



## Grievance Resolution Policy

### Policy Purpose

Abilify Support Services will endeavour at all times to provide employees with a healthy, safe and discrimination free workplace. The purpose of this Grievance Policy is to provide a framework for decisions and actions for the effective management of workplace grievances.

This policy outlines the roles and responsibilities for all employees in relation to having their concerns heard and resolved.

Policy Number	Objective	Policy Description
3.05.1	To promote open and honest communication between all employees	<p>Open communication is encouraged between all employees. Managers are responsible for establishing regular team meetings and employee communication processes, which promote conversation about issues as soon as possible.</p> <p>Managers are expected to recognise and proactively respond to any unacceptable behaviour in the workplace. Harassing behaviour will not be tolerated as outlined in Policy Number 4.5 Harassment Policy.</p> <p>Local workplace resolution of employee concerns is encouraged in the first instance.</p>
3.05.2	For Abilifly Support Service's grievance process to be fair and confidential.	<p>All employee grievances will be taken seriously and treated confidentially. Every attempt will be made to ensure the principles as outlined in Policy Number 4.12.5 of the process are observed.</p> <p>All grievances will be investigated thoroughly, unless a mediated agreement or other mutually agreed resolution is reached at an early stage in the process. No decision or commitment regarding an issue should be made until an investigation has been completed.</p> <p>All Abilifly Support Services Managers will undertake training in employee grievance resolution.</p>
3.05.3	To provide an understanding of the grievance process and expected outcomes.	<p>The grievance process is outlined in the Grievance Resolution Procedure and outlines the process to be used in responding to employee grievances.</p> <p>The expected outcomes of this process are:</p> <ul style="list-style-type: none"> <li>• Management of grievances will be in a timely, effective and fair manner for all parties involved.</li> <li>• Strictest confidence in relation to the grievance</li> <li>• A consistent and fair process for all employees who raise a workplace grievance.</li> </ul>

		<ul style="list-style-type: none"> <li>• Management will be provided with clear instructions about the grievance resolution procedures</li> <li>• Concerns and conflicts will be resolved promptly.</li> <li>• Full documentation of all grievances will be maintained.</li> </ul>
3.05.4	To understand the scope of the Grievance Resolution Policy	<p>The Grievance Resolution Policy relates to the management of workplace grievances raised by any employee of Abilify Support Services. All employees who have employee management or supervisory duties are expected to take responsibility for resolving grievances/disputes at the level where the problem has occurred.</p> <p>Note: workplace incidents of a violent or criminal nature are NOT covered by this policy and must be immediately reported to the Chief Executive Officer via your direct Manager or the General Manager Human Resources.</p> <p>A grievance, managed through the grievance process, may result in a recommendation that the employer takes disciplinary action. Counselling or disciplinary action should not be confused with the grievance resolution process.</p> <p>Grievance procedures are in place to deal with matters raised by individual employees. The Abilify Support Services' Performance Management Policy should be referred for employee performance and/or conduct matters which have been identified by managers and/or supervisors.</p> <p>If a grievance is raised during a disciplinary process, the grievance will be managed separately and if appropriate, the disciplinary process will continue independently.</p> <p>If a Manager believes there is or may be a conflict of interest between the grievance and/or the disciplinary process, the matter will be referred to the General Manager of Human Resources for guidance.</p>
3.05.5	To provide all employees with Abilify Support	Irrespective of the nature or severity of a grievance/ dispute, certain general principles

	Services' principles on grievance resolution.	<p>should be followed for successful resolution. These principles are:</p> <ul style="list-style-type: none"> <li>• Natural Justice/Procedural Fairness</li> <li>• Consistency</li> <li>• Due Consideration</li> <li>• Desired Outcome</li> <li>• Objectivity</li> <li>• Confidentiality</li> </ul>
3.05.5.1	To provide employees with an understanding of Natural Justice within context.	<p>Natural justice is the minimum standard of fairness to be applied in the investigation and adjudication of a dispute. This is also referred to as procedural fairness. The substantive requirements of natural justice involve:</p> <ul style="list-style-type: none"> <li>• Informing a person of the full particulars of any allegation/s made against them;</li> <li>• Providing the person against whom an allegation/s is made reasonable opportunity to state their case, provide an explanation or put forward a defence;</li> <li>• Ensuring that proper investigation of the allegations occurs, that all parties are heard and relevant submissions considered; and</li> <li>• Ensuring that the decision maker acts fairly and without bias.</li> </ul>
3.05.5.2	To provide employees with Abilify Support Services' commitment to Consistency.	Abilify Support Services will ensure decision makers are consistent in interpretations and the application of policies and procedures in supervisory practices, disciplinary practices and in relation to any advice given.
3.05.5.3	To provide employees with Abilify Support Services' commitment to Due Consideration	Abilify Support Services will ensure that sufficient time is made available to discuss and treat all grievances/disputes with the same degree of due consideration and seriousness even though a matter may appear, on the surface, to be trivial or less important in nature.
3.05.5.4	To provide employees with an understanding of a Desired Outcome	Abilify Support Services will endeavour to establish the outcome desired by the employee raising the grievance. This outcome will be documented whilst adhering to all principles as outlined in Policy Number 4.12.5. Documentation of the desired outcome is not confirmation that this is the final outcome.

3.05.5.5	To confirm Abilifly Support Services' to maintaining objectivity during the grievance process.	Abilifly Support Services will make every attempt to ensuring that Managers avoid forming ill- considered views in relation to the grievance resolution process. Each party will be given the opportunity to convey they views. An impartial person will be made available if there is a perceived bias to ensure that objective assessment is not hindered.
3.05.5.6	To provide employees with Abilifly Support Services' commitment to maintaining Confidentiality.	<p>Abilifly Support Services will ensure all grievances are actioned in a confidential manner. When a grievance is raised or resolved, care is to be taken not to discuss the matter with non- involved employees.</p> <p>The investigating Manager may discuss a grievance, for the purpose of gaining further information, with employees who may be a witness.</p> <p>Any notes/records relating to the grievance process are to be stored securely at all times when not in use.</p>
3.05.6	To understand the legislative context of the Grievance Resolution Policy.	<p>The requirements covered by the Grievance Resolution Policy and Procedures are the subject of specific provisions of various Acts and Regulations, as outlined in the Legislative Context section at the beginning of this policy.</p> <p>Abilifly Support Services is committed to providing Managers and Supervisors with appropriate policies and procedures to manage grievance and/or harassment in the workplace.</p>
3.05.7	To understand who is responsible for implementing and monitoring the grievance process	<p>Policy implementation and responsibility for monitoring the grievance policy is assigned to specific groups and/or individuals across Abilifly Support Services.</p> <p>These groups and/or individuals are:</p> <ul style="list-style-type: none"> <li>● Director</li> <li>● Manager Human Resources</li> <li>● Operations Manager</li> <li>● Managers and Assistant Managers</li> <li>● Employees</li> </ul>
3.05.7.1	To understand the role of the Abilifly Support Services Directors.	Abilifly Support Services Director is responsible for ensuring that Abilifly Support Services has established effective systems for managing workplace grievances across all Abilifly Support Services offerings.

3.05.7.2	To understand the role of the Director in relation to grievance resolution.	<p>The Director is responsible for:</p> <ul style="list-style-type: none"> <li>• Demonstrating leadership and commitment to the resolution of work-related grievances;</li> <li>• Ensuring the implementation of an effective, timely, confidential, impartial and just system for dealing with grievances;</li> <li>• Ensuring that employees are adequately trained and supported in the use of the grievance process;</li> <li>• Ensuring employees who raise grievances are not victimised;</li> <li>• Ensuring that standard grievance related documentation and systems are implemented to ensure adequate documentation and confidentiality of all parties involved; and</li> <li>• Ensuring that the Grievance Resolution Policy implementation is monitored and is formally evaluated twelve (12) months after initial implementation and at regular intervals thereafter.</li> </ul>
3.05.7.3	To understand the role of the Human Resources General Manager	<p>The Human Resources General Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring that policy and associated procedures are distributed, reviewed and available as required;</li> <li>• Developing and distributing the Grievance Resolution process to all employees;</li> <li>• Providing training in grievance resolution to all managers who have direct employees; and</li> <li>• Acting as an impartial third party as required.</li> </ul>
3.05.7.4	To understand the role of the Operation Managers.	<p>The Operation Managers are responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring that all managers attend Grievance Resolution training;</li> <li>• Providing support to their managers in dealing with a grievance; and</li> <li>• Acting as an impartial third party as required.</li> </ul>
3.05.7.5	To understand the role of the Manager	<p>Managers, Assistant Managers and Supervisors are responsible for:</p>

	and/or Assistant Manager and Supervisor.	<ul style="list-style-type: none"> <li>• Providing all employees with information to assist them to understand the Abilify Support Services Grievance Resolution Policy and Procedures;</li> <li>• Ensuring that instances of harassment and discrimination are dealt with promptly and not allowed to continue;</li> <li>• Ensuring that employees have access to training and information on the grievance resolution process;</li> <li>• Ensuring that employees have read the policy and procedures and signed a statement to indicate that they have read and understood the contents;</li> <li>• Ensuring that employees in their line of authority are given a copy of the Employee's Grievance Resolution information as part of their initial orientation into the organisation; and</li> <li>• Ensuring that all employees attend an information session on Grievance Resolution.</li> </ul>
3.05.7.6	To understand the role of all employees	<p>All Employees are responsible for:</p> <ul style="list-style-type: none"> <li>• Reading and ensuring their understanding of the policy and procedures</li> <li>• Attending information sessions as required</li> <li>• Reporting to their line manager or Human Resources team any incidents they witness that may result in a grievance (e.g. workplace interpersonal conflict).</li> </ul>
3.05.8	To ensure effectiveness of the grievance resolution process.	<p>Abilify Support Services will ensure effectiveness of the policy and procedures through monitoring and evaluating the following:</p> <ul style="list-style-type: none"> <li>• That all Managers have attended formal training in grievance resolution;</li> <li>• That all employees have attended an information session;</li> <li>• The number of grievances, trends related to the issues concerned and the outcomes; and</li> <li>• Surveying employee knowledge about grievance resolution policy and procedures.</li> </ul>

		The Human Resources Team are to drive this process and present the results to the Executive Management Team.
3.05.9	For individuals to understand their rights.	Employees have the right to request the involvement of any relevant union/association/support person at any stage of the grievance resolution process.
3.05.10	To understand the rights of the Complainant.	<p>Any employee with a grievance (i.e. complainant) has a right to:</p> <ul style="list-style-type: none"> <li>• Be provided with information regarding their rights and responsibilities under relevant legislation;</li> <li>• Seek management counselling without making a formal complaint/grievance;</li> <li>• Withdraw from the grievance at any stage within the process. Note: although the complainant may be advised that management will continue to pursue the complaint if the matter is considered serious or impacts on the organisation's Duty of Care;</li> </ul> <p>Pursue the grievance through alternative channels (such as unions and/or Anti- Discrimination Board) if not satisfied with the management of the grievance by Abilifly Support Services;</p> <ul style="list-style-type: none"> <li>• State their desired outcome</li> <li>• Have access to records of meetings which they have attended to confirm a true and accurate record of discussions;</li> <li>• Place comment on the file that contains the record of their involvement;</li> <li>• Be informed of all decisions and progress made which may affect them, with consideration given to the privacy of other parties;</li> <li>• Be given protection against victimisation or harassment because they have raised a grievance; and</li> <li>• Have a support person present at meetings which they attend relating to the grievance.</li> </ul>

3.05.11	To understand the responsibilities of the Complainant	<p>It is the responsibility of the complainant to:</p> <ul style="list-style-type: none"> <li>• Provide timely and accurate notification of grievances;</li> <li>• Not make malicious, vexatious or frivolous complaints;</li> <li>• Not discuss the grievance with anyone not involved in the grievance resolution process;</li> <li>• Respect the right of the respondent/s to privacy</li> <li>• Inform management if they feel they have been victimised for raising the grievance; and</li> <li>• Be co-operative with resolution processes</li> </ul>
3.05.12	To understand the rights of the Respondent	<p>Any employee who has a complaint made about them (i.e. Respondent) by another employee (Complainant) has the right to:</p> <ul style="list-style-type: none"> <li>• Be provided with information regarding their rights and responsibilities under Occupational Health and Safety and Anti-Discrimination legislation;</li> <li>• Be provided with protection against any vexatious or malicious complaints;</li> <li>• Be informed promptly, in writing, of the substance of the grievance;</li> <li>• Have an opportunity and sufficient time to respond to the grievance;</li> <li>• Seek advice and management counselling;</li> <li>• Be afforded the presumption of innocence unless proven otherwise;</li> <li>• Have a support person present at meetings which they attend relating to the grievance;</li> <li>• Be informed of all decisions and progress made which may affect them, with consideration given to the privacy of other parties;</li> <li>• Have access to records of meetings which they have attended to enable them to confirm that they are a true and accurate record of discussions; and</li> <li>• Place comment on the file that contains the record of their involvement.</li> </ul>

3.05.13	To understand the responsibilities of the Respondent.	<p>Any employee who has a complaint made about them by another employee has the responsibility to:</p> <ul style="list-style-type: none"> <li>• Provide as much information as possible to assist in the effective resolution of the grievance;</li> <li>• Be honest</li> <li>• Maintain the privacy of the complainant; and</li> <li>–</li> <li>• Not discuss the grievance with anyone not involved in the grievance resolution process.</li> <li>• Attempting to resolve the issue at the local level through an informal process, where appropriate</li> <li>• Advice on further action if local resolution is not achieved.</li> </ul>
3.05.14	To understand the responsibilities of a Support Person.	<p>An employee or union representative acting as a support person for a complainant or a respondent has the responsibility to:</p> <ul style="list-style-type: none"> <li>• Be a witness to the process</li> <li>• Attend meetings as requested by the person they are supporting, in relation to a grievance only; and</li> <li>• Provide support to the person they are attending the meeting with.</li> </ul> <p>The support person is not an active participant in the meeting.</p> <p>The support person may request a break in proceedings and have a conversation with the employee outside the meeting room and then reconvene when this private conversation is completed.</p> <p>The support person must be legally an adult (i.e. Over the age of 18 years).</p> <p>The support person may be excluded from inclusion in the event that the person is material to the matter being discussed.</p>

## **Legislative Context**

Legislation that relates to Grievance Resolution is

- Anti-Discrimination Act 1991 (QLD)
- Equal Opportunity for Women in the Workplace Act 1999 (Cth)
- Workplace Relations Act 1996 (Cth)