



STAFF & MEMBER DISPUTE RESOLUTION POLICY

POLICY NO	018RRRWN	VERSION NO	1
DRAFTED BY	KENDALL GALBRAITH	APPROVED BY BOARD ON	07/04/2025
REVIEWED BY	ELLEN SMITH & GOVERNANCE COMMITTEE	SCHEDULED REVIEW DATE	March 2027

INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. The RRR Network encourages its employees and members to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, the RRR Network’s management. The preferred process involves employees and members resolving issues to their satisfaction internally, without feeling they must refer to external organisations or to authorities for assistance.

PURPOSE

The purpose of this document is to provide an avenue through which employees and members, and RRR Network management, can resolve work-related complaints as they arise.

POLICY

The RRR Network has established a procedure to promote fast and efficient resolution of workplace disputes and grievances. Employees and members should feel comfortable discussing issues with RRR Network management in accordance with the procedures outlined below. All formal avenues for handling grievances will be fully documented and the employee/member’s wishes will be considered in determining the appropriate steps and actions.

This policy and procedure should be utilised in the first instance. No employee or member will be intimidated or unfairly treated in any respect.

This Policy applies to permanent, part-time and casual paid employees, volunteers and members.

Authorisation

SIGNATURE OF CEO *Kendall Galbraith*

DATE 7/22/2025

Authorisation

SIGNATURE OF SECRETARY *Louise O'Neill*

DATE 7/22/2025

STAFF & MEMBER DISPUTE RESOLUTION PROCEDURE

POLICY NO	018RRRWN-P1	VERSION NO	1
DRAFTED BY	KENDALL GALBRAITH	APPROVED BY CEO ON	07/04/2025
RESPONSIBLE BY	KENDALL GALBRAITH	SCHEDULED REVIEW DATE	March 2026

DEFINITIONS

Employees: Inclusive of persons formally engaged by the RRR Network, either in a paid or unpaid (volunteer) position.

Members: Current financial members to the RRR Network

RRR Network Management: Anyone in a supervisory position at the RRR Network, including Board members.

Responsibilities

It is the responsibility of RRR Network Management to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their Employees and Members;
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All Employees and Members are treated fairly and without fear of intimidation.

It is the responsibility of Employees, Members, Board Directors and CEO to ensure that:

- They attempt to resolve any issues through RRR Network Management and through internal processes at the earliest opportunity.

It is the responsibility of the RRR Network Management to ensure that:

- All Employees and Members are aware of their obligations and responsibilities in relation to communication and information sharing with their Employees;
- Ongoing support and guidance are provided to all Employees and Members in relation to employment and/or communication issues;
- All Employees and Members are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of RRR Network Management is handled in the most appropriate manner at the earliest opportunity.

Procedures

Employment Practices

All Employees and Members should be aware of the possible ramifications of their actions in the course of their engagement by/with the RRR Network. They must ensure that all Employees and Members are treated with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, Employees/Members should contact RRR Network Management for advice at the earliest opportunity.

Where a grievance or dispute has been brought to RRR Network Management's attention, they should assess whether the Employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the Employee or Member involved is not covered by such a document, the guidelines below should be followed.

Grievances and Dispute Resolution

An Employee or Member who considers that they have a dispute or grievance should raise the matter with RRR Network Management as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

RRR Network Management should check for clarification of the issue to ensure they fully understand the complainant's concern. Managers should follow the standard procedure of offering the employee or member the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the Employee/Member with a written summary of the meeting and clarification of the next steps to be taken.

RRR Network Management must ensure that the way the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to always maintain complete confidentiality. If the matter is not resolved and the Employee/Member wishes to pursue it, the issue should be discussed with RRR Network Management, then, if necessary, the Chairperson. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood. If the grievance/dispute is one of a confidential or serious nature involving the Employee or a Member, the complainant may discuss the issue directly with the CEO or Chairperson.

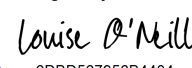
If you wish to raise a concern with RRR Network Management, please email to admin@rrrnetwork.com.au and Cc ceo@rrrnetwork.com.au.

Authorisation

Signed by:

A4B4147EE91B4F5...
SIGNATURE OF CEO
DATE 7/22/2025

Authorisation

Signed by:

6DBD567956B4404...
SIGNATURE OF SECRETARY
DATE 7/22/2025