
STAFF GRIEVANCES AND DISPUTE RESOLUTION

General Principles

ILGA Oceania promotes an organisational culture which values harmonious working relationships and where concerns, grievances and complaints are managed promptly, impartially and justly. There will be no tolerance of victimisation or bullying of any board members.

Processes will be user-friendly, transparent, accountable and respectful of staff rights to confidentiality, focussing on ethical, responsive and constructive outcomes

- Staff are encouraged to pursue informal early resolution but may exercise any industrial rights and seek formal procedures.
- (b) Any disputes or grievances arising between Board, will be resolved through processes consistent with the principles of natural justice. These principles include:
- Any person who is the subject of the grievance must be informed of all the allegations in relation to their behaviour.
 - Any person who is the subject of a grievance must have a full opportunity to put their case forward.
 - All parties to the complaint have the right to be heard.
 - All relevant matters and evidence must be considered.
 - Irrelevant matters must not be taken into account.
 - The decision maker must be impartial and fair in their dealings with the parties and must act in good faith.

Roles and Responsibilities of the Board

The Board is responsible for demonstrating a commitment to the just, prompt resolution of employees' workplace concerns and grievances. It should ensure that Management are suitably trained in conflict prevention and resolution processes.

Staff Grievances

If any staff member has a grievance, they should raise the matter with one of the co-conveners, with the aim of achieving amicable resolution through informal mediation. The steps are as follows:

- Report grievance
- Provide a written copy of the grievance to the involved staff
- Allow staff members involved to respond to the grievance within an appropriately set time period.
- If the proposed resolution is not satisfactory, refer the matter to the co-conveners for mediation.

- If mediation is not effective, a co-convenor will meet with the board member involved (in person or via a technological solution) and provide a binding decision within an appropriately set time period.
- Proposed solutions will be consistent with any relevant industrial instrument, program guidelines, or legal requirements binding on the Organisation and its staff.

Performance management

Performance management will be fair and supportive, in accordance with current best practices in the sector. Steps will include:

- Clearly outlining expected outputs, timeframes and support that will be provided
- Regular progress meetings to monitor progress

Misconduct

Except for matters which warrant summary dismissal in accordance with the Fair Work Act of NSW, any alleged misconduct may be referred for disciplinary proceedings.

- Any staff member who exhibits unsatisfactory behaviours will be counselled by their manager, outlining the expected standards to be met. Assistance will be provided as to how these standards may be achieved.
- A confidential record will be maintained for each counselling session. A copy of the record will be given to the board member who is able to respond in writing or orally. The record, along with staff comments, will be retained. No record will be relied upon for disciplinary purposes without the board member's response also being taken into account, except where the staff member was invited to respond and chose not to do so.
- The board member will be provided with at least four weeks to demonstrate a willingness to improve his/her behaviour. If at the end of this period no improvement has been demonstrated, further disciplinary action may be taken.
- In the case of continuing poor behaviour, a second counselling session will be convened with one of the co-convenors, and where necessary a member from ILGA World. An advocate or support person may be invited to participate. All counselling sessions will be documented.
- Any decision by the co-convenors will be in writing and will be final, subject to staff entitlement to seek an appeal, including the involvement of a neutral party.