



Policy
Last updated

Internal conflict
6 June 2022

INTRODUCTION

Sunshine FM highly values good relationships between our members, volunteers, employees and contractors. We recognise that grievances and internal conflict can arise in any organisation or workplace, and Sunshine FM is committed to fair and balanced internal conflict resolution processes. In the case of our workplace, processes will be in line with any relevant Award and Fair Work Australia direction.

Sunshine FM's internal conflict policy complies with Code 1.6 'Our responsibilities in broadcasting to meet our community interest' described in the CBAA Code of Practice.

TO WHOM DOES THIS POLICY APPLY

Information in the following section primarily applies to employees of the Association. Where appropriate to circumstances involving a volunteer, Sunshine FM will adopt the same open and constructive principles of conflict resolution.

Internal conflict involving members of the Association appears in the section, 'Members of the Association'.

INTERNAL CONFLICT IN THE WORKPLACE

A grievance exists when one or more people disagree about something and matters remain unresolved. When a grievance occurs, the following should take place:

- The person with the grievance should go to the person they have the grievance with, as soon as practicable, outlining in a calm on open manner, their concerns and desired resolution.
- Any person confronted with a grievance should demonstrate genuine willingness to listen and remain calm, working with the other person to resolve the grievance.
- The focus of a constructive grievance process is resolution, and the concerned parties achieving a negotiated outcome, themselves.
- When a grievance is unresolved, a person should bring the grievance to the attention of the station manager, so that the issue can be resolved quickly, rather than allowing it to escalate.
- The manager will listen to the aggrieved person's concerns and focus on positive, agreeable resolution.
- If the manager believes it will be helpful or it is clearly necessary, a meeting will be arranged with the affected people and together, work towards resolution.
- If a grievance remains unresolved, it may be prudent to involve an independent facilitator who can assist the concerned parties, through mediation, to arrive at an acceptable resolution. The independent facilitator can be nominated by station management.
- Where all of the above procedures have been followed, the grievance involves an employee of the Association and the grievance remains unresolved, an Independent Arbitrator, such as Fair Work Australia (FWA) can be brought in to resolve the grievance.
- FWA may settle a dispute via mediation, conciliation, or by making a recommendation or expressing an opinion, except in the circumstances where the parties have agreed to limit the powers of FWA.

- FWA may, where agreed by the parties, deal with the matter by arbitration and make a binding decision regarding the grievance.
- Sunshine FM or the employee may appoint another person, organisation or association to represent them during this process.
- Wherever possible, grievance resolution procedures should not interfere with the continued operation of Sunshine FM.
- Grievance resolution processes should remain confidential and only people directly involved in the process should be aware of the details of the dispute.
- Notes should be taken at all stages of the grievance resolution process and these, along with copies of relevant communication during the grievance resolution process, should be stored in a confidential HR file.
- Where required and the people involved are advised, agreed outcomes should be documented as evidence of resolution and retained by Sunshine FM.
- If a grievance is found to be vexatious, appropriate action against the complainant may be undertaken and include disciplinary procedures.

IF THE GRIEVANCE OR INTERNAL CONFLICT INVOLVES THE STATION MANAGER

If a workplace grievance or internal conflict directly involves the station manager, the volunteer, staff member or contractor should, in the first instance, give the manager a reasonable opportunity to respond. If the person involved is dissatisfied with the manager's response, the matter can then be referred to the secretary of the Sunshine FM Radio Association Inc:

- in hard copy, marked 'confidential' and delivered to Sunshine FM Reception or posted to PO Box 1049, Buderim, QLD, 4556; or
- by email to secretary@sunshinefm.com.au

The secretary will review the matter and advise:

- if more information is required;
- if the secretary or the secretary's delegate wishes to meet with the volunteer, staff member or contractor; or
- the outcome of the secretary's consideration of the matter, based on the facts and the principles of natural justice.

If the outcome of the review is that the station manager has a case to answer, the secretary will submit the matter and the secretary's findings to the Board of Management for further consideration.

MEMBERS OF THE ASSOCIATION

If members of the Sunshine FM Radio Association Inc. are involved in a role or activity within the station or are visiting the station for any reason, they are required to comply with the same workplace policies and procedures as volunteers, staff, contractors and visitors.

Members involved in internal conflict or wishing to report a grievance relating to the Sunshine FM workplace should bring the matter to the attention of the station manager. The manager's response will be in accordance with the relevant clauses in the section of this policy document entitled 'Internal Conflict in the Workplace'.

If the member is dissatisfied with the station manager's response, the member should make this known to the manager who will review the matter to establish if station policy was properly followed and inform the member of a final decision.

If the member remains dissatisfied, the member should bring the matter to the attention of the secretary of the Association, in writing. This can be in the following forms:

- hard copy, marked 'confidential' and delivered to Sunshine FM Reception or posted to PO Box 1049, Buderim, QLD, 4556; or
- by email to secretary@sunshinefm.com.au

If the grievance or internal conflict being reported by the member directly involves the station manager, the member should, in the first instance, give the manager a reasonable opportunity to respond. If the member is dissatisfied with the manager's response, the matter should be referred to the secretary, as above.

If the internal conflict is an Association-level matter that does not involve a grievance or incident within the Sunshine FM workplace, the member should refer the matter to the secretary, as above. It will be considered by the Board at the next board meeting in accordance with the Constitution of the Association and the principles of natural justice.

The secretary will communicate with the member to advise:

- if the Board requires more information;
- if the Board or its delegate wishes to meet with the member; or
- the outcome of the Board's consideration of the matter, the outcome being determined by majority decision of the Board.

COMPLAINTS WITHOUT MERIT

Grievances and internal conflict can be stressful, and in serious cases, potentially debilitating for those involved. It is the intention of this policy and Sunshine FM management to maximise constructive engagement across the organisation and the Association, and to take all reasonable steps to minimise the impact of internal conflict.

It is essential to the wellbeing of all concerned, including those indirectly affected by conflict, that all parties to a grievance speak openly, truthfully and with the objective of resolving the matter in a constructive and timely manner.

Sunshine FM will make every reasonable effort to resolve matters brought to its attention, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith. Such complaints may warrant separate review and if found to be vexatious, could lead to disciplinary action.

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