

# The Kinder Garden



## Educator/Staff Grievance Policy

### Aim

The Kinder Garden is committed to ensuring that educators' and staff's work-related problems, concerns or complaints are resolved to further ensure an effective work environment that is productive and well maintained.

### Legislative Requirements

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations 2011  
National Quality Standards 2011  
Early Childhood Australia Code of Ethics  
Fair Work Ombudsman  
Fair Work Act 2009

### Who is affected by this policy?

Educators  
Staff  
Management  
Students  
Volunteers

### Implementation

Educators or other Staff members who have a grievance should talk directly to the Educator or other Staff member they have the grievance with. Together, they should try to resolve the issue and develop possible solutions to ensure the situation does not arise again. If the educators or other staff members are unable to resolve the grievance they should talk to the Approved Provider/Nominated Supervisor as soon as possible. The Approved Provider/Nominated Supervisor will try all avenues to solve the problem at the education and care service level. If this is not possible the Approved Provider/Nominated Supervisor will call on management to mediate the situation. The Approved Provider/Nominated Supervisor's role is to be non-judgmental, unbiased and fair.

It is not ethical to involve other educators and/or staff members or parents in an individual concern, and it is not ethical to have that concern affect educator/staff relationships. It is also not appropriate to involve outside agencies before seeing the Approved Provider/Nominated Supervisor and Management with your concerns.

Educator/Staff members are always encouraged to communicate openly with management, the Approved Provider/Nominated Supervisor, and other Staff members and to discuss any concerns informally, or at educator/staff meetings. Working as a team is also encouraged, and having respect for other members of the team is imperative.

At all times management will address and respond to issues appropriately and maintain confidentiality. Only relevant educators/staff will be advised of the outcomes of any grievances and resolutions.

**The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.**

### Sources

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations 2011  
Guide to National Quality Standards 2011  
NSW Department of Education  
Early Childhood Australia Code of Ethics  
Fair Work Ombudsman  
Fair Work Act 2009

### Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

**Reviewed:** August 2016

**Date for next review:** August 2017