

Policy for Confidential Counsellors

If you encounter harmful behaviour as a HOPE'87 employee, don't hesitate to reach out to the confidential counsellor for the employees. They offer guidance on potential steps and help facilitate discussions with the offender. Your conversations are private, and they operate independently.

Unacceptable behaviour is any conduct that negatively impacts your work. It's subjective and only you can determine what you find unacceptable! This could include discrimination, bullying, harassment, threats, or gossiping which can all affect your sense of safety and work enjoyment, even causing stress and health issues. Don't keep it to yourself.

What role does the confidential counsellor play?

The confidential counsellor(s) are HOPE'87' employee confidants who:

- Lend a supportive ear;
- Assist with unwanted behaviour;
- Help explore solutions;
- Discuss potential steps;
- Guide when needed;
- Refer to support agencies.

They work in strict confidence, ensuring you're always in control!

What can you do?

Firstly, discuss the issue with the person involved; they may not realise their effect on you. If unsuccessful or if it's too severe, contact a confidential counsellor.

In case of no resolution, submit a formal complaint as per HOPE'87' complaints procedure. The counsellor will guide you through this process.

Who are these confidants?

As impartial aids, the confidential counsellors help analyse your situation objectively. They listen to your story and explore possible actions along with their implications. This empowers you, the employee to decide what steps to take next as we guide you towards a solution.