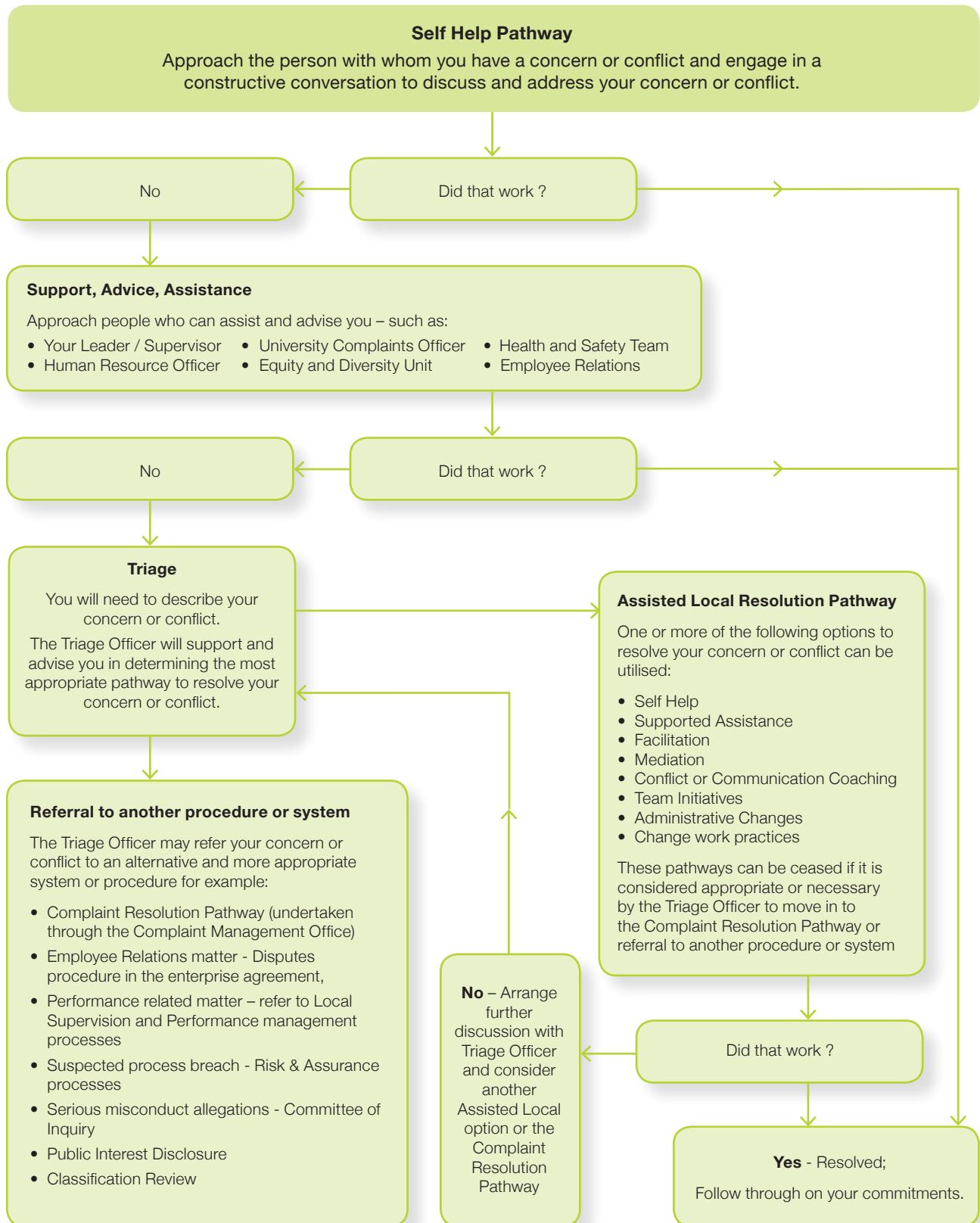


Attachment 2: Promoting a Respectful & Collaborative Workplace.

Pathways for Resolving Workplace Concerns and Conflict: Flowchart



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:

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