

Roles and Responsibilities

One Foundation (including the Board)

OFI is responsible for promoting a culture of open communication, identifying and addressing issues early, and ensuring that grievances are handled appropriately and lawfully. The Board will ensure that grievances brought to its attention are managed objectively, confidentially and without unreasonable delay, and that professional advice is sought where required.

Managers and Supervisors

Managers and supervisors are responsible for responding constructively to concerns raised, supporting informal resolution where appropriate, and escalating matters in accordance with this Policy when required.

Employees, Volunteers and Stakeholders

Individuals are encouraged to raise concerns promptly and to engage in grievance processes in good faith, with a view to achieving resolution.

Grievances and Dispute Resolution

Where possible, concerns should be raised directly with the relevant person as an initial step toward resolution. If this is not appropriate or does not resolve the issue, the matter may be escalated to a manager or supervisor.

If a grievance remains unresolved, or involves a serious or sensitive issue, it must be referred to the Board Chair. The Board Chair will determine the appropriate process, which may include convening a formal meeting, appointing an independent person to assist, or seeking external professional advice.

All formal grievance processes will:

- clearly outline the process to be followed
- allow parties to have a support person present
- ensure confidentiality to the extent reasonably possible
- provide each party with an opportunity to be heard
- maintain accurate records of meetings, findings and outcomes

Outcomes will be communicated in writing where appropriate, along with any actions to be taken or next steps.

This Policy is the primary mechanism for managing workplace grievances and disputes at OFI. Where a matter involves a protected disclosure under the Whistleblower Policy, or allegations of unlawful discrimination, harassment or victimisation under the Anti-Discrimination Policy, those policies will apply in addition to, or in place of, this Policy as appropriate.

Confidentiality

All parties involved in a grievance or dispute must maintain confidentiality at all times, except where disclosure is required by law or necessary to properly investigate and resolve the matter.

Legislative and Regulatory Considerations

Where a grievance is subject to an industrial instrument, award or statutory process, OFI will comply with those requirements. This Policy operates alongside, and does not replace, rights and obligations under applicable Australian workplace legislation.

Review

This Policy will be reviewed at least every two years, or earlier where required due to changes in legislation, ACNC requirements or organisational need. Any amendments must be approved by the Board.

Related Documents

- Whistleblower Policy
- Equal Opportunity & Anti-Discrimination Policy

AUTHORISATION



Michael Chant
Board Chair

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