

## TOOL 02.

# LEADER CHECKLIST WHEN SOMEONE FIRST RAISES A CONCERN

### "SOMETHING'S NOT OK"

What to keep in mind when your employee raises concerns to you as their leader.

#### 01. LISTEN

- Move to a private area
- Be present, attentive, and available
- Take your time - they set the pace
- Be ok with emotion and moments of silence
- Repeat what they said back
- Seek clarification
- Ask: How has this affected you?

#### 03. CLOSE OUT

- Tell them what you will do next
- Commit to follow up (<24 hrs)
- Advise you will keep confidential
- Take one step at a time
- Remind EAP (1300 307 912)
- Thank them for being brave

#### 02. PRESENT OPTIONS

##### OPTIONS:

- They take action (informal)
- You intervene (informal)
- Formal investigation
- Don't force an immediate decision
- Let them know they are in control
- Discuss wellbeing support - EAP, leave
- Communicate clearly

#### 04. FOLLOW UP

- Inform or escalate to HR
- Consider safety options e.g. stand down
- Diary note discussion
- Respect confidentiality
- Circle back to advise action taken
- Plan a follow up check in

## TOOL 02. LEADERS CHECKLIST (CONT.)

### "SOMETHING'S NOT OK"

What to keep in mind when your employee raises concerns to you as their leader.

#### WHAT TO SAY

- What do you want to do?
- How are you feeling?
- Do you need some time off?
- How can I help?
- I'm sorry to hear this
- I'm here to support you

#### WHAT NOT TO SAY

- That's normal here
- Don't worry about it
- Chin up
- That's just [name]
- What did you do to deserve it?
- They will get fired for sure



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**DON'T RUSH THE PERSON OR TRY AND SOLVE IT FOR THEM.  
COME AT IT FROM A PLACE OF CARE AND NO JUDGMENT.  
YOU DON'T NEED TO KNOW ALL THE ANSWERS.**