



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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In the Heart of Maleny ...

FINAL

MALENY NEIGHBOURHOOD CENTRE		
2017 CONFLICT RESOLUTION POLICY		
Authorised By: Management Committee: 25/5/17		
Responsibility for the review:	CCDW and Management Committee	
Date last review: <i>Endorsed 25/5/17</i>	Reviewed By: <i>Reviewed and endorsed by CCDW & MNC Management Committee</i> (Signature)	Date of next review: <i>25/5/18</i>
Review Process	This Policy will be reviewed by CCDW and the MNC Management Committee and approved on or before the due date of review.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Committee of Management and forwarded to CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed out and / or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 5: Feedback, complaints and appeals	
Other Standards:	Standard 1: Governance and management	
Relevant Policies:		
Forms or other organisational documents:	Incident Form Complaints Form	
Legislation or other requirements:		
Purpose and Commitment	Maleny Neighbourhood Centre Association Inc (MNCA Inc) is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of employees,	

	<p>volunteers, contractors and visitors to the Maleny Neighbourhood Centre (MNC) building and grounds.</p> <p>Specifically, Maleny Neighbourhood Centre aims to:</p> <ul style="list-style-type: none"> ● Foster resilient and fair communities ● Operate effectively and collaboratively ● Be a vibrant, dynamic, ethical and effective organisation <p>Maleny Neighbourhood Centre strives to:</p> <ul style="list-style-type: none"> ● Respect and value our Members and all those people who work in and around the Centre ● Work collaboratively with groups and individuals ● Develop partnerships based on mutual respect ● Create innovative responses to poverty and disadvantage ● Organise and deliver projects with community members ● Advocate to Local, State and Federal Government to improve services in our area ● Share our resources (including our facilities) equitably, particularly with those who are marginalised and disadvantaged ● Provide a safe place for new groups to emerge ● Support and train volunteers to enhance their work experience and participation <p>PURPOSE</p> <p>Maleny Neighbourhood Centre Association Inc (MNCA Inc) is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of everyone using Maleny Neighbourhood Centre (MNC) building and grounds.</p>
SCOPE	<p>This policy applies to everyone using the Maleny Neighbourhood Centre (MNC) building and grounds.</p>
POLICY	<p>POLICY OBJECTIVE</p> <p>MNC supports the rights of all persons covered by this policy to work in and use an environment that is harmonious, functional and supportive of sound emotional health.</p> <p>Everyone using Maleny Neighbourhood Centre is expected to take personal responsibility for their own behaviour and undertake activities in a way that does not provoke conflict with others.</p> <p>This policy outlines the the guiding principles that underpin our organisational expectations of how people will be treated if conflict arises between staff, volunteers or members of the public working or utilising space at the MNC.</p>

GUIDING PRINCIPLES

1. Fairness: That all people involved in the conflict are treated fairly and without discrimination.
2. Personal Integrity: MNC values honesty, truthfulness and personal integrity. On all occasions, MNC will seek to establish the truth and support honesty.
3. Value: That people are valued as MNC's most precious resource and that MNC aims to resolve conflicts with the least harm to the people involved.

UNACCEPTABLE BEHAVIOURS

Maleny Neighbourhood Centre will not tolerate intimidation, bullying or violence.

Bullying is defined as repeated, unreasonable behaviour directed toward a person, or a group of persons, that creates a risk to their health and safety. Intimidation may occur as a one-off incident and will not be tolerated at Maleny Neighbourhood Centre.

Examples of unacceptable behaviours include:

- Verbal abuse
- Sexual harassment which may include unwanted advances, unwelcome or inappropriate requests or actions which may be offensive, embarrassing, intimidating or humiliating
- Racial discrimination or treating a person less favourably than another person in a similar situation because of their race, colour, descent, national or ethnic origin or immigrant status
- Discriminating on the basis of sexual orientation or gender which means treating someone differently solely because of his or her sexual orientation: lesbian, gay (homosexual), bisexual, or straight (heterosexual) or gender orientation: transgender
- Excluding, ignoring or isolating a person
- Psychological harassment
- Intimidation
- Assigning meaningless tasks unrelated to a person's job
- Giving a person impossible assignments and deadlines
- Unjustified criticism or complaints
- Deliberately withholding information vital for effective work performance
- Constant taunting, teasing or playing practical jokes on a person who is not a willing participant.
- Bullying can be verbal, or in writing (including online).
- Violence refers to any incident where a person is physically attacked, abused, assaulted or threatened in the workplace.

	<p>GUIDELINES</p> <p>The following Guidelines are listed in note form:</p> <ul style="list-style-type: none"> ● Everyone at MNC (volunteers, member of staff, Committee Members and visitors) has the right to be valued and heard and to communicate and make requests without retaliation or intimidation. ● Privacy and confidentiality of individuals will be respected. ● MNC aims to resolve all disputes through discussion with concerned parties. ● It is advisable that all disputes are dealt with in a timely fashion. ● Disputes are of concern to the MNC, regardless of perceived size of the problems. ● If it is not possible to resolve a dispute internally then an independent mediator can be brought in to meet with the aggrieved parties. ● If a resolution between the aggrieved parties has not been achieved after all relevant steps have been undertaken, then Centre Coordinator and Development Worker (CCDW), in liaison with the Management Committee has the right to terminate access and / or employment of the parties involved, to support a positive working atmosphere at MNC. ● If they are not satisfied with the outcome of the complaint, they have the right to complain to the Department of Communities or a relevant complaints agency.
<p>PROCEDURES</p>	<p>If you are a Volunteer, it is recommended that you follow the procedure from Step One. Paid Staff, Management Committee members and clients, you may wish to follow the procedure from Step Two.</p> <ol style="list-style-type: none"> 1. Talk to the <u>Volunteer Support Worker.(VSW)</u> <ul style="list-style-type: none"> ○ If you feel there is conflict in and around the Centre, perhaps an individual incident or a series of issues that are not being well handled, you should approach the VSW for discussion and advice on the issue. This discussion is strictly confidential. Ideally the conflict can be resolved at this stage. If the matter is still unresolved an incident form should be completed and handed to the VSW for action. ○ The VSW will meet with the aggrieved parties to investigate the issue and to seek resolution for all concerned. If the matter remains unresolved the VSW will escalate it to the CCDW. ○ If the VSW cannot be contacted or for some reason the VSW fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step. 2. Meet with <u>MNC's Centre Coordinator and Development Worker (CCDW)</u>

- The concerned person should discuss the issue with the CCDW. This discussion is strictly confidential. Ideally the conflict can be resolved at this stage.
- The CCDW will meet with the aggrieved parties to investigate the issue and to seek resolution for all concerned.
- If the matter is still unresolved an official Complaint Form should be completed.
- If the CCDW is unable to resolve the issue the matter will be escalated to the MNC Management Committee once a formal complaint has been made. Further, if the matter involves the CCDW it will be escalated to the Management Committee.

3. Involvement of the Maleny Neighbourhood Centre Management Committee.

- All complaint forms will be forwarded to the President and Vice President for review and possible action.
- Should action need to be taken at a Management Committee level , the CCDW will provide an 'in confidence' summary of the issues to the Management Committee.
- The President and Vice President will meet with the aggrieved parties to investigate the issue and seek resolution for all concerned.
- If the President and Vice President are unable to resolve the matter they will refer it back to the CCDW to arrange mediation for the parties involved.

4. Meet with a Qualified Mediator

- The CCDW will contact the Dispute Resolution Centre (DRC) Brisbane (within the Justice Department of the Attorney General).
- An intake process for future mediation will be conducted by a DRC Intake Officer. Basic information about the conflict / dispute will be described during this process. This will be done either by the CCDW or by the aggrieved person or as directed by the DRC.
- Qualified and accredited DRC Mediator/s will be appointed to hear the dispute at a date and time to be agreed upon. Arrangements with relevant parties will be made by the DRC Intake Officer.
- The DRC Mediator/s will involve all relevant parties at the mediated session. Between 60% and 99% of conflicts are resolved within a single mediation session.

If having followed all the above steps, the person is still not satisfied, they will be informed that they can lodge a complaint with Department of Communities.

TO LEARN MORE ABOUT CONFLICT RESOLUTION

To prepare for a session with a mediator or to learn more about Conflict Resolution you are encouraged to look at the resources on the Queensland Government Justice Department (Dispute Resolution Centre) website. Alternatively ask the Centre Coordinator and Development Worker for hard copies of this information:

http://www.justice.qld.gov.au/__data/assets/pdf_file/0014/9131/neighbourhood-mediation-kit.pdf

OR

<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/mediation/>

BREACH OF THIS POLICY

Any breach of this policy may result in referral for Mediation and / or disciplinary action, which, in the case of employees or volunteers, may lead to dismissal, or cessation of their engagement. Any breach of this policy by a contractor may result in cancellation by MNC of the services provided by that contractor.