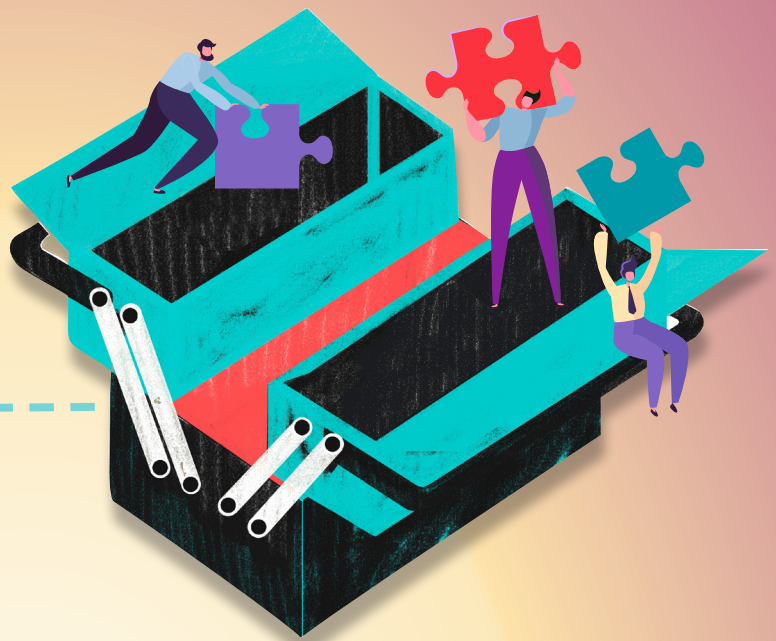


WHAT DOES VICTIM-CENTRED DISPUTE RESOLUTION LOOK LIKE?



SEXUAL HARASSMENT



Sexual harassment occurs in all types of workplaces and across all industries. In 2017-18, the Commission saw an almost 20% increase in sexual harassment complaints.

COMPLAINT



People who have experienced sexual harassment can bring a complaint to the Commission. Where the respondent is willing to participate, the Commission can organise a conciliation session.

CONCILIATION



A victim-centred approach to handling sexual harassment complaints focuses on healing the harm that has been done, rather than disputing evidence. It's a non-adversarial process, where the victim and the respondent meet with a conciliator and the victim shares what has happened to them.

SYSTEMIC CHANGE



The complaints process can also support systemic change within and across employers. Through the process, employers listen, learn and commit to changing their workplace culture and preventing sexual harassment from occurring.

RESOLUTION

Complainants seek various outcomes, ranging from an apology or statement of regret to reinstatement (if they've lost their job) or financial compensation.

