Self Help Pathway
Approach the person with whom you have a concern or conflict and engage in a constructive conversation to discuss and address your concern or conflict.

Support, Advice, Assistance
Approach people who can assist and advise you – such as:
- Your Leader / Supervisor
- Human Resource Officer
- University Complaints Officer
- Health and Safety Team
- Equity and Diversity Unit
- Employee Relations

Triage
You will need to describe your concern or conflict. The Triage Officer will support and advise you in determining the most appropriate pathway to resolve your concern or conflict.

Assisted Local Resolution Pathway
One or more of the following options to resolve your concern or conflict can be utilised:
- Self Help
- Supported Assistance
- Facilitation
- Mediation
- Conflict or Communication Coaching
- Team Initiatives
- Administrative Changes
- Change work practices

These pathways can be ceased if it is considered appropriate or necessary by the Triage Officer to move in to the Complaint Resolution Pathway or referral to another procedure or system.

Referral to another procedure or system
The Triage Officer may refer your concern or conflict to an alternative and more appropriate system or procedure for example:
- Complaint Resolution Pathway (undertaken through the Complaint Management Office)
- Employee Relations matter - Disputes procedure in the enterprise agreement,
- Performance related matter – refer to Local Supervision and Performance management processes
- Suspected process breach - Risk & Assurance processes
- Serious misconduct allegations - Committee of Inquiry
- Public Interest Disclosure
- Classification Review

No – Arrange further discussion with Triage Officer and consider another Assisted Local option or the Complaint Resolution Pathway

Did that work?

Yes - Resolved;
Follow through on your commitments.

No

No
Summary information relating to Promoting a Respectful and Collaborative Workplace: Resolving Workplace Concerns and Conflict Procedure and associated flowchart.

The Promoting a Respectful & Collaborative Workplace: Resolving Workplace Concerns or Conflict Procedure supports the Promoting a Respectful and Collaborative University: Diversity and Inclusiveness Policy and has been designed in a way that reflects current staffing, systems and processes. With a focus on enhancing communication in managing workplace concerns or conflicts, the procedure is aimed at encouraging resolution at the local area whenever possible and to provide local managers and supervisors with information and support to avoid any escalation of conflict and potential damage to team cohesion.

The procedure for supporting a collaborative and respectful workplace in management of concerns or conflict includes;

- Workplace issues or concerns being raised with the local Supervisor for the area in the first instance (unless the issue is related to the area Supervisor – in these circumstances it is recommended to contact one of the persons listed below in order to discuss the issue). The local area Supervisor is considered to be the most appropriate first point of contact for raising workplace related concerns.
- Supervisors or staff can seek support from their relevant Human Resource Officer (HRO) for the Faculty or Division. This person will capture relevant information and initiate a ‘Triage process’ that will identify the most appropriate people to assist in managing the conflict.

When escalation is required, the Triage process will objectively determine the most appropriate resolution pathway to be followed, with the Triage process being directed by one (or a combination) of the following persons:

- The Associate Director, Health and Safety;
- The Manager, Human Resource Services;
- The Complaints and Information Management Officer;
- The Manager, Organisational Development;
- The Manager, Equity and Diversity;
- The Safety and Wellbeing Adviser, or a Safety Officer, Health and Safety;
- The Senior Employee Relations Officer

This Triage process builds upon the system currently in place at the University and is aimed to improve the resolution of concerns or conflict by ensuring that the most appropriate and effective management process is implemented.

The resolution pathway will then be facilitated / monitored by an appropriate nominated person (for eg HRO, Safety Officer, Complaints Officer, Employee Relations Officer) in conjunction with the local Supervisor for the area, as applicable.

The attached flowchart document provides a visual representation of the possible pathways for resolving workplace concerns or conflict. If you have any questions regarding this information, or require any clarification of your role in assisting the resolution of workplace concerns or conflicts, please contact the HRO for your Faculty or Division in the first instance.