

Check-up: Our peace-making process



All of the statements below are about the best-practice processes and systems your organisation has for managing disputes and conflicts, and addressing complaints or grievances. Tick your level of agreement or disagreement with each and then note what priority it is for your organisation.

Our organisation's board is able to effectively address conflicts of interest or corrupt behaviour in its own duties.



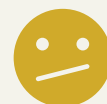
Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our board is able to effectively respond to complaints from members or the community over unfair dealings by the organisation or a member of the board itself.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our board is able to adjudicate the grievances of its members in a consistent and non-politicised way



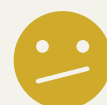
Strongly agree



Agree



Unsure



Disagree



Strongly disagree

The leaders of our board have sufficient status and credibility in the community to be able to make decisions about disputes and see that recommendations are implemented.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has a well-publicised, written procedure that its members can use to raise any complaint or grievance about any aspect of the organisation's operation.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has a well-publicised, written procedure that its members can use to appeal against any decision made against them by the board or management team.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our management team is able to deal with internal staff disputes or complaints according to established procedures and with fairness



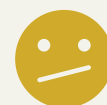
Strongly agree



Agree



Unsure



Disagree



Strongly disagree



Our organisation can successfully resolve any conflicts and tensions between the CEO and board over their separate roles and powers.



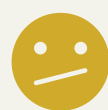
Strongly agree



Agree



Unsure



Disagree



Strongly disagree

The board is able to effectively deal with internal grievances raised by management and staff members with fairness, transparency and impartiality.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

The board and management team are able to effectively deal with external complaints from key stakeholders with fairness, transparency and impartiality



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has designed rules and procedures for dispute and complaints that are seen to be effective and legitimate by our community members, and also have credibility with non-Indigenous stakeholders.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

The members of our board have skills and experience in mediation, negotiation and dispute resolution.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our executive managers have skills and experience in mediation, negotiation and dispute resolution.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our board members and senior managers have had training in alternative dispute resolution and/or mediation.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree



Our organisation consults staff members, managers and community members on important issues, pre-empting or resolving conflicts and complaints so they are not left to simmer



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has designed innovative ways of using traditional authority and dispute resolution processes to assist in resolving disputes where appropriate.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has a code of conduct and policies that set out the guidelines for how the board and management should deal with disputes and grievance.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has guidelines for using external mediators, arbitrators or counsellors to deal with internal conflicts or complaints.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our staff and community members know that their complaint will be fully, fairly and respectfully discussed by the management team and board.



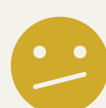
Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Parties to the complaint procedure are given a full, fair and objective hearing by our organisation.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree

Our organisation has confidentiality guidelines for addressing disputes or complaints, and these are respected and enforced.



Strongly agree



Agree



Unsure



Disagree



Strongly disagree