



## Conflict Resolution

### ***Conflict Resolution***

We are all individuals; we all have different thoughts and feelings it is important for our group that everyone's feels physically and personally safe (See values)

If you are experiencing difficulty with another member, but you are not prepared to take any of these actions, then negative conversations, inside and outside of the group will only be considered as hearsay / gossip. HHWC is a supportive origination, and it would be against our values and aims to promote hearsay and gossip. (See organisation values and gossiping policy)

Any form of harassment, bullying or discrimination, or the bad mouthing of other members/carers will not be accepted under any circumstances

#### **Step 1**

From time to time, problems/ disagreements will occur within the organisation. If you have a problem, then bring it to the person you are having an issue with, positive and professional way. Try your best to resolve the problem.

#### **Step 2**

If a solution cannot be found, or if you're not happy with this solution then inform a HHWC Committee member, stating that you want this to be dealt with by committee in a conflict resolution meeting.

Representative members of the Committee (No less than two Committee members) will support all people involved, respecting confidentiality, providing a supportive

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role until the issue is resolved amicably. At any time through this procedure you may seek further support from the Conflict Resolution Officer

**If I call a meeting what will happen?**

- Procedure for conflict resolution.
- A casual meeting must be called to allow all persons involved to state their case.
- Although this is a casual meeting the committee member taking the meeting must advise members of the need for confidentiality and for the need for everyone to feel personally safe throughout the procedure.
- Each person will be given a chance to speak and share their thoughts and feelings without interruption.
- The Committee member taking the meeting will hopefully be able to help you reach a solution that is acceptable to all present.

**What happens if we can't reach a solution?**

If a solution cannot be found, notes of the meeting will be taken to the committee taken to a full committee meeting with suggestions based on our policies, procedures and values

- Conflict resolution committee meeting (can be done at a normal committee meeting)
- The committee member will briefly outline the conflict, without mentioning the names of the people involved. and how they feel this relates to our policies procedures and values.
- The conflict facts and minutes will be brought to the meeting, a decision for a solution will be voted on, and the people involved will be informed of the outcome as soon as possible.

*The committee's decision will be final.*