



Policy & Procedures
Paradise FM 101.9
Cherry Street Ballina NSW 2478
Staff Dispute Policy

Purpose:

The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

Policy:

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Paradise FM encourages its employees' presenters and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor/manager.

The preferred process involves employees, presenters and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance. Paradise FM shall establish mechanisms to promote fast and efficient resolution of workplace issues. Employees, presenters, and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances shall be fully documented and the employee/presenter/volunteer's wishes shall be taken into account in determining the appropriate steps and actions. No employee shall be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to permanent and part-time paid employees and to volunteer workers.

Procedure:

Employment Practices

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, managers or supervisors should contact the Human Resources Department for advice at the earliest opportunity.

Policy: Staff Dispute Policy			
Effective Date:	June 2022	Review Date:	June 2025
Version:	Draft V1.0	Uncontrolled when printed	



The Manager or Supervisor should follow the steps outlined below:

- Make sure that the employee feels listened to and supported. You don't have to agree with what they say, but you must make sure that they know you will act on their concerns.
- 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. Obtain a chronology of events (who, what, why, when, how etc).
- Run through the applicable policies and procedures (e.g. the organisation's anti-discrimination policy) with the complainant.
- Provide the complainant with plenty of time to ask questions.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee/volunteer with a written summary of the meeting and clarification of the next steps to be taken.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with a Chair of the Paradise FM Committee, or a Member sitting on the Committee, either in a pre-organised meeting or in writing.

The matter is to be discussed openly and objectively with management/committee to ensure it is fully understood. The Paradise FM Committee reserves absolute discretion as to making a final decision as to how the grievance or dispute will be resolved.

Related Legislation: Work Health and Safety Act 2012
Health and Safety Regulations 2012

Consulting Bodies: Community Broadcasting Association of Australia
Community Media Training Association (CMTO)

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