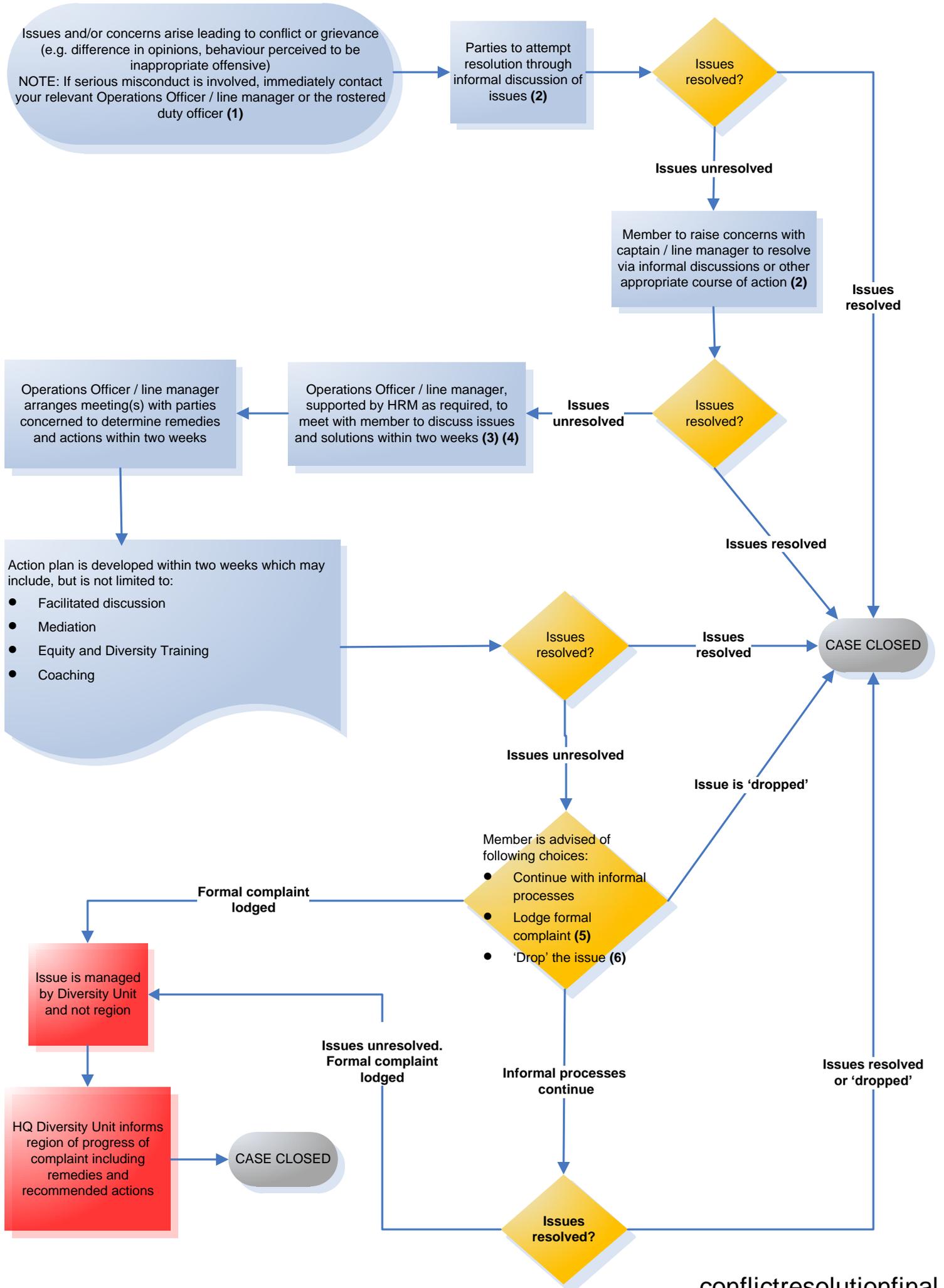


Informal Conflict Resolution Flowchart Northern & Western Metropolitan Region





Informal Conflict Resolution Flowchart – Guidance Notes

Purpose

The purpose of these documents is to provide guidance to Northern Western Metro Region (NWMR) members (staff and volunteers) in relation to best practice conflict resolution, and empower members to tackle conflict early and informally, before it becomes unmanageable.

It is intended that this information is used as a guide only and does not replace existing formal procedures relating to disciplinary management or equity and diversity complaints.

General Guidance Notes

- These guidance accompany the two attached charts
- Advice from the Regional Human Resources Manager can be sought from any party at any time through the resolution process
- Members are encouraged to access CFA welfare support services at any time during conflict resolution process
- If a member is not comfortable with discussing the issue directly with the person involved, or the issue involves a senior person directly responsible for them, they should discuss the issue with the HR Manager or escalate the issue further through the chain of command

Footnotes for Informal Conflict Resolution Flowchart, NWMR

- (1) Serious misconduct may include wilful or deliberate behaviour or conduct that involves:
- serious and imminent risk to health or safety of a person; or the reputation or viability of CFA;
 - engaging in theft, fraud, physical or sexual assault;
 - intoxication at a place of work; and
 - refusal to carry out a lawful and reasonable instruction

If you are unclear about what constitutes serious misconduct, contact your relevant Operations Officer or Manager.

- (2) Refer to attached document *Resolving Conflict Informally*
- (3) At this step, if the aggrieved member is a volunteer, the matter should escalate to the relevant Operations Officer
- (4) **Points of discussion could include:**
- What is the outcome you are looking for? Is this realistic?
 - Have you tried discussing your issues or concerns directly the other party?
 - Has your next responsible officer attempted to solve these issues? If so, how? What happened?
 - Would you be willing to undertake an informal issue resolution process in the first instance, which begins with an informal meeting with a district officer and HRM to reach a resolution?
- (5) Not all conflict related matters can be formally heard by the Diversity Unit. Matters heard by the Diversity Unit relate to Discrimination, Harassment, Bullying or Violence at CFA. Members should refer to the recommended reading list outlined below and seek advice from their Operations Officer or Regional HRM before they consider lodging a formal complaint.
- (6) If a members wishes to 'drop an issue' CFA may draft a written agreement or file note to ensure that the interests of individuals involved and CFA are protected

Recommended Further Reading

- HR02012 Complaint Resolution Procedure Complaint Resolution (Discrimination, Harassment, Bullying or Violence at CFA)
- HR02013 Equal Opportunity (EO) & Diversity Policy This policy applies to all CFA employees and volunteers. It also applies to contractors, customers, service providers
- HR02014 Prevention of Discrimination, Harassment Policy

Resolving Conflict Informally

