

Policy on Employee Grievance

Date adopted...04/06/2018.....

Latest date for review.....24/06/2019.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

OptimumChoice a disability service organisation which is governed by management, the Corporations Act (2001) and our policies.

2.PURPOSE AND SCOPE

OptimumChoice was established for the purpose of providing care to improve the lives of people with disabilities where their individualities are recognised and their safety is paramount.

The purpose of this policy is to establish mechanisms for the Organisation's employees, contractors or volunteers and other paid/unpaid persons involved in Organisation business (e.g. work experience participants and students on practicum) to lodge a complaint or grievance.

The policy has been framed around natural justice principles and individuals' rights as they are specified in **the Equal Opportunity Act (1984), Disability Discrimination Act (1992), Sex Discrimination Act (1984), Racial Discrimination Act (1975), Human Rights and Equal Opportunity Commission Act (1986), Workplace Relations Act (1997), Minimum Conditions of Employment Act (1993), Occupational Health, Safety and Welfare Act (1984), Privacy Act (1988) and Standard 8 of the Disability Services Standards (1993).**

National Disability Insurance Scheme Act. (2013)

This policy applies to all programs and activities.

3. POLICY STATEMENT

OptimumChoice is committed to ensuring that all staff are free to lodge grievances, to have those grievances dealt with promptly, fairly and non- threateningly and to have those grievances resolved in a satisfactory manner if possible.

4. PROCEDURES

The following procedures are to be implemented to ensure that the Organisation meets its policy objective of ensuring that all staff are free to lodge and have resolved any complaints or grievances about the clients, its staff or its operations:

- 4.1 Have appropriate policies and procedures on the lodgment and resolution of employee grievances.
- 4.2 Ensure that all agency employees and volunteers are aware of their right to lodge a grievance and to have that grievance heard.
- 4.3 Ensure that the hearing of any grievance conforms to principles of natural justice.
- 4.4 Reassure staff that lodging a grievance will not prejudice them with respect to ongoing employment or career development opportunities.
- 4.5 Ensure that the grievance and response to the grievance are fully documented.
- 4.6 Ensure that the Management Committee is informed of any grievances that are lodged, the actions taken by resolving those grievances and the final outcome.
- 4.7 Implement appropriate appeal mechanisms at both service management and management committee level.

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

- 5.1 All new employees will be provided with a copy of, Policy on Staff Grievances and a staff copy of the policy is kept in each service outlet.
- 5.2 Employees and volunteers will be encouraged to first discuss the matter with the involved party prior to lodging a formal grievance.
- 5.3 If the matter is not resolved, staff members will have the opportunity to meet formally with their immediate supervisor within five working days and complete a Grievance Report.
- 5.4 If the matter has not been resolved by the supervisor, staff members will have the opportunity, within five further working days, to meet with the Executive Officer who will review the Grievance Report and take further action in attempting to resolve the grievance.
- 5.5 If the matter has not been resolved at executive officer level, the Grievance Report will be tabled at the next meeting with the Management and the Executive Officer, providing a full briefing on the source and nature of the grievance and actions taken to resolve the complaint.
- 5.6 Periodic staff surveys will be undertaken to ascertain whether there are any unreported concerns or grievances amongst the staff.

6. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately.