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| <b>The Junction Club House Cairns Ltd</b>                                                                                     |                                                                                                                                                                                                                                        |                                        |
| <b>Policy: Grievance Dispute Resolution</b>                                                                                   |                                                                                                                                                                                                                                        |                                        |
| Policy number: JQS.P6.11. v2                                                                                                  |                                                                                                                                                                                                                                        | Date adopted: 29/06/2018               |
| Authorised by: The Board                                                                                                      |                                                                                                                                                                                                                                        |                                        |
| Date last reviewed:<br><br>29/06/2021                                                                                         | Reviewed by:<br><br>Quality Review Panel                                                                                                                                                                                               | Date of next review:<br><br>29/06/2022 |
| <b>Related documents:</b>                                                                                                     |                                                                                                                                                                                                                                        |                                        |
| <b>Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction</b> |                                                                                                                                                                                                                                        |                                        |
| Other standards                                                                                                               | <ul style="list-style-type: none"> <li>• National Mental Health Standards</li> <li>• The International Standards for Clubhouse programs</li> <li>• NDIS Practice Standards</li> </ul>                                                  |                                        |
| Legislation or other requirements                                                                                             | <ul style="list-style-type: none"> <li>• Work Health &amp; Safety Act 2011</li> <li>• Work Health and Safety Regulation 2011</li> <li>• Fair Work Act 2009</li> <li>• Fair Work Regulations</li> <li>• Fair Work Commission</li> </ul> |                                        |

## 1. Purpose

The purpose of this policy is to clearly outline the processes to be followed in the event of a dispute about a matter related to the workplace conditions at The Junction. General complaints related to The Junction are covered in the Complaints by Members policy. While that policy was developed for members, it also applies to any employees, contractors,

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volunteers, and visitors involved in the operations of The Junction. It covers complaints about operational issues or complaints about another person, that is unrelated to other workplace conditions.

## **2. Scope**

This policy applies to all employees, members, contractors, volunteers, and visitors involved in the operations of The Junction.

## **3. Policy statement – Our Commitment**

The Junction supports the right of every employee to lodge a grievance with The Director about any concerns or complaints about unfair treatment, discrimination, harassment, vilification and/or bullying which are not otherwise managed under a separate review, appeal, resolution, or complaint action taken against them.

The Director will aim to resolve problems and grievances objectively, discreetly, and promptly and as close to the source as possible. When necessary, The Director will escalate a grievance to the next higher level above until it is resolved.

Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

If the Director is the source of the grievance, then the matter will be taken to the Chairperson of the Board.

## **4. Procedures**

In the event of a grievances or dispute the following procedures are to be followed:

1. In the first instance, the complainant (employee with a grievance) should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes a formal grievance
2. To start the formal grievance the complaints must fully describe their grievance in writing to the Director, with dates and locations wherever possible and how they have already tried to settle the grievance
3. Should the grievance be against a particular person, that person will be given details of the allegation(s) against them. They will have the opportunity and a reasonable time to respond before the process continues
4. If the grievance still can't be resolved, the Director will refer the matter to the Board Chairperson for consideration and a final decision
5. If the dispute is unable to be resolved at the workplace, and all appropriate steps have been taken, employees are to be made aware that a party to the dispute have the right refer the dispute to the Fair Work Commission or the Queensland Human Rights Commission
6. The parties may agree on the process to be utilized by the Fair Work Commission including mediation, conciliation, and consent arbitration

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7. Where the matter in dispute remains unresolved, the Fair Work Commission may exercise any method of dispute resolution permitted by the Act that is considers appropriate to ensure the settlement of the dispute
8. An employer or employee may appoint another person, organization, or association to accompany and/or represent them
9. While the dispute resolution procedure is being conducted, work must continue as normal. Subject to applicable work, health and safety legislation, an employee must not unreasonably fail to comply with a direction by the employer to perform work, that is safe and appropriate for the employee to perform.

## 5. Review processes

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| Policy review frequency: Biennial (2yrs)                                                                                                                                                                      | Responsibility for review: Quality Review Panel |
| Review process: Director of Operations as Chair of the Quality Review Panel convenes the panel to conduct reviews.                                                                                            |                                                 |
| Documentation and Communication: All policy decisions will be documented and communicated through the Quality System Review Panel observing the Document control HTTL. Note: add version number after review. |                                                 |