

Staff Conflict Policy

Purpose

The purpose of this policy is to ensure that staff conflicts are handled effectively and respectfully, promoting open communication, mutual understanding, and professional growth. It seeks to prevent escalation of disputes, minimize workplace stress, and maintain high-quality care and education for children. The policy also provides a framework for staff to understand their responsibilities and the procedures in place for addressing conflicts.

Scope

This policy applies to all staff, educators, volunteers, and contractors engaged by Bateau Bay OSHC. It governs the process for raising, managing, and resolving workplace conflicts, including interpersonal disputes, disagreements over work practices, and other professional disagreements that may impact the work environment. The policy applies to all interactions occurring during working hours, on service premises, and during service-related activities.

Legal and Regulatory Framework

Management of staff conflict is guided by the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011, including requirements under Regulation 168 regarding staffing arrangements, policies, and procedures. The service also aligns with Quality Area 4 of the National Quality Standard, which emphasizes staffing arrangements and leadership practices that support a respectful and collaborative workplace. ACECQA guidance encourages services to have clear procedures in place for handling workplace disputes to ensure fairness, accountability, and compliance with legal obligations.

Conflict Resolution Practices

Bateau Bay OSHC encourages open, honest, and respectful communication between staff members. Conflicts are addressed as soon as they arise to prevent escalation. Staff are encouraged to discuss disagreements directly and professionally with colleagues where appropriate. Where necessary, the Nominated Supervisor or Approved Provider may facilitate discussions to mediate the conflict, ensuring that all parties are heard and supported. Confidentiality is maintained throughout the process, and any resolution strategies are documented and communicated appropriately. Staff are encouraged to reflect on their own behavior, listen actively, and seek mutually agreeable solutions while maintaining professional standards.



Staff Conflict Policy

Implementation

To implement this policy effectively, staff receive training in conflict resolution, communication skills, and professional behavior. The service ensures that procedures for reporting and managing conflicts are clearly communicated and accessible to all staff. Any conflicts that involve breaches of professional conduct, harassment, or discrimination are managed according to the service’s broader grievance and workplace policies and in line with employment law. The service monitors the workplace environment to identify potential sources of conflict and proactively supports team cohesion and positive workplace relationships.

Responsibilities

The Approved Provider is responsible for ensuring the service provides a safe, respectful, and professional workplace and for supporting staff in resolving conflicts. The Nominated Supervisor and management team are responsible for facilitating conflict resolution, providing guidance, and ensuring procedures are followed fairly and consistently. Staff members are responsible for engaging in professional conduct, addressing conflicts respectfully, seeking assistance when required, and participating constructively in resolution processes. Volunteers and contractors are also expected to adhere to these principles and maintain professional relationships with staff.

Review

This policy is reviewed annually or sooner if required due to changes in legislation, best practice guidelines, or operational needs. Reviews include consultation with staff and management to ensure that conflict resolution procedures remain effective and supportive of a positive work environment. Feedback from staff and management is incorporated to continually strengthen conflict resolution practices and maintain a professional, respectful, and collaborative culture at Bateau Bay OSHC.

Review

Date:	Changes:	Reviewed by:
18/09/25	Policy Created	Charmayne Nathan

Staff Conflict Policy

Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices, including workplace relationships and professional conduct. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the management of staff conflict.

This requires that all staff interactions and conflict resolution processes prioritise the safety, supervision and wellbeing of children above all other considerations. Educators, staff and management must exercise sound professional judgement to ensure that workplace conflict does not negatively impact the quality of care, supervision, or the emotional and physical safety of children within the Service.

The Service will ensure that all conflict is managed promptly, fairly and respectfully through clear procedures, open communication and professional mediation where required. At all times, staff are expected to maintain professional conduct and work collaboratively to ensure a safe, stable and supportive environment for children. Any conflict that has the potential to impact children’s safety or wellbeing will be addressed as a priority. All practices relating to staff conduct and conflict resolution must prioritise the protection of children from harm, uphold their dignity and wellbeing, and ensure that every child is safe, supported and cared for at all times.

Review

Date:	Changes:	Reviewed by:
18/09/25	Policy Created	Charmayne Nathan
30/04/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan