



Disciplinary and Grievance Management Policy

Introduction

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

Purpose

This policy outlines the procedures for managing disciplinary matters and addressing grievances within Launnie Care Services. It aims to:

- **Maintain a safe and respectful workplace:** Ensure a positive and productive working environment for all employees.
- **Uphold ethical conduct:** Ensure all employees adhere to the highest ethical standards and comply with all relevant laws and regulations.
- **Protect participant rights:** Uphold participant choice and control, and ensure services are delivered in accordance with NDIS Practice Standards.
- **Provide a fair and equitable process:** Ensure all employees are treated fairly and consistently in disciplinary and grievance matters.

Scope

This policy applies to all employees, contractors, volunteers, and affiliates of Launnie Care Services involved in the provision of care and support to participants. It encompasses all aspects of care delivery, including but not limited to personal care, medical assistance, social activities, and emotional support.

Definitions

- **Disciplinary Action:** Any action taken by the employer in response to employee misconduct, including warnings, suspensions, and termination of employment.
- **Grievance:** A formal complaint raised by an employee regarding a workplace issue, such as unfair treatment, discrimination, or a breach of employment conditions.
- **Misconduct:** Any behaviour by an employee that violates company policies, procedures, or the law, including but not limited to:
 - **Serious Misconduct:** Gross negligence, theft, fraud, violence, discrimination, harassment, and serious breaches of safety regulations.



- **Minor Misconduct:** Minor breaches of company policy, such as lateness, absenteeism, and unsatisfactory performance.

Key Principles

1. **Clarity and Transparency:** Clearly defines roles and responsibilities, and outlines the procedures for handling disciplinary and grievance matters.
2. **Fairness and Equity:** Ensures that all employees are treated fairly and consistently.
3. **Participant Rights:** Emphasises the importance of upholding participant rights throughout the disciplinary and grievance process.
4. **Compliance and Accountability:** Includes provisions for monitoring compliance, addressing breaches, and ensuring continuous improvement.

Responsibilities

All Staff and Employees

- Adhere to all company policies and procedures.
- Conduct themselves professionally and ethically at all times.
- Report any concerns or grievances promptly using the appropriate channels.
- Cooperate fully with any investigations or disciplinary proceedings.

Human Resources

- Support the implementation of the continuous improvement policy.
- Provide training and upskilling as and when required – as per new compliance measures, any new software being used, etc.
- Collect, analyze, and report on data related to service quality and performance.
- Facilitate cross-functional teams to address improvement initiatives.
- Investigate all disciplinary matters promptly and fairly by setting up a panel of at least 3 members so that there is 1 member from Management, 1 from HR & 1 co-worker/support worker who has worked in the same team as the person being accused or the person who has raised a complaint. Note that the person being accused or raising the complaint cannot be a member of the panel.



Management and Supervisors

- Investigate all disciplinary matters promptly and fairly as per established company procedures and legal requirements.
- Ensure all employees are aware of this policy and their rights and responsibilities.
- Provide appropriate training and support to employees.
- Maintain accurate and confidential records of all disciplinary and grievance matters.
- Ensure all disciplinary actions are consistent, fair, and proportionate to the misconduct.
- Monitor progress and ensure accountability for improvement goals.
- Be a role-model for staff and show commitment to continuous improvement.

Implementation

1. Identify Areas for Improvement:

- **Regular Reviews:** Conduct regular reviews of service delivery, operational processes, and client satisfaction.
- **Data Analysis:** Analyze data from various sources, such as client feedback, staff surveys, incident reports, and performance reviews.
- **Quality Audits:** Conduct internal and external quality audits to identify areas for improvement.
- **Benchmarking:** Benchmark against best practices in the NDIS sector.

2. Plan and Implement Improvements:

- **Develop Action Plans:** Develop and implement action plans to address identified areas for improvement.
- **Pilot Projects:** Conduct pilot projects to test new ideas and approaches.
- **Training and Development:** Provide staff with the necessary training and development to implement improvements.



3. Monitor and Evaluate:

- **Track Progress:** Monitor the progress of improvement initiatives and track key performance indicators.
- **Gather Feedback:** Gather feedback from staff, clients, and other stakeholders on the effectiveness of improvement initiatives.
- **Review and Adjust:** Regularly review and adjust improvement plans based on feedback and results.

Compliance and Accountability

This continuous improvement policy will be reviewed and updated regularly to ensure compliance with all relevant NDIS regulations and quality standards. Continuous improvement activities will be integrated with other quality assurance frameworks, such as risk management and incident reporting. Data collected through continuous improvement activities will be used to inform service delivery and ensure compliance with NDIS requirements.

Conclusion

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honouring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Continuous Improvement Policy, please contact your supervisor or the Quality Assurance Manager.

Acknowledgement

I, _____, have read, understood, and agree to abide by the Launnie Care Services Continuous Improvement Policy.

Signature: _____

Date: _____



Appendix

A few possible disciplinary Outcomes are listed here. These are broad guidelines which may be used to determine nature of grievance/offence and way to deal with them. These are not binding in any way.

Possible Disciplinary Outcomes (with Timeframes - General Guidelines):

1. Verbal Warning:

- **Timeframe:** Issued for minor infractions (e.g., minor lateness, minor breaches of dress code).
- **Purpose:** To address the issue and provide an opportunity for improvement.
- **Documentation:** Document the warning in employee records.

2. Written Warning:

- **Timeframe:** Issued for more serious infractions (e.g., repeated lateness, minor safety violations).
- **Purpose:** To formally document the issue and its consequences.
- **Documentation:** Issue a formal written warning to the employee, with clear expectations and consequences for future occurrences.

3. Final Written Warning:

- **Timeframe:** Issued after multiple written warnings for the same or similar offenses, or for more serious infractions (e.g., serious safety violations, minor dishonesty).
- **Purpose:** To emphasize the seriousness of the issue and the potential consequences of further misconduct.
- **Documentation:** Issue a formal written warning, clearly stating that further misconduct may result in termination of employment.

4. Suspension Without Pay:

- **Timeframe:** Issued for serious misconduct (e.g., serious safety violations, significant breaches of company policy, minor acts of dishonesty).
- **Purpose:** To address serious misconduct and provide a significant consequence.
- **Documentation:** Issue a formal suspension notice, outlining the reason for the suspension and its duration.



5. Termination of Employment:

- **Timeframe:** Issued for serious misconduct (e.g., gross negligence, theft, fraud, violence, discrimination, harassment, serious breaches of safety regulations).
- **Purpose:** To address serious misconduct that warrants immediate termination of employment.
- **Documentation:** Issue a formal termination letter, outlining the reasons for termination and the employee's rights.

Important Considerations:

- **Severity of the Offence:** The severity of the misconduct will significantly influence the chosen disciplinary action.
- **Employee's History:** Consider the employee's past disciplinary record and any mitigating circumstances.
- **Fairness and Consistency:** Ensure that disciplinary actions are applied fairly and consistently across all employees.
- **Legal Compliance:** Ensure that all disciplinary actions comply with relevant employment laws and regulations (e.g., Fair Work Act 2009).