

# Governance Dispute Resolution Policy and Procedure

## Acceptance Certificate:

Name:	Title:	Date:
Kerrie Jordan	Chief Executive Officer	15/09/2025

## Document Reviewers:

Name:	Title:	Date:
Kerrie Jordan	Chief Executive Officer	18/07/2025
SWOP NSW Executive Committee		18/07/2025

---

# Table of Contents

## Contents

<b>1. Purpose</b>	<b>3</b>
<b>2. Scope</b>	<b>3</b>
<b>3. Definitions</b>	<b>3</b>
<b>4. Principles</b>	<b>4</b>
<b>5. Procedure</b>	<b>4</b>
Step 1: Informal Resolution	4
Step 2: Formal Notification	4
Step 3: Investigation and Resolution	4
Step 4: Documentation and Follow-Up	4
<b>6. Related Documents</b>	<b>4</b>
<b>7. Policy Review</b>	<b>5</b>
<b>8. Version Control</b>	<b>5</b>

## 1. Purpose

To provide a fair, transparent, and confidential process for resolving disputes involving members of the Governance Committee, or between the Committee and the CEO.

## 2. Scope

Applies to all disputes arising at the governance level. Operational staff disputes are managed under staff procedures.

## 3. Definitions

<b>Term/Acronym</b>	<b>Definition</b>
<b>Governance Committee</b>	The governing body of SWOP NSW responsible for strategic oversight, organisational performance, policy approval, and supervision of the CEO.
<b>Chief Executive Officer (CEO)</b>	The most senior employee of SWOP NSW, responsible for all operational and day-to-day management decisions and accountable to the Governance Committee
<b>Operational Matters</b>	Tasks and decisions relating to the internal management of programs, services, staff, and finances under the CEO's authority.
<b>Strategic Governance</b>	The Governance Committee's responsibilities for oversight, risk, compliance, and direction-setting at a high level.
<b>Delegation of Authority</b>	The formal assignment of specific decision-making powers from the Governance Committee to the CEO or from the CEO to staff, within defined limits.
<b>Collective Authority</b>	The principle that the Governance Committee only holds governance powers as a group and not as individuals.
<b>Conflict of Interest</b>	A situation where personal, financial, or social interests could improperly influence a member's impartiality in governance decisions.
<b>Dispute Register</b>	A confidential record maintained by the Secretary documenting any formal governance-level disputes and their resolution.

---

## 4. Principles

- Disputes should be addressed early and respectfully
- Confidentiality, procedural fairness, and trauma-informed principles apply
- Outcomes should restore governance relationships wherever possible

## 5. Procedure

### Step 1: Informal Resolution

- Any concerns should first be raised directly, where appropriate, or with the President (for disputes between members), or the Vice President or nominated Governance Committee member (for disputes involving the President)

### Step 2: Formal Notification

- Where informal resolution fails, a written concern is submitted to the Governance Committee
- The Governance Committee will appoint a subcommittee or external facilitator to assess and manage the process

### Step 3: Investigation and Resolution

- The subcommittee will ensure all parties are heard
- Options include mediation, clarification of roles, feedback, or formal recommendation
- Serious breaches may lead to recommendation of removal per the Constitution

### Step 4: Documentation and Follow-Up

- Outcomes will be recorded in a confidential Dispute Register maintained by the Secretary
- Follow-up actions (e.g. further support, policy clarification) implemented where appropriate
- Committee will consider whether any policy or governance process improvements are required

## 6. Related Documents

- Governance Committee Code of Conduct

- Governance Roles and Responsibilities Policy
- Financial Delegations Policy

## 7. Policy Review

This policy and procedure will be reviewed every two years or earlier if governance needs change.

## 8. Version Control

Date:	Reason for Change:	Change Description:	Author:	Issue No:
18/07/2025	Wholesale review of governance framework	New Policy that provides a fair, transparent, and confidential process for resolving disputes involving members of the Governance Committee, or between the Committee and the CEO.	Kerrie Jordan, CEO	1.0