

## Conflict Resolution Policy

### **Introduction**

The Board of Project Independence (PI) is committed to providing residents, parent/carers and staff with a harmonious environment where everyone is treated with dignity and respect.

### **Purpose**

The purpose of this document is to provide a framework for PI in dealing with conflicts that arise, with the aim to promote harmony and respect within the PI environment.

### **Policy**

A key focus for PI is to encourage and develop residents to resolve conflicts themselves with minimal support from PI staff and families/carers. Whenever support provided by PI staff and families/carers is no longer required, it needs to be removed as quickly as possible.

PI has developed a “Conflict Resolution Process Flowchart” (Attachment A) that should be used whenever a conflict arises.

Regarding NDIS Reportable Incidents, PI will ensure relevant authorities are made aware of the incident within the first 24 hours of it being reported. All Reportable Incidents will be thoroughly investigated by PI who will make all relevant authorities aware of the outcome of their investigation and proposed actions. Involved parties and their family/carers will also receive this information.

When the issue is not a Reportable Incident, the following steps will be taken:

1. Address the perceived conflict informally with those involved, preferably as soon as the issue occurs;
2. Where this fails, seek the help of a person not involved in the conflict (preferably the Live- In Resident Coordinator or Operations Coordinator) to intercede;
3. Parties to meet in the presence of the OC or LIRC with the aim of resolving the situation;
4. If unable to be resolved, escalate to the formal process using the Complaint/Incident Report Form. This needs to include evidence that at least one of the parties has made a good faith effort towards resolving the issue (through steps 1 and 2) without success;



5. Once escalated PI will undertake a formal investigation process;
6. If the conflict is unable to be resolved as a result of PI Management investigation, a report will be prepared for the Board who will consider the findings and provide a directive on necessary actions to resolve the conflict;
7. All residents and their family/carers must comply with outcomes and timeframes of the PI Management or Board decision, or alternatively submit an appeal within 14 days of receiving the report.

### **Residents' Responsibilities:**

Residents of Project Independence will:

- Respectfully address the perceived conflict with others involved in an informal manner, preferably as soon as the Incident occurs.
- If unable to be resolved, report the issue to the LIRC and OC either verbally, or via a Complaint/Incident Report Form.
- Meet with the other party in the presence of the LIRC or OC who will attempt to assist parties to find a solution.
- If the issue cannot be resolved in this manner, then assist the OC in their formal investigation by submitting a Complaint/Incident Report Form and providing all information relevant to the investigation.
- All residents and their family/carers must comply with outcomes and timeframes of the PI Management/Board decision, or alternatively submit an appeal within 14 days of receiving the report.

### **Family/Carers' Responsibilities**

Family/ Carers of Residents will:

- If requested, assist the person they care for to report an incident or complaint and help them complete a Complaint/Incident Report Form if required.
- Cooperate with the investigation process by supporting the person they care for to provide all information which will assist in finding the truth.
- All residents and their family/carers must comply with outcomes and timeframes of the PI Board decision, or alternatively submit an appeal within 14 days of receiving the report.

### **Project Independence Responsibilities:**

Project Independence will:



- Ensure that a copy of the Policy, Procedure, Flow Chart and Complaint/Incident Report Form is made available to all residents, family/carers and guardians.
- Ensure that Reportable Incidents are reported to relevant authorities within 24 hours of the grievance/ complaint being made.
- Provide support to the involved parties to come together to discuss and resolve the issue in the first instance.
- If this is unsuccessful, commence a formal investigation process which will require a Complaint/Incident Form to be lodged.
- Assist residents in the completion of the Complaint/Incident Report Form when requested and ensure that the resident agrees it to be a true copy before it is lodged.
- If the conflict is unable to be resolved as a result of PI Management investigation, then escalate the matter to the Board.
- Ensure all involved residents and their family members/carers are informed of the outcome of the Management/ Board decision, and their right to appeal any decision as long as it is lodged within 14 days of information being received by involved parties.

#### Related Documents

- Conflict Resolution Flowchart
- Conflict Resolution Procedure