

# Kadina Preschool Centre

## Grievance Procedures and Violence or Bullying procedures

The purpose of these procedures is to provide a systematic process to dealing with grievances and preventing violence and bullying in our site. This includes identification, assessment and control of violence and bullying.

If you have a problem with some one at Kindy, we use the same approaches that we do when we deal with children's grievances. The skills we teach them are the same skills they will need to use throughout their lives.

We need to use a calm, approach in dealing with conflicts. It is also usually better to deal with things as they arise. You do not have to "put up with things" that are inappropriate. If someone says or does something that offends, upsets or bothers you, talk to the person concerned, letting them know your concerns. You should let them know the behaviour or action that concerned you and how it made you feel. You may also discuss some suggestions for resolving the conflict. For example . . . "I'd like to talk to you about (behaviour/action). It made me feel (feeling) when you said/did this". Allow the other person to respond. Then perhaps come up with a solution to work towards.

Remember the person may have not even realised that their actions have been of concern to anyone. In most cases, problems can be resolved early by talking them through.

### Underlying principles of these procedures are, at Kadina Preschool:

- Everyone should be treated with respect.
- Everyone has the right to feel safe.
- Grievance meetings will be suspended if people behave in an insulting, threatening or offensive manner.

	Children with a grievance could . . .	Parents with a grievance could . . .
<b>Step 1</b>	Talk to the person about the problem.	Arrange a time to speak to the relevant staff member about the problem.
<i>If the grievance is not resolved or you don't feel comfortable trying this, you could...</i>		
<b>Step 2</b>	Talk to the person again or ask a friend to go with you.	Speak to the Director about the issue.
<i>If the grievance is still not resolved you could...</i>		
<b>Step 3</b>	Talk to an adult at Kindy so that they can help you resolve the	Ring the Regional Office and they will help you talk the issue

problem.

through.

### Definitions of terms:

“abuse” - is any unreasonable behaviour that involves the misuse of physical or psychological strength or power.

“threat” - a statement of the intent to harm the person or damage their property.

“assault” - any attempt to cause injury to a person and includes actual physical harm.

“client aggression” - violence from clients such as parents, children, staff, general public and other service providers.

“occupational violence” - workplace violence such as assault, bullying, intimidation and sexual harassment from within the workplace.

“opportunistic violence” - unpredicted violence that is committed for the sake of violence and includes violence against particular cultures or individuals.

“bullying/harassment” - the persistent ill-treatment of an individual at work by one or more other persons. It need not require physical violence but may involve such treatment as verbal abuse, ‘nit-picking’, sarcasm, ostracism, and the sabotage of a person’s work. It can either be dispute-related, arising out of an initial or on-going conflict, or predatory, where a victim may be an innocent and/or opportunistic target.

### Director’s responsibilities:

- Plan to prevent grievances, violence/bullying, in consultation with staff.
- Retain records of consultation.
- When managing emergency violent situations, adapt and implement the DECD emergency guidelines.
- Ensure all staff members, volunteers and families receive a copy of the Department’s ‘Parent Guide to Raising a Concern or Complaint Department’ brochure.
- Monitor and review Grievance, Violence and Bullying procedures on a regular basis.
- Record all incidents of workplace violence and bullying and report serious or recurring incidents to the Regional Director.
- Provide debriefing and access to support services following a violent situation.

### All Staff responsibilities:

- Report incidents of concern regarding grievance, violence or bullying to the Director.
- Implement/comply with planned preventative actions.
- Use DECS or Kadina Preschool Centre’s Grievance Procedures.

### Key Steps In Planning To Address Violence/Bullying:

Step 1 – Identify the violence/bullying risk factors

Step 2 – Assess the violence/bullying risk factors

Step 3 – Control the risks

Step 4 – Develop the workplace procedures

Step 5 – Use Kadina Preschool Centre and DECD procedures.

Step 6 – Review and evaluate the effectiveness of plans and/or procedures

### Records to be kept:

- Induction and training
- Attendance of visitors
- Violence/bullying prevention plans
- Incident reports and injuries

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