

Supporting Respectful Communication

We want everyone who contacts VIT to feel **heard, respected and supported**. This helps build trust and ensures we can continue to protect children, young people and the teaching profession.

We also have a responsibility to keep our staff safe and provide a respectful workplace for everyone.

Our commitment to you

The VIT is committed to being

- **accessible** when you need information or support
- **responsive** to your questions and concerns
- **professional and respectful** in every interaction.

All staff follow the [Victorian Public Sector Code of Conduct](#).

What we expect from you

Most people interact with VIT in a respectful and reasonable way. We appreciate this.

To support everyone effectively, we expect communication to be

- respectful and courteous
- safe for staff and others
- reasonable in time and effort

We are here to help, and we expect all interactions to remain respectful and safe.

What is unreasonable conduct?

Unreasonable conduct is behaviour that affects our ability to support you and others. This may include behaviour that

- is aggressive, threatening or abusive
- puts staff health or safety at risk
- involves repeated or excessive contact that impacts others
- requires an unreasonable amount of time or resources.

Why this matters

Unreasonable conduct can

- limit our ability to support other people
- affect how we meet our legal responsibilities
- impact the wellbeing and safety of staff.

We have a responsibility to ensure the safety and wellbeing of our staff so they can continue their work.

What happens if concerns arise

We will always try to work with you first to resolve any issues and maintain productive communication. If concerns continue, we may take further steps, such as

1. Work with you to resolve the issue
2. Set clear expectations for communications
3. Apply limits if needed, such as

- a. Limiting how or when contact occurs
 - b. Asking you to use specific communication channels
4. Act immediately when there is risk, to protect staff, visitors or premises

We will

- explain any decisions we make
- act fairly and consistently
- only apply these measures after other options have been explored, unless immediate action is needed

Our approach

We follow guidance from the **Office of the Ombudsman Victoria**, including the [Managing complex complainant behaviour good practice guide](#).

We are committed to working with you respectfully, while also protecting our staff and resources.

Need support?

If you're unsure how to communicate with us or need help resolving an issue, we're here to help.

You can

1. contact VIT through your usual channel
2. explain your concern clearly
3. let us know if you need additional support
4. ask for help if you are unsure how to engage