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Our ref: DHS/23/04535
Your ref: 17891648

Hon Ben Hood MLC
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ADELAIDE SA 5000

Office of the Chief Executive

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Sent by email: benhood.office@parliament.sa.gov.au

Dear Mr Hood

I refer to your application under the *Freedom of Information Act 1991 (the Act)*, received by the Department of Human Services (**DHS**) on 7 June 2023 seeking access to:

All documentation regarding your internal complaints process.

In discussion with your office, the scope of this application was clarified to the following:

Copies of all current internal formal and informal complaint management policy for staff complaints and grievances, including policy, complaint forms, procedural and references guides, and reporting requirements.

I apologise that DHS did not make a determination within 30 days as required by the Act. However, DHS has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the Act.

Four documents were located that fit within the scope of the revised request and I have determined to release these documents in full. Please find enclosed a document schedule and a copy of the documents.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, may/will be published on the agency's disclosure log. A copy of PC045 can be found at <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>

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If you have any questions in relation to this matter, please contact Fiona Braendler, Senior FOI Officer, on telephone 8413 9094 or by email at DHSFreedomofInformation@sa.gov.au. If you disagree with publication, you will need to advise the Senior FOI Officer within two weeks of the date of this determination.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Amanda Stone', written over a horizontal line.

Amanda Stone

ACCREDITED FREEDOM OF INFORMATION OFFICER

27/07/2023

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SCHEDULE OF DOCUMENTS – DHS/23/04535

Freedom of information application from the Hon Ben Hood MLC seeking access to:

Copies of all current internal formal and informal complaint management policy for staff complaints and grievances, including policy, complaint forms, procedural and references guides, and reporting requirements.

No	Author	Date	Description of document	Determination	Exemption clause
1.	People and Performance	February 2023	Grievance Resolution Procedure	Released in full	
2.	People and Performance		Screenshots of front pages of online Grievances and Reviews Resolution form	Released in full	
3.	People and Performance		Screenshot of online Staff Grievance form template	Released in full	
4.	People and Performance		Screenshot of online Interval Review Application form template	Released in full	

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GRIEVANCE RESOLUTION PROCEDURE

Department of Human Services (DHS)

Summary

Outlines the process to ensure grievances in the department are effectively and consistently identified, reported, responded to and resolved.

Table 1: Document Details

File Number	A25554691
Applies to	All DHS Staff
Issued by	People and Performance
Delegated Authority	Sue-Ann Charlton Executive Director, People and Performance
Procedure Custodian	Nicole Deacon Director, Human Resources, Wellbeing and Safety
Content author	Nicole Deacon Director, Human Resources, Wellbeing and Safety
Implementation Date	February 2023
Approval Date	February 2023
Review Date	February 2026
Confidentiality	OFFICIAL

Table 2 – Revision Record

Date	Version	Revision description
April 2022	1.0	Creation of procedure

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1. Title

Grievance Resolution Procedure

2. Purpose

This procedure outlines the process for DHS staff to raise issues in the workplace and have them resolved effectively and consistently.

DHS strives to celebrate and improve the lives of people of all ages, cultures, disabilities, ethnicities, faiths, gender identities, sex characteristics and sexual orientations. DHS is committed to making its services and workplaces safe and inclusive for all people and ensuring the full diversity of the communities it serves are represented in the strategies it leads.

3. Scope

This procedure applies to all DHS staff and covers situations that may arise during the course of their work and work-related activities. It also applies to all grievances involving all government staff, clients, volunteers, contractors/temporary staff, visitors, and members of the public.

Irrespective of whether a workplace issue is reported as a grievance or a complaint, it will be dealt with in the same manner, in accordance with this procedure.

4. Principles

In managing and resolving grievances, the following principles will be appropriately applied, taking into account the nature of the grievance:

- Grievances will be treated seriously
- Grievance will be dealt with in a sensitive, equitable and confidential manner
- Grievances will be addressed within a reasonable timeframe
- Neither party will be subject to victimisation for their participation in the process
- Support will be available to all parties involved in the grievance
- Appropriate documentation will be maintained by Human Resources, Wellbeing and Safety division
- The principles of natural justice will guide the application of this procedure.

This procedure emphasises a collegial approach to grievance resolution through informal processes and mediation that are designed to lead to a prompt and fair resolution of grievances and complaints. Wherever possible, grievances will be resolved informally and locally. Negotiation and conciliation should be undertaken by all parties, where appropriate, when attempting to resolve grievances.

5. Definitions

Accessible: refers to a complaint process that is easy to access and understand, and all parties are able to participate equally.

Complainant: is the person submitting the grievance.

Complaint: can be formal or informal and refers to any accusation or allegation. An informal complaint is facilitated through discussion (written or verbal) and should always be attempted to be resolved by conciliation before moving into any formal grievance process. The formal grievance process begins when an employee submits the [DHS Grievance and Review Resolution Form](#).

Confidential: refers to keeping information about a complaint restricted to only people directly involved, or in managing the complaint, in order for the complaint to be actioned properly.

Cultural safety: is central to feeling safe at work. It is the expectation a person's cultural identity will not be demeaned or diminished by others. Each person has their own unique cultural identity. Together we create work environments where we recognise and respect every individual's cultural identity whether they identify by their age, disability, ethnicity, religion, sexuality, social class, or other aspect.

Discrimination: is treating someone unfairly by either imposing a burden on them, or denying them a privilege, benefit or opportunity enjoyed by others, because of their race, citizenship, family status, disability, sex or other personal characteristics.

Employment decision: is an administrative decision relating to the employment of a person, including engagement, promotion, transfer, remuneration, entitlements, or termination of employment of a person and a decision to take disciplinary action against them.

Facilitated conversation: is a discussion that provides practical assistance to parties involved to understand, organise, and communicate their own needs and expectations and to be open to communication from the others. Engaging in this way empowers individuals to tackle difficult issues in a pro-active and respectful way.

Fair: means that both the complainant and the person or group being complained about (the respondent) has the opportunity to present their version of events, provide supporting information and respond to any potential negative decisions. In addition, the person investigating and/or making decisions about the complaint should be impartial; that is, he or she should not favour the complainant or the respondent or prejudge the complaint in any way.

Grievance: refers to a formal complaint raised by an employee with an employer. There is usually a breach of legalities, which may include terms and conditions of employment, compensation, discrimination, workplace bullying, sexual harassment, and cultural safety.

Mediation: is a process by which a neutral third party, called a mediator, helps people in conflict negotiate a mutually acceptable agreement. The parties involved must agree to undertake a mediation process and control the outcome.

Natural justice: applies when a person's rights are likely to be affected and refers to their right to have an unbiased decision made after having an opportunity to present their case to the decision-maker.

Race: is a “social construct.” This means that society forms ideas of race based on geographic, historical, political, economic, social and cultural factors, as well as physical traits, even though none of these can legitimately be used to classify groups of people.

Racism: is any individual action (interpersonal), systemic or institutional practice which treats people differently because of their colour or ethnicity. This distinction is often used to justify discrimination.

Respondent: is the person responding to the grievance.

Sexual harassment: includes unwelcome sexual advances, requests for sexual favours or other unwelcome conduct of a sexual nature that could be expected to make a person feel offended, humiliated, or intimidated.

Systemic or institutional racism: consists of patterns of behaviour, policies or practices that are part of the social or administrative structures of an organization, and which create or perpetuate a position of relative disadvantage for racialized persons. These appear neutral on the surface but, nevertheless, have an exclusionary impact on racialized persons.

Transparent: means the complaint process and the possible outcomes of the complaint should be clearly explained and those involved should be kept informed of the progress of the complaint and the reasons for any decisions.

Unlawful discrimination: is where a person or group of people are treated unfairly or less favourably than others because they have a particular characteristic or belong to a particular group of people. Under South Australian law, it is unlawful to discriminate because of: age, association with a child (in customer service or accommodation), caring responsibilities, disability, gender identity, marital or domestic partnership status, intersex status, pregnancy, race, religious appearance or dress (in work or study), sex, sexual orientation, and spouse or partner's identity.

Vexatious, frivolous, or improper: while the majority of grievances are motivated by genuine concern about perceived or actual inappropriate or unfair behaviour or actions, on some occasions a grievance may be considered vexatious, frivolous, or improper. Such grievances have the ability to harass or annoy, to cause delay or detriment, or is for any other improper purpose. Any grievance found to be vexatious, frivolous, or improper may constitute grounds for disciplinary action.

Victimisation: is when someone subjects or threatens to subject the other person to any detriment. When a person is referred to as being victimised, it means being treated badly or unfairly because they have submitted a grievance, is believed they intend to submit a grievance, or they have helped someone else to submit a grievance.

Workplace bullying: is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. Unreasonable behaviour means behaviour a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening.

6. Grievance Processes

The process undertaken may differ depending on the nature of the grievance:

- Grievance about workplace issues
- Grievance regarding the experience of violence, workplace bullying, sexual harassment, unlawful discrimination, racism either interpersonal, systemic or institutional or culturally unsafe behaviour
- Critical Client Incidents
- Review of an Employment Decision – internal and external reviews

The formal process for reporting an incident is the [DHS Hazard and Incident Reporting System](#), which also captures hazards and injury events, as well as client incidents and feedback. It is part of the South Australian Government's strategy to ensure our environment remains a safe and inclusive space for everyone.

All other grievances that are not able to be resolved at the local resolution level can be submitted using the [DHS Grievance and Review Resolution Form](#).

6.1 Grievance about workplace issues

6.1.1 - Stage 1: Local Resolution

Step 1 – Direct Personal Action

In the first instance, resolution of issues through personal actions at the local level is encouraged. Where you (as the complainant) feel an action is unreasonable, unfair or has an unduly negative impact on you or a group, you should raise your concerns directly with the person(s) involved, wherever possible.

Step 2 – Discuss with your manager

Where you (as the complainant) do not feel comfortable talking to or contacting the person/groups involved, you can raise your complaint with your supervisor or manager, Director or seek assistance from Human Resources on how to raise a complaint with your manager.

An employee and manager should make every effort to resolve problems informally through discussion and consultation. Some options that may address or resolve the problem include, but are not limited to:

- A facilitated conversation between you and the respondent to discuss the issues raised and work towards a resolution
- (Re)circulating relevant policy and procedures relating to appropriate behaviour
- Organising relevant training for an employee or team
- Instigating a formal mediation process
- Changing supervision or working arrangements

6.1.2 - Stage 2: Formal Grievance

Where resolution within the business unit has failed or is not appropriate, your grievance can be submitted using the [DHS Grievance and Review Resolution Form](#).

The grievance will be assessed by the Director, Human Resources, Wellbeing and Safety to determine whether there is sufficient substance to support an investigation of the grievance in its entirety.

If there is **insufficient substance**, the Director, Human Resources, Wellbeing and Safety may:

- request further information
- decide whether the matter will require local resolution assistance and/or close the matter.

If there is **sufficient substance**, the Director, Human Resources, Wellbeing and Safety will:

- appoint an investigative officer, who may be internal or external to DHS, to conduct the investigation process with impartiality in accordance with the grievance principles
- notify the complainant of the decision to investigate the grievance
- determine if it is appropriate to notify the respondent of the scope of the grievance and the intended investigation, affording them every opportunity to make an informed response to the grievance
- determine appropriate action in relation to the findings of the investigation report
- advise the complainant, respondent, and any witnesses when the matter has been closed.

If, at any time, the Director, Human Resources, Wellbeing and Safety determines there is a reasonable suspicion misconduct has occurred, they may refer the matter to the Incident Management Unit in accordance with the [Incident Management Unit Procedure](#).

6.2 Grievance regarding violence, workplace bullying, sexual harassment, unlawful discrimination, or cultural safety

If you witness or are subject to an incident or interaction you think may be a breach of the [Code of Ethics for the South Australian Public Sector](#) and/or may be considered as workplace bullying, sexual harassment, unlawful discrimination, racism either interpersonal, systemic or institutional, or culturally unsafe behaviour, you must report it to your manager in the first instance irrespective of who it involves. However, if you are not comfortable with reporting it to your manager or you are not satisfied that the matter has been addressed, please report via the DHS [Hazard and Incident Reporting System](#) or [DHS Grievance and Review Resolution Form](#) as appropriate.

For more information about psychological health risks and other inappropriate workplace behaviours, visit [Safework SA](#) or contact Human Resources, Wellbeing and Safety at DHSHRBPSupport@sa.gov.au.

6.2.1 Critical Client Incidents

A Critical Client Incident (CCI) is an event (or alleged event) of a serious nature that occurs during the delivery of services directly provided by DHS or a service provider.

For detailed information regarding critical incidents involving clients of DHS, refer to the [Critical Client Incident Reporting Procedure](#).

In situations where employees experience threats and/or harm from clients, they are, in the first instance, required to inform their supervisor or manager and report the incident on the [DHS Hazard and Incident Reporting System](#).

6.2.2 If you See Something, Say Something

On becoming aware of an incident, a supervisor/manager must log the incident on the [DHS Hazard and Incident Reporting System](#) following the [Managing Incidents in the Workplace Procedure](#).

In accordance with the [Code of Ethics for the South Australian Public Sector](#), an employee is obligated to report any instances of inappropriate workplace behaviour. This can be lodged using the [DHS Grievance and Review Resolution Form](#).

The role of a bystander

When people who witness racism, bullying or harassment speak out against it, this makes the person being targeted feel supported, and can make the perpetrator reconsider their behaviour. Don't put yourself at risk. But if it is safe to do so, speak up and stand with the victim. Even a simple gesture can be powerful.

If you witness any of these behaviours you can:

- Speak up — call it out, let the perpetrator know it is not acceptable
- Support the victim — stand next to the person being targeted and ask them if they are ok
- Take evidence — record the incident on your phone, take a photo of the perpetrator and report it.

It is recognised in some instances employees may choose to report or disclose an incident anonymously. While DHS treats all disclosures and complaints seriously, we may be unable to investigate a behaviour or incident either properly or fully provide a decision or take action to resolve the issue when the complaint source is unknown.

7. Review of an Employment Decision

Please refer to the section that applies to your employment, either weekly paid and nursing staff or staff covered by Part 7 of the *Public Sector Act 2009* (PS Act).

Human Resources can assist you if you are unsure which is relevant to your employment at DHSRBPSupport@sa.gov.au

Reviews are subject to time frames for submission as follows:

Review Type	Timeframe
Promotional Grievances	7 business days
Reclassification Grievance	14 business days
Administrative Grievance	21 business days
Internal Review – merit-based selection	7 business days
Internal Review - non-merit-based selection	21 business days

Consideration for extending the timeline must be for special reasons and submitted to DHSGrievanceResolution@sa.gov.au outlining reasons and with the proposed extension date.

7.1 Weekly Paid and Nursing Staff

For detailed information about the review of an employment decision applicable to weekly paid and nursing staff, refer to Part 3-1 of the [SA Health \(Health Care Act\) Human Resources Manual](#).

7.1.1 Promotional Grievances

You may lodge a grievance against a nomination only on one or more of the following grounds:

- the employee nominated is not eligible for appointment to the position
- the selection processes leading to the nomination were affected by nepotism or patronage or were otherwise improperly based on assessment of the respective merits of the applicants, or
- there was some other serious irregularity in the selection process.

Although staff selection decisions are to be based on a proper assessment of merit, the right of appeal does not encompass claims of superior merit.

7.1.2 Administrative Grievances

This is an appeal against a decision made that directly affects you at work. The following decisions are excluded from the right of review:

- Where the decision does not directly impact you
- Where a right of appeal lies under the relevant Award or Agreement
- Where a decision has been made by the Grievance and Reclassification Appeal Panel
- Where the right of appeal lies under other legislation, e.g. Return to Work Act
- The appointment of a person or employee to a position
- Payment of a higher duty allowance for 12 months or less
- A decision on an application for reclassification of a position
- Termination of employment in a temporary or casual position
- Non-reappointment at the end of a term of employment under contract
- Termination during probation
- A direction to reduce your salary as a consequence of involvement in unauthorised industrial action
- Overpayment/underpayment of salaries and wages
- Any matter affecting an Executive.

7.1.3 Reclassification Grievance

This is an appeal against a decision relating to a personal reclassification application. A management-initiated application for reclassification is not eligible for review.

7.1.4 Steps to Resolve Grievance

First Step: Local Resolution

You must first discuss your grievance with your immediate supervisor to attempt to resolve the matter. To enable productive discussion, this should be done as soon as possible after a decision is made.

If the matter is a promotional or reclassification grievance rather than an administrative grievance, move straight to the second step.

Second Step: Lodging a Grievance

Your grievance can be submitted using the [DHS Grievance and Review Resolution Form](#).

Third Step: Grievance Panel

If you are not satisfied with the options put forward by the delegate in the second step, you may have the matter referred to a Grievance Panel. The panel is made up of a Chair nominated by DHS, a nominee from a different part of the department from where you work, and a union or discipline representative nominated by you.

The outcomes of the panel will differ depending on the type of grievance lodged. There will be no further right to appeal after the third step has been completed.

7.2 Employees covered by Part 7 of the PS Act

For detailed information about review of an employment decision applicable to employees covered by Part 7 of the PS Act, refer to [Commissioner Guideline: Review of Employment Decisions](#).

Under Public Sector Regulation 26, the following decisions are excluded from the right of review:

- If you are suspended with pay for alleged misconduct or charged with a criminal offence punishable by imprisonment or dismissed
- Where a decision is made by the Minister or Commissioner for Public Sector Employment
- Where a decision is made that affects an executive or casual employee
- A decision not to re-engage you at the end of your term employment and you are a term employee
- A decision to reduce your salary due to refusal or failure to carry out your duties as a consequence of taking industrial action
- A decision to change your duties where it affects another employee
- Decisions made to select engage, transfer, or promote another employee, unless the decision relates to a merit-based selection process.

7.2.1 Request for an Internal Review (of employment decisions)

Your internal review can be submitted using the [DHS Grievance and Review Resolution Form](#).

Delegate Levels 1-3 are authorised to conduct an internal review in accordance with the department's [Human Resource Delegations](#).

If you are not satisfied with the outcome/decision of an internal review, you can lodge a request for an external review with the South Australian Employment Tribunal (SAET).

Following receipt of a request for an internal review, the delegated officer will attempt to resolve the matter by conciliation in the first instance. If the matter is resolved through conciliation, the matter will be considered finalised. If the matter is unable to be conciliated, the internal review process will proceed.

7.2.2 Outcomes of an Internal Review

The person conducting the internal review will:

- identify whether the relevant employment decision was reasonably open to the decision maker and, where relevant, processes relating to the decision were conducted appropriately (i.e. procedural fairness was afforded);
- consider whether the relevant review body might find the decision harsh, unjust or unreasonable; and
- issue recommendations to the decision maker, Chief Executive or other delegate as appropriate.

The delegate of the internal review can:

- affirm the employment decision that was reviewed; or
- overturn the original decision and replace it with a decision they view as appropriate; or
- ensure that relevant processes are undertaken which will form a new decision.

7.2.3 External Review

In most cases, you will need to lodge a request for an internal review before proceeding to request an external review. Employees may refer a matter not resolved by internal review to the SAET.

In the case of termination, if you consider your termination was harsh, unjust, or unreasonable, you can lodge an application to SAET under section 106 of the *Fair Work Act 2009*. Applications must be lodged within 21 days of the date the termination takes effect.

Depending on the type of grievance, you may use other relevant external bodies at any stage in the process, for example:

- SA Commissioner for Equal Opportunity or Australian Human Rights Commission (for complaints of unlawful discrimination and/or harassment, these must be lodged within 12 months of the last alleged act of discrimination).
- Authorities under the *Public Interest Disclosure Act 2018* (PID Act). The objectives of the PID Act are to encourage and facilitate the disclosure of public interest information to certain persons or authorities. Protections are provided for those who make appropriate disclosures. The PID Act replaced the Whistleblowers Protection Act 1993 (SA).
- The Independent Commission Against Corruption (ICAC) can investigate the conduct of public officers working with or for South Australian state government agencies and authorities, local government and South Australia Police, if the

conduct has been assessed as raising a potential issue of corruption as defined in the *ICAC Act* 2012.

8. Support

At DHS we want to ensure a safe work environment and supportive culture. We understand that grievance processes affect all parties involved in different ways including past experiences, dealing with uncomfortable conversations or general uncertainty in relation to the process.

Our [Employee Assistance Program](#) (EAP) provides a confidential and culturally responsive counselling service to assist you. You may be facing difficulties with the process or wish to develop supportive coping strategies or sometimes it just helps to have someone to talk to. EAP is available for employees and managers involved in the grievance process. To request an appointment, contact 1800 870 147.

Human Resources, Wellbeing and Safety is also available to provide you with support on the process or concerns regarding the work environment at DHSHRBPSupport@sa.gov.au.

9. Monitoring, Evaluation and Review

This procedure will be reviewed on a as needs basis or every two years, whichever is the earlier. The Director, Human Resources, Wellbeing and Safety will be responsible for initiating this process.

10. Aboriginal Impact Statement Declaration

The needs and interests of Aboriginal people have been considered in the development of this procedure and there is no specific direct or indirect impact on Aboriginal people.

11. Related Legislation & Policies

11.1 Directive documents

- [Public Sector Act 2009](#)
- [Public Sector Regulations 2010](#)
- [Work Health and Safety Act 2014](#)
- [Fair Work Act 2009](#)
- [Equal Opportunity Act 1984](#)
- [Public Interest Disclosure Act 2018](#)
- [Code of Ethics for the South Australian Public Sector](#)
- [Commissioner for Public Sector Employment Guideline: Review of Employment Decisions](#)
- [Commissioner for Public Sector Employment Guideline: Management of Unsatisfactory Performance \(Including Misconduct\) – including section 56, power to require a medical examination](#)
- [Independent Commissioner Against Corruption Act 2012 \(ICAC Act\)](#)

- [SA Public Sector Enterprise Agreement: Salaried 2021](#)
- [SA Public Sector Wages Parity Enterprise Agreement: Weekly Paid 2022](#)
- [Nursing/Midwifery \(South Australian Public Sector\) Enterprise Agreement 2022](#)
- [SA Public Sector Wages Parity \(Plumbing, Metal and Building Trades Employees\) Enterprise Agreement 2019](#)
- [SA Health \(Health Care Act\) Human Resources Manual](#)

11.2 Supporting documents & resources

- [DHS Grievance and Review Resolution Form](#)
- [Employee Assistance Program](#)
- [SafeWorkSA](#)
- [South Australian Employment Tribunal](#)
- [DHS Diversity and Inclusion Strategy 2020 - 2023](#)
- [DHS Aboriginal Workforce Strategy 2021 – 2023](#)
- [SA Public Sector Work Health and Safety Framework for Cultural Safety](#)

Grievances and Reviews



Government
of South Australia



Other Enterprise Agreements

Classification	Description
EN	Enrolled Nurse
RN	Registered Nurse
WHA	Health Ancillary Employee
DIS	Disability Services Officer
WSE	Storeperson
GSE	Government Services Employee
WMF	Metal Trades Fabrication

Employees covered by the South Australian Public Sector Enterprise Agreement

Classification	Description
ASO	Administrative Services
MAS	Manager, Administrative Services
OPS/OPX	Operational Services Officer
PO	Professional Officer
AHP	Allied Health Professional
LE	Legal Officer
INT	Interpreter/Translator
TRA	Trainee



Grievances and Reviews



Government
of South Australia



Other Enterprise Agreements

Grievance or Complaint

Notice of promotional Grievance

Notice of Review following Personal
Application for Reclassification

Notice of Grievance against an
Administrative Decision

Employees covered by the
South Australian Public Sector
Enterprise Agreement

Classification	Description
ASO	Administrative Services
MAS	Manager, Administrative Services
OPS/OPX	Operational Services Officer
PO	Professional Officer
AHP	Allied Health Professional
LE	Legal Officer
INT	Interpreter/Translator
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Grievances and Reviews



Other Enterprise Agreements

Classification	Description
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RN	Registered Nurse
WHA	Health Ancillary Employee
DIS	Disability Services Officer
WSE	Storeperson
GSE	Government Services Employee
WMF	Metal Trades Fabrication

Employees covered by the South Australian Public Sector Enterprise Agreement

Grievance or Complaint

Application for Internal Review



General Information

ID	38
Employee Name	Julie Cebulla
Employee Number	1234567
Email Address	Julie.Cebulla@sa.gov.au
Contact Number	0444222333
Position Title	Manager, Policy & Governance
Classification	ASO6
Postal Address	XXX
Business Unit	XXX
Division	People and Performance
Manager Name	XXX

Details of complaint

Specify the date that the problem or incident first occurred:	06/07/2023
Nature of grievance/complaint:	Changes to the workplace without sufficient consultation or warning; Ongoing and insufficient organisational support; Unreasonable and ongoing job demands
Details of the complaint	XXX
I reported this grievance in GOVSafety	No
GOVSafety Report Number	
I have reported this grievance to an external body	No
Name of external body	
I have reported this grievance to my manager	Yes
Name of manager	XXX
Manager's response or suggested resolution	XXX

Informal Resolution Attempts

I have attempted to resolve this grievance informally:	Yes
Details of informal resolution attempts:	XXX
Reasons for not attempting to resolve informally:	

Remedy Sought

Please detail what you are seeking in
order to resolve this grievance:

XXX

Internal Review Application

Document 4

I Julie Cebulla hereby request an internal review be conducted in relation to an employment decision that directly affects my employment terms and conditions.

Dated: 11/07/2023

General Information	
ID	12
Employee Name	Julie Cebulla
Employee Number	1234567
Position Title	Manager, Policy & Governance
Classification	ASO6
Email Address	Julie.Cebulla@sa.gov.au
Contact Number	0444222333
Business Unit	XXX
Division	People and Performance
Postal Address	XXX
Manager Name	XXX

Employment Decision Information	
Merit-based selection process	Yes
Decision directly affecting employment	
Date on which the employment decision occurred	07/07/2023
Name and role of the person who authorised the employment decision is	
Name	XXX
Role	XXX
Detail your reasons for requesting an internal review	XXX
What reasons were you told for the employment decision	XXX
Did you express dissatisfaction with the employment decision	Yes
Name and role of person(s) to whom you indicated your dissatisfaction	
Name	XXX
Role	XXX
Date on which you indicated your dissatisfaction	07/07/2023

Internal Review Application

What actions have you undertaken to date to seek clarification about the employment decision?	XXX
Has any previous review of the employment decision been undertaken?	No
If a review of the employment decision did take place, please provide the following details:	
The name and role of the person who undertook the review	
Name	
Role	
The nature and outcome of the review	
The resolution I seek is:	XXX
My nominated representative/support person is	XXX From XXX Email: XXX Phone: XXX