients, should feel welcome, supported and emotionally and physically secure within such workplaces. The wellbeing of all workers and visitors is a priority for AMP.

Unlawful discrimination and harassment, including sexual harassment, will not be tolerated by us and we encourage the reporting of any alleged breaches of this policy and related procedures to management.

Definitions

Direct discrimination means treating someone unfairly or less favourably because of one of the personal characteristics listed below or because of their association with someone identified with one of those characteristics.

Indirect discrimination happens when a rule, policy or requirement unnecessarily or unreasonably disadvantages a person or a group of people because of a protected personal characteristic they share.

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Harassment is behaviour (through words or actions) based on personal characteristics listed below, that is unwanted, unasked for, unreturned and likely to make the workplace an unfriendly or uncomfortable place.

Sexual harassment is unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Application of this Policy

This policy applies to our recruitment and employment practices, including our recruitment systems, performance management processes, promotional policies, training policies as well as our remuneration and bonus structures.

This policy applies to our employees, contractors, volunteer and on-hired workers whether they are another organisations workers working within our workplace or those on-hired to our clients.

This policy applies to all work within standard working hours as well as functions, events and training that are sponsored by us e.g. conference and Christmas parties.

Personal characteristics Protected by the Law

In most States and Territories of Australia it is unlawful to discriminate or harass a person in the workplace on the basis of the following characteristics or personal association with someone who has, or is assumed to have, one of these personal characteristics:

- Age
- Breastfeeding
- Carer status
- Disability/impairment
- Gender identity
- Industrial activity
- Lawful sexual activity
- Marital status
- Parental status
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Sexual orientation

Responsibility for this Policy

Whilst management of Australian Medical Placements' are primarily responsible for ensuring this policy is implemented at all levels of the business, it is important that all persons covered by the agreement understand that they have an active role to play in implementation. We may assign specific responsibility for implementation and complaints resolution to employees of the company.

Any person covered by this policy has a responsibility to report suspected breaches of this policy to management or other nominated equal opportunity officers.

Recruitment and Selection

AMP aims to foster a culture where qualified applicants are recruited, developed and promoted on the basis of merit and their alignment to our organisational values. We are committed to ensuring that recruitment and selection practices at AMP are transparent and equitable. This involves ensuring that qualified applicants from a diverse range of backgrounds have the opportunity to apply and be considered for available roles, and that there is no unlawful discrimination.

Flexible Work

We provide a workplace that supports team members to access and utilise paid parental leave, part-time, job-share, and other flexible working arrangements.

Inclusive Culture

AMP is committed to creating a sustainable and inclusive environment for all of our people and the communities in which we work. This includes policies and behavioural expectations to keep our workplace fair and encourage a culture of mutual respect. We also focus on the physical and mental wellbeing of our people. Our inclusive culture is strengthened through encouraging and recognising creativity, innovation and thought leadership.

Complaints & Resolution

We are committed to resolving any complaints fairly and effectively. All complaints will be treated confidentially, fairly and consistently, and resolved as speedily as possible.

Complaints shall be resolved in accordance with the Australian Medical Placements Equal Opportunity Resolution Procedure and all persons covered by this policy are required to adhere to this procedure unless suitable alternative arrangements are agreed.

Australian Medical Placements EEO Complaints Resolution Procedure

Australian Medical Placements encourages all persons covered by our Equal Employment Opportunity (EEO) Policy including Employees, contractors, volunteers and on-hired workers to attempt to resolve any discrimination and harassment complaints and concerns through the company utilising this procedure.

All complaints will be treated confidentially, fairly, objectively, consistently, and will be resolved as speedily as possible without compromising fairness.

Any person who raises an issue of discrimination, harassment, bullying or vilification in good faith will not be victimised or otherwise unfairly treated or disadvantaged. All complaints will be taken seriously, investigated and acted upon as quickly as possible. However, it is important to know that individuals or groups should not knowingly make a complaint or allegation that is false or malicious. False or malicious complaints that are without any foundation may result in the complainant being subjected to disciplinary action.

This complaints procedure is designed to explain what to do if you believe you have been discriminated against, harassed, sexually harassed, as explained in our Equal Employment Opportunity Policy and your complaint is about your employment. A copy of our Equal Employment Opportunity Policy is available upon request.

Working with Clients (On Hired Workers)

Should a complaint is made by one of our on-hired workers it may involve persons employed or engaged by our clients who are governed by our client's complaints resolution procedure rather than ours. In circumstances where our on hired worker makes a complaint we will apply our complaints resolution procedure. We will work with our client and their complaints resolution procedure (where applicable) to resolve the complaint.

The Process for Resolving Complaints

We will take any complaint under this Policy very seriously and will invoke either the informal or formal complaints procedure outlined below. If an informal approach is taken but the desired result is not achieved, then a formal approach can be adopted. If the complaint is sufficiently serious, a formal approach may be taken without first invoking the informal approach.

Informal Complaints Procedure

If you believe someone is discriminating against you or harassing you and it is safe for you to do so, tell the other person to stop their behaviour. Let them know that their behaviour offends you. They may not realise this.

If the behaviour doesn't stop or you are not sure what to do, report it to your Manager or Director. In the case of on-hired workers, notify the consultant who placed you in to the assignment. On-hired workers may also consider notifying a representative of the host organisation but if this is done it is essential that you also notify Australian Medical Placements.

When you meet with this person to discuss your complaint, they will explain the relevant steps that will be taken to address your complaint. This person will not act as a mediator or investigator and will not make disciplinary decisions in relation to your complaint. This person may assist you in handling your complaint directly with the person(s) involved.

Formal Complaint Procedure

In this situation, the Supervisor or Manager, or a formally delegated person, is appointed to take details of the complaint and formally investigate the matter. If the allegation is against the Supervisor or Manager an outside third party may be engaged to take the complaint and formally investigate the matter.

The investigation is a confidential process where details of the complaint are taken and provided to the respondent for a formal response. It is investigated by an independent and impartial person whose task is to establish what evidence or facts can be found that may either substantiate or refute the allegations.

The parties involved in the investigation process will be asked to maintain confidentiality with respect to the complaint and the investigation. We may, however, need to divulge the contents of the complaint and responses in order to complete a full investigation.

The principle of natural justice demands that the process be based upon an assumption of innocence unless and until evidence shows otherwise.

Reported findings then form the basis of appropriate action by us to respond to both the individual and organisational matters addressed in the findings.

Possible Outcomes

The possible outcomes will depend upon the nature of the complaint. Where an investigation has found that a complaint is substantiated, appropriate action will be taken against the person about whom the complaint was made. This may include disciplinary action up to and including dismissal of employment in serious cases.

If you are an on-hired worker, where you agree, you will be removed from the assignment where the breach of policy occurred and we will make every effort to find a suitable alternative assignment as speedily as possible.

Australian Medical Placements will arrange counseling and support, where appropriate or where requested, for any complainant who has experienced harassment.

We will monitor how the complaint was resolved and the wellbeing of those involved.

Further action will be taken if the problem behaviour continues.

Victimisation

Victimisation is treating someone unfairly because that person, or someone they associate with, has made, or intends to make, a complaint under this Policy. It is unlawful to victimise or penalise a person for making a complaint in good faith. We are committed to making sure that anyone who makes a complaint or assists in making a genuine complaint is supported and not penalised in any way.

Immediate disciplinary action will be taken against any employee who victimises or retaliates against a person who has made a complaint.

Vexatious Complaints

Inaccurate, misleading, malicious or false accusations have negative consequences for the person(s) concerned, interpersonal relationships and the morale of the office.

Where it is found that a complaint has been made in bad faith to cause distress to one or more persons, or as a practical joke, disciplinary measures will be taken.

Appeal

If you are unhappy with the decision about your complaint, you may notify management and ask for a formal position to be provided on the outcome or you may make an external complaint.

Other Avenues

We encourage all persons to attempt to resolve complaints and concerns through the company if possible. However, it is also your right to seek help from outside the company.

Remember, you are not alone. If you have a problem or complaint, talking to someone, especially your employer can help. If you do not want to talk to anyone about it, you can find more information at:

http://www.eoc.sa.gov.au/eo-resources/links/anti-discrimination-agencies

or in your State equal opportunity Commission.