

Wurru-Ki

Frequently asked questions



What is the purpose of Wurru-Ki?

Wurru-Ki (meaning 'To speak') has been introduced to give all Barwon Health workers an alternative and confidential means of addressing concerns they might have as to the workplace conduct of any other Barwon Health worker rather than attempting 'self-resolution' or lodging a formal complaint with Workforce Relations.

Workforce Relations has no involvement in any matters that workers seek to resolve through Wurru-Ki.

Who can access Wurru-Ki?

Any worker who is a part of Barwon Health, meaning any employee, volunteer, contractor, consultant.

Who is an initiator?

An initiator is any worker who accesses Wurru-Ki by approaching a peer contact officer to discuss any workplace behaviour concerns they have regarding another worker.

Who is a respondent?

A respondent is any worker who has concerns about their workplace behaviour raised against them by an initiator.

What is the role Peer Contact Officers?

Peer contact officers are the first point of contact for any worker who wishes to utilise Wurru-Ki in order to address any concerns they have regarding the workplace behaviour of another worker.

Peer contact officers will listen to the concerns the worker has and advise the worker of their options for addressing those concerns. They are impartial and will maintain confidentiality. They will not advocate for any worker nor investigate matters raised with them.

Peer contact officers will refer initiators to peer resolution officers when an initiator wishes to attempt resolution with the respondent.

For a list of peer contact officers, [click here](#).

What is the role of peer resolution officers?

Peer resolution officers, following a referral from a peer contact officer, will meet initiators to discuss their concerns and determine how they wish to proceed. If an initiator wishes to seek a resolution to their concerns the peer resolution officer will meet with the respondent to inform them that an issue has been raised against them, and by whom, and then work with the Initiator and respondent with the aim of enabling them to reach an agreed outcome.

Peer resolution officers are impartial and will maintain confidentiality. They will not advocate for any worker nor investigate matters raised with them. They will however discuss with initiators and respondents the benefits and risks of agreeing or not agreeing to a resolution.



Is Wurru-Ki confidential?

Yes. Any person who accesses Wurru-Ki will be given three confidentiality options:

1. Complete anonymity – no action is taken and all that is recorded is statistical information about the issue raised. The identity of the initiator and the respondent is not recorded.
2. Identity recorded – a record of the matter, including the names of both the initiator and the respondent, is forwarded to the Wurru-Ki Director for confidential recording in the 'Issues Safe', but no further action is taken.
3. Referral to a peer resolution officer (with a view to seeking resolution) – the name of the Initiator and nature of the matter will be disclosed to the peer resolution officer and to the Wurru-Ki Director. If after discussion with a peer resolution officer the initiator wishes to attempt resolution with the respondent, then the initiator's name and the details of the matter will be disclosed to the respondent (as natural justice requires).

The resolution process then undertaken is also confidential, with the initiator and respondent advised of the need to maintain confidentiality. Any agreement subsequently reached is also confidential.

There are however certain circumstances where, irrespective of the confidentiality option an Initiator chooses, there is an obligation on peer contact officers and peer resolution officers to report matters to the Wurru-Ki Director. This is due to Barwon Health's duty of care responsibilities and/or lawful/mandatory reporting obligations.

If an initiator, in the course of discussion with a peer contact officer or peer resolution officer, reveals information that, in the view of a peer contact officer or peer resolution officer view, is a:

- Possible termination of employment situation;
- Possible criminal offence; or
- Possible mandatory reporting matter,

then the peer contact officer or peer resolution officer is obligated to report that information to the Wurru-Ki Director. It will then be for the Wurru-Ki Director to assess the circumstances and take whatever action may be necessary to address the matter.

