

HILLSONG CHURCH STANDARD OPERATING PROCEDURE			
DOCUMENT TITLE:	GRIEVANCE HANDLING		
DOCUMENT ID:	5-3-004	VERSION:	1.3
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SPONSORED BY:	KEITH AINGE	FRAMEWORK REF:	SAFE CHURCH

1. PURPOSE

- 1.1. The purpose of this procedure is to provide clear instruction on the handling of the personal grievances of Workers in the workplace.
- 1.2. Responding to Worker grievances is an important part of the Safe Church Framework, providing Workers with the means to raise issues which may affect their ability to perform their duties safely or effectively.
- 1.3. This procedure should be read in conjunction with the Hillsong Personal Grievance Policy.

2. SCOPE

- 2.1. While the Hillsong Personal Grievance Policy has been provided for all Workers and their personal grievances, the application of this procedure is intended for grievances which may affect the ability of the Workers to perform their duties within the Safe Church Framework.
- 2.2. The intended users of this procedure includes those who have responsibility for the management of Workers, and are authorised to handle Worker grievances.

3. DEFINITIONS

Child/Children or Young Person/People	Hillsong considers a Child or Young person to be a person under the age of eighteen (18) years.
Child-Related Worker	A Worker involved in providing services that are directed towards a Child or Young person (whether in whole or in part), or conducting activities that may involve a Child or Young person (whether in whole or in part), and includes the supervision of Child-Related Workers, irrespective of whether they actually work with Children or Young people, because of their overarching supervisory duties.
Grievance	Any type of problem, concern or complaint related to a Worker's work or work environment. It can be any act, behaviour, omission, situation or decision impacting on a Worker that the Worker thinks is unfair or unjustified.
Hillsong/Hillsong Church	Hillsong Church Limited (ABN: 37 002 745 879) and all its related entities operating within Australia.
Record/s	An account kept in writing or some other permanent form.
Workers	All those who are, or were at any relevant point in time, employees of Hillsong and all persons performing work, or facilitate activities, at the direction of, or on behalf of Hillsong. This includes directors, committee members, volunteers, HILC students, self-employed, contractors, sub-contractors, agents, consultants, temporary staff, people undertaking practical training as part of an educational or

	vocational course (other than as a school student undertaking work experience), or otherwise, defined under relevant legislation.
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4. PROCEDURE

4.1. Nature of Grievances

4.1.1. Examples of grievances relating to the Safe Church Framework includes:

- Safety in the workplace
- Staff development or training
- Supervision
- Rosters or hours of work
- Performance appraisal.

4.1.2. All matters relating to harm or a reasonable suspicion should not be considered a grievance, and should be reported immediately as a concern or disclosure to the Safe Church Office, using procedure 5-3-012.

4.2. Attempt to Resolve the Grievance Yourself

4.2.1. If the Worker feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the grievance. The Worker may find the other person was not aware of their grievance and the matter can be resolved directly.

4.3. Report the Grievance to Management

4.3.1. If the Worker does not feel comfortable talking to the person(s) involved, or they have tried to and it was ineffective in resolving the grievance, or if there is no other person involved in the grievance, the Worker should report the grievance to their Manager.

4.3.2. After reporting a grievance, the Manager will conduct an initial meeting with the Worker to:

- Obtain information about the Worker's personal grievance and what they consider will resolve it.
- Explain how the grievance procedure works.
- Decide if they are the appropriate person to handle the grievance. This includes considering whether they have the necessary authority and can deal with the grievance without a real or perceived conflict of interest.
- Refer the matter to the Head of Human Resource if the Manager is unable to handle the Worker's grievance.

4.4. Responding to Grievance

4.4.1. In determining the need for, and level, of response to the grievance, the Manager should give consideration to:

- the seriousness of the grievance
- the likelihood that other Workers may have the same, or similar, grievances

- the likely impact on the effectiveness of the Safe Church Framework.

4.4.2. The Manager should explain to the Worker that they can seek advice from the Manager or a designated support person at any stage during the grievance process. The Worker can bring a support person to a grievance meeting if so desired.

4.4.3. For grievances requiring an informal response, the responses available to the Manager include:

- The Manager discussing the issue with the person against whom the complaint is made
- The Manager facilitating a meeting between the parties in an attempt to resolve the issue and move forward.

4.4.4. For grievances that are not able to be resolved through the informal response, they must be progressed to the formal grievance procedure.

4.4.5. The formal grievance procedure should be conducted by the Head of Human Resources, or nominated representative, who will first investigate the grievance.

Note: If at any point during the investigation, a concern or disclosure of harm is revealed, the matter should be referred immediately to the Safe Church Office. The investigation must not resume until further instruction is received from the Safe Church Office.

4.4.6. The results of the completed investigation along with recommendations will be reported to the Head of Agency who will make a finding and confirm the appropriate response.

4.5. Possible Outcomes

4.5.1. The outcomes will depend on the nature of the grievance and the procedure followed to address the grievance.

4.5.2. Where an investigation results in a finding that a person has engaged in conduct in breach of a Hillsong Policy or code of conduct, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the grievance and other relevant factors.

4.5.3. Other responses to grievances include but are not limited to:

- training to assist in addressing the problems underpinning the grievance
- monitoring to ensure that there are no further problems
- implementing a new policy or procedure
- requiring an apology, counselling, or an undertaking that certain behaviour stop
- changing work arrangements.

4.6. Following a Grievance

4.6.1. Work should continue as normal while a personal grievance is being dealt with. All persons affected by the grievance are expected to co-operate with Hillsong to ensure the efficient and fair resolution of the grievance.

4.6.2. Disciplinary action will be taken against any person who victimises or retaliates against a person who has lodged or is involved in a personal grievance issue under this Policy. Such action may include termination of employment.

4.6.3. All Workers involved in the grievance must also maintain confidentiality, including the Worker who lodges the complaint. The complainant may discuss the grievance with a designated support person or representative (i.e. who is not a Hillsong Worker). However, the support person or representative must also maintain confidentiality. Any disciplinary action is a confidential matter between the affected person(s) and Hillsong. A Worker's breach of confidentiality may result in disciplinary action.

4.6.4. Where considered appropriate, agreed resolutions of personal grievances arising from the informal procedure may be recorded and signed by all parties. Generally, it will not be necessary to put records of a personal grievance on an employee's personnel file, unless there is some disciplinary action taken as a result of the grievance. A record of any disciplinary action that is taken arising from a formal investigation will be placed on the personnel file of any person who is disciplined.

5. RELATED WORK INSTRUCTIONS

DOCUMENT ID:	WORK INSTRUCTION TITLE:

6. RELATED PROCEDURES

DOCUMENT ID:	PROCEDURE TITLE:
5-3-012	Receiving a Concern or Disclosure of Harm

7. RELATED RECORDS

DOCUMENT ID:	TITLE:	MIN PERIOD RETAINED:
5-5-005	Receiving a Concern or Disclosure Form	30 years