

WODEN EARLY CHILDHOOD CENTRE

STAFF GRIEVANCE POLICY

POLICY STATEMENT:

Woden Early Childhood Centre is committed to effectively dealing with grievances and disputes in the workplace.

This policy supports inclusive practices at Woden Early Childhood Centre. Please refer to the inclusion Policy.

RATIONALE:

It is the right of every staff member to speak up about an issue or situation that concerns them and to have their concern addressed in a fair manner.

SCOPE: This policy applies to all staff within the Centre, including casuals, students and volunteers.

RELEVANT LEGISLATION:

NSW Industrial Relations Act 1996

QUALITY ASSURANCE SYSTEM:

Quality Improvement & Accreditation System – Quality Practices Guide 2005 (QA 1; QA 7)

LOCATION OF INFORMATION

This information is provided to staff during induction and a copy is located on the notice board of the staff room and in the Staff Handbook.

Source Documents -

Children's services (Australian Capital Territory) Award 2005 from www.wagenet.gov.au/wagenet/Search/view.asp? (March 2008)

Teachers (Non-Government Early Childhood Service Centres Other Than Preschools) (State) award; Teachers (Non-Government Preschools) (State) award from NSW & ACT Independent Education Union - www.wagenet.gov.au/wagenet/Search/view.asp? (March 2008)

Key Resources:

Conflict Resolution Network – www.crnhq.org (March 2008)

POLICY REVIEW

This policy is reviewed on a biannual basis both by the centres staff and then by families. Once the Policy has been reviewed and changes are made it goes to the management committee for ratification. Please refer to the Policy development and review policy.

Woden Early Childhood Centre
Adapted from Community Child Care Co-operative Model Policy

Date endorsed by Committee: 24.3.09

Date to be reviewed: 24.3.10

1. Principles of managing a grievance

- 1.1 All staff have free and open access to the grievance process
- 1.2 Grievances, disputes, concerns and complaints are best resolved as close to the source as possible and at the local level
- 1.3 The process is impartial, fair, consultative and is undertaken in a co-operative and confidential manner
- 1.4 Those involved are encouraged to reach a fair and mutually acceptable resolution
- 1.5 Any person involved in a grievance will not be disadvantaged or victimised as a consequence of raising a grievance
- 1.6 Grievances should be raised in a private and quiet manner away from other staff and children and families

2. Practices

- 2.1 Grievances can be effectively minimised by having open and honest communication, a culture of support and mutual respect among staff and systems to effectively resolve matters in a timely manner
- 2.2 When another staff member or parent is involved, aim to speak directly to the person concerned – address the issue rather than the person
- 2.3 If you are unsure how to approach the person, or approaching the person has not worked, seek advice from a colleague or the Centre Director
- 2.4 If the matter is not resolved within a reasonable timeframe, raise the matter formally with the Centre Director
- 2.5 If again, the matter is not resolved within an agreed timeframe, take the matter to the President of the Committee/Board
- 2.6 Consider the use of an external facilitator if the grievance escalates and/or has not been satisfactorily resolved
- 2.7 Staff may bring a support person to the discussion or involve a union representative, if she/he is a union member – this should be in accordance with the nature of the grievance and the requirements of the relevant Award.

3. Steps in resolving a grievance

- 3.1 Get a clear picture of what is each person's issue
- 3.2 Clarify the issue to be resolved
- 3.3 Seek possible solutions, from all parties
- 3.4 Negotiate action/s to be undertaken
- 3.5 Reach an agreement
- 3.6 Undertake the action
- 3.7 Review the issue/grievance has been resolved

4. In accordance with the relevant awards

- 4.1 If the grievance is not resolved at the local level, it will be further discussed between the affected employee(s), a union delegate (if any) and the director and a committee member. Both the employer's industrial representative and the employee's union representative may be notified.
- 4.2 If no agreement is reached the union representative or contact will discuss the matter with the employer's nominated industrial relations representative.
- 4.3 Whilst the foregoing procedure is being followed work shall continue normally. No party shall be prejudiced as to the final settlement by the continuance of work. (see relevant award for further details)
- 4.4 Should the matter still not be resolved it may be referred by the parties to the Industrial Relations Commission for settlement.

