

Grievance Procedure

Level 1

- Speak directly with the person involved to achieve a suitable solution.
- If not resolved, see the next level.

Level 2

- The matter is referred to the Coordinator, or the Service's P&C Executive Committee's OSHC Liaison.
- Either the Coordinator or the OSCH Liaison should acknowledge the complaint within 5 days of being received, and investigate.
- The Coordinator/OSHC Liaison will make a decision/determination, and make a written decision within 28 days of receiving the complaint.
- A meeting/action-plan will be planned if necessary, to resolves the issue.
- If it is still not resolved, see the next level.

Level 3

- The matter is referred to the P&C Executive Committee as a whole.
- The P&C Executive will advise the complainant of escalation of the complaint within 5 days of being received.
- The P&C Executive reviews the case and processes and actions taken so far.
- The P&C Executive convenes a meeting between all relevant parties to negotiate a suitable outcome to the issue.
- If it remains unresolved, see the next level.

Level 4

- A meeting is convened between all parties involved so far, with an ACECQA/ECEC representative, Union Delegate (if applicable), to reach a conclusion.
- If the matter is still not suitably resolved to the satisfaction of all parties involved, see the final level.

Level 5

- Professional Mediation/Dispute Resolution Counsellor.



WEST END STATE SCHOOL PARENTS & CITIZENS' ASSOCIATION

24 Vulture Street, West End QLD 4101

Telephone: 3010 8282
Mobile: 0412 153 706

Email: wessoshc@bigpond.com
ABN: 27 194 554494

7.18 Employee Roles, Responsibilities, Expectations and Code of Conduct

Professional Conduct and Confidentiality:

- Conduct yourself and interact with all children, parents, and staff in a respectful, appropriate professional manner at all times, including tone, verbal language, facial expression, and body-language.
- Observe the Service's dress code, including: close-toed footwear suitable for running and walking; appropriate clothing in good repair, i.e. no mini-skirts, short dresses, inappropriate short-shorts or tights where the crotch area isn't covered by shirt etc.
- Always be identifiable as a staff-member by wearing the supplied ID nametag and staff uniform at all times when on-duty.
- Role-model and support all aspects of health and well-being, including sun-safety, food, and drink while on-duty.
- Observe the service's "No Smoking" Policy.
- Do not engage in horseplay and practical jokes with other staff or visitors – ensure humorous interactions with children are age-appropriate.
- Ensure inappropriate language is never used by anyone at the Service while 'on the floor', or within hearing of children and parents, e.g. swearing or raising your voice.
- While on-duty, limit conversation with co-workers that is unrelated to work or likely to distract from supervising children and discharging any other duty.
- Maintain the confidentiality of all information gained through your involvement with the Service at all times – including all information regarding children, parents, families, co-workers, management, and the P&C.
- For privacy and confidentiality reasons, educators should not loiter in the Office unless necessary. Always knock and wait for a response before entering.
- No unauthorised access, possession, use or photocopying of any Service documents, personnel files or any other confidential files or information is allowed.
- Educators shall not access Service computers including the Internet, photocopiers, telephones or other office equipment for business or private use, without the prior permission of the Coordinator. Educators wishing to do so must disclose to the Coordinator whether it is for business or private use prior to obtaining permission.