

## EDUCATORS - GRIEVANCE / RESOLUTION OF DIFFERENCES

### POLICY

Problems, issues and differences of opinion arise periodically; it is therefore necessary to have a clear, transparent and consistent process aimed at the speedy resolution of differences.

### PROCEDURE

1. Determine problem. Co-ordinator/Management Committee Member to interview parties individually. Children may need temporary placement whilst this takes place.
2. Look to documents (Law and Regulations, Educator Agreement, Guidelines/Criteria) for breach, establish grounds for deregistration if necessary. Inform DEECD if breach of Law or Regulation is identified.
3. Staff meeting, including Co-ordinator and Management Committee Member, to:
  - isolate problem.
  - look at options.
  - determine need for further intervention.
  - compile plan of action.
4. Re-interview parties either individually or together, as determined by:
  - staff meeting.
  - parties' co-operation.
5. Put chosen plan of action into practice, offer support, counselling and supervision.
6. Monitor situation regularly.
7. Evaluate effectiveness of action plan.
8. Further meeting, if deemed necessary by Co-ordinator, to determine further options.
9. Effective follow-up and support leading to resolution.
10. Detailed written reports to be maintained.
11. DEECD should be informed if any breach to Law or Regulation is identified; they may conduct a separate investigation (which may lead to legal action). The Educator and Coordination unit are required to assist and disclose all relevant information.

Note: see also - Educators: Discipline/termination  
Families: Complaints

Source: Mt Alexander FDC handbook  
Mt Alexander FDC Educator Agreement  
National Law and Regulations

Reviewed September 2005, August 2008, July 2009, July 2012