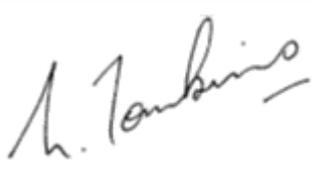


POLICY

Behavioural Issues Processes and Resolution of Conflicts & Disputes



Issued with the authority of the Chief Commissioner
and Chief Executive Officer of Scouts Australia NSW

Chief Commissioner signature		Chief Executive Officer signature	
Sponsor	Deputy Chief Commissioner (YSC&S)		
Document type	POLICY	Date of issue	20 March 2019
Document code & no.	POL39	Version number	V 1.0
Document title	Behavioural Issues Processes and Resolution of Conflicts & Disputes	Due for review	1 October 2020

Behavioural Issues Processes and Resolution of Conflicts & Disputes

This policy will be part of a larger set of policies aimed at supporting positive relationships between those involved in NSW Scouting

1 Introduction

This section applies to all Adults involved in Scouting but not to Youth members¹.

Adults in Scouting commit to act with INTEGRITY, treat others RESPECTFULLY and display COURAGE in their decision making².

Courage in relationships includes dealing with differences, conflict or disputes respectfully and in so doing modelling the behaviours that Scouts encourages of youth members.

Everyone in Scouting has an obligation to “get along”. This policy only applies when despite best efforts that may not be happening.

In Scouting, as with any organisation, the vast majority of differences, conflict and disputes arise from ineffective communication. Ineffective communication arises for a diverse range of reasons (whether the audience is one person or many) including:

- When someone does not think through the purpose of the communication;
- Cultural, social or language (including jargon) issues;
- Delivering the message at the wrong “level” for the audience;
- Failure to deliver the message in an appropriate style for the audience;
- Avoiding issues that are important;
- Failure to identify the goal of a conversation or ;
- When people cannot reach agreement on goals which are appropriate and achievable;
- Unclear timeframes;
- Not seeking feedback from the audience that the message is understood;
- Failure by the audience to raise matters of concern;
- Inappropriate communication because of pre-conceptions of what the response will be from the other person/s;
- Making assumptions, especially about the motivation of others.

¹See O & I – Group Organisation – 2A – Behavioural Management, Suspension and Dismissal of Youth Members

² A Scouting Code of Ethics

- Framing conversations in terms of “blame” or judgment.

When you believe that you have a difference, conflict or dispute with someone – taking the following steps will support you to live the Scouts Code of Ethics.

Stop and Reflect

REASON – what is it that causes you to feel unease about what the other person has said or done? Could your feelings arise from poor communications or assumptions?

If so, how might the communication have been delivered in a more appropriate (for you) manner? How can you raise your feelings in an appropriate manner with the other person that will advance the purpose of Scouting?

The vast majority of differences, conflict and disputes and allegations of breach of the Scout Promise & Law, Code of Ethics or Adult Code of Conduct will be dealt with as *Local Conduct Issues* – AND they will be resolved at the lowest appropriate Local Level in accordance with [Appendix 1 - Local Conduct Issues Resolution Table](#).

NOTE: Only Child Protection, Criminal Law and Serious Misconduct Issues (see Definitions below) will be dealt with at State level by the Child Protection or Issues Management Team.

REFER TO THE DEFINITIONS LIST & APPENDIX 1 - LOCAL CONDUCT ISSUE RESOLUTION TABLE AT THE END OF THIS CHAPTER

2 Procedures for Local Conduct Issue Resolution

2.1 Preamble

Working in an Association as large as Scouting, there will always be a time when parties will not agree on a course of action or direction. Sometimes Adults *perceive* that they are not treated with Respect, or that others act in other ways which are not in accord with Scouting Values³.

Unless such differences, conflicts or disputes involve Serious Misconduct Issues⁴, in the first instance, attempts should be made to seek resolution with the Adult involved, very quickly, and without the need for any further action. This is the preferred level of resolution and is the behaviour that Scouts seeks to role model for youth members.

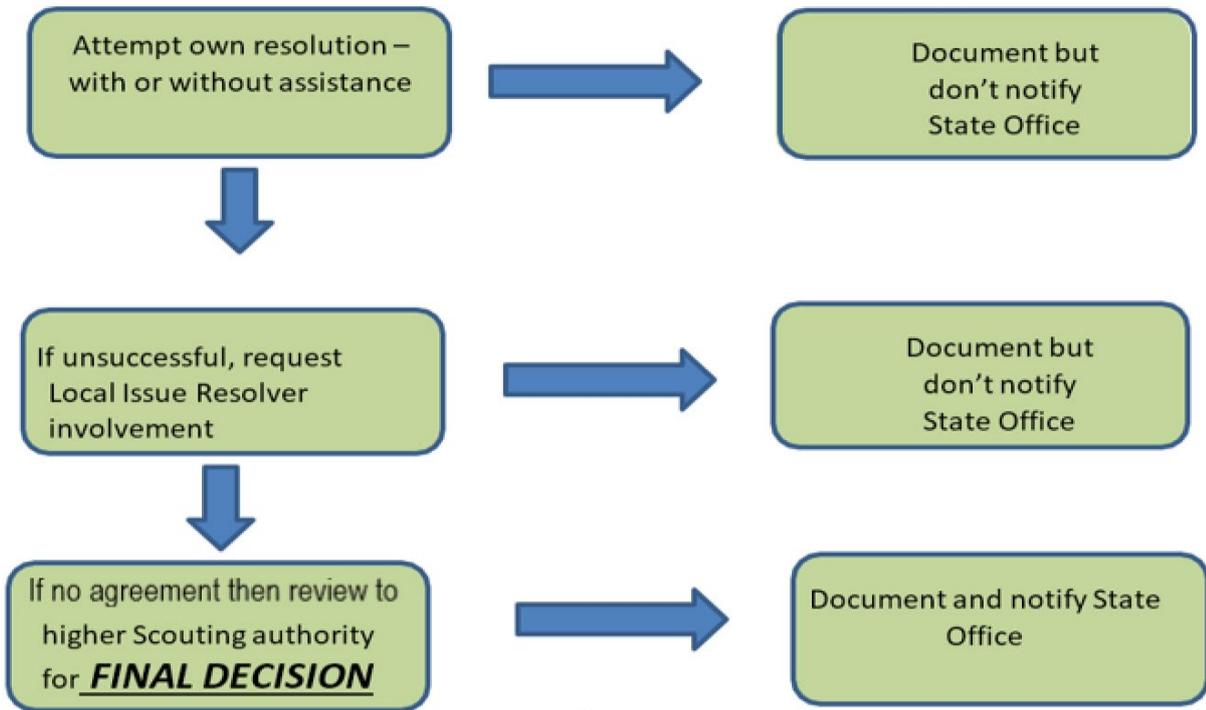
³ the Scout Promise & Law, Code of Ethics or Adult Code of Conduct

⁴ See Definitions – Serious Misconduct Issue

Except for Child Protection, Criminal Law and Serious Misconduct issues, ALL matters MUST be dealt with at the lowest possible level. They will NOT be dealt with above District Commissioner level⁵ except in the most exceptional circumstances.

In order to assist in the uniformly consistent and fair management of differences. Conflict and disputes Scouts NSW has put in place a simple 3 step procedure suitable for dealing with such situations:

Dealing with Local Conduct Issues



2.2 STEP ONE– Direct conversation and resolution between the people involved

Approach the person with whom you have the issue. If you don't feel comfortable doing this alone, enlist a support person to join you.

Let the person with whom you have the issue know what is causing you concern and ask them to respond.

⁵ See Definitions – District Commissioner

This step is important. Sometimes people may not realise the impact of their behaviour, or even realise there is a problem. It gives them a chance to reflect and may lead to resolution of the problem. Fairness to all concerned should be paramount, and this step ensures that-and should not be missed, unless in exceptional circumstances.

Timeframe: This step should be taken as soon as possible, but certainly within 7 days of it being first raised. If exceptional circumstances exist why Step One cannot be met, you may proceed directly to Step Two, but you must provide full reasons why you could not meet Step One.

2.3 STEP TWO – Intervention and assistance at the local level

If, despite your best efforts, a resolution cannot be reached, it is appropriate to approach a Local Issue Resolver for assistance (see [Appendix 1 - Local Conduct Issues Resolution Table](#)).

Normally, the issue will be dealt with at the management level at which the difference of conflict or dispute originated (for example the Local Decision Maker will be the Group Leader in relation to issues between parents and leaders; the Activity Leader for issues between activity participants etc.).

Before a Local Issue Resolver will attempt to resolve the issue, the party seeking the assistance must set out specifics of the concern in writing including:

1. The date/s and time/s when the behaviour occurred;
2. The circumstances and place where the behaviour occurred;
3. The names of any other person/s present;
4. Why the matter is being reported;
5. The reasons for any delay (beyond 28 days) in reporting the matter;
6. The steps which you have taken to resolve the matter with the adult/s concerned OR the exceptional circumstances why the matter was not raised with the adult/s;
7. Any reason/s why this matter should not be dealt with by the usual Local Issue Resolver.

If appropriate information is not supplied to the Local Issue Resolver within 7 days of them requesting it, the issue will be taken no further. Consistent complaint without justification or follow up may result in a Caution being noted on the record of the party

making the complaint. It is incumbent on the person raising the issue to comply with this timeframe, whether they communicate.

The Local Issue Resolver will usually arrange for the conduct a mediation process, attended by all parties the Local Issue Resolver thinks are stakeholders to the Issue. A mediation process is intended to be private and will be aimed at resolving the difference conflict or dispute without the need for anyone making a decision about “right or wrong”.

Only should a mediation process not result in an agreement will the Local Issue resolver conduct an informal investigation.

Timeframe: A mediation process will take place within 7 days.

NB If the Local Issue Resolver fails to contact the parties within 7 days of the party seeking their assistance to arrange a place and time for the mediation process, that party may approach the relevant person in Column 3 of [Appendix 1 - Local Conduct Issues Resolution Table](#) to allocate another Local Issue Resolver to deal with the matter.

The parties may, with the permission of the Local Issue Resolver, bring a support person to any process anticipated by this policy. That support person is not, and may not act as, an advocate and may be required to leave if they act beyond the role of a supporter.

Mediation is an informal process to be conducted in accordance with Scouting Values. All participants must act with Respect for the process and the individuals involved.

The Local Issue Resolver should make a diary note about the issue, the parties involved and the outcome (including any agreements or undertakings by the parties). While there is no need to take further action if the matter is successfully resolved, it may be very useful to go back to the note if another issue involving one of those parties later arises.

2.4 STEP THREE – Final Review

In those infrequent occasions where the parties are not able to reach a mediated agreement at the local level, one or both may (no later than 7 days after mediation seek a review to the relevant person in Column 3 of [Appendix 1 - Local Conduct Issues Resolution Table](#) who will investigate the issue and make a final determination.

- 2.1 A review request can be lodged via the link :<https://www.nsw.scouts.com.au/about/child-health-safety/report-a-behavioural-management-matter-or-breach-of-the-code-of-conduct/> .

That review will be sent to the Region Commissioner (or relevant DCC), who will refer it to the person in Column 3 of [Appendix 1 - Local Conduct Issues Resolution Table](#) for a final decision from which there is no further appeal. This decision together with copies of relevant supporting documents will be stored at State Support Office.

The person in Column 3 will consider all facts and points of view in making their binding decision on the matter. They will do this by giving the involved parties an opportunity to state their views clearly and will ensure that all facts are clear and understood. If necessary, they may speak to other persons who can assist them in forming a view (such as witnesses or technical experts – such as a District Scout Leader or Training Leader).

When making a decision, the person in Column 3 of [Appendix 1 - Local Conduct Issues Resolution Table](#) will offer a solution that is (where possible) manageable by the parties and that accords with the best interests of Scouting and is in accordance with “POLICIES AND PROCEDURES”.

The person in Column 3 will clearly set out the factors on which they have based their decision, documenting, the issue and the decision but they do not need to notify anyone other than the parties involved in the issue.

Timeframe: - The person in Column 3 of will make a binding decision about the dispute usually within 28 days of the matter being referred to them.

A decision made on Review is not limited to the issue which originally was referred to the Local Issue Resolver or the person in Column 3. If any person is of the view that there are other matters which have properly arisen during the course of considering the facts, the person in Column 3 is entitled to identify those matters and make a binding decision in respect of those also, whether it involves the Adult in respect of whom the matter was brought or some other Adult.

If the person in Column 3 forms the view that there is evidence that a Serious Misconduct Issue has occurred, they may refer that issue for consideration by the SCIM.

A failure by one or other of the parties to accept this final decision may found a Serious Misconduct Issue and be the basis for cancelling that person’s membership with Scouts Australia.

Timeframe: This final determination will usually be made within 21 days of the appeal

3 Non-Voluntary Transfers

Where a District Commissioner has formed the view, that it is in the best interest of Scouting in a Formation, they may recommend to the Region Commissioner that a leader be the subject of a non-voluntary transfer out of that Formation.

Prior to a District Commissioner making such a recommendation, they should ensure that there is a record of the reasonable efforts which have been pursued to resolve the Formation dynamics and the reason why they have made the recommendation.

The District Commissioner must provide at least 7 days written notice of the proposed recommendation to the leader subject of the transfer recommendation, together with the reasons for the recommendation. The District Commissioner may direct that the leader must stand aside from any involvement in Scouting until the expiration of that 7-day period.

The leader may lodge, in writing and no later than 5.00pm on the 7th day, an appeal against to the Region Commissioner. The Region Commissioner may automatically give effect to the recommendation if no appeal is lodged.

Where a leader has been directed to stand aside from involvement in Scouting, that direction will continue until the determination of the appeal by the Region Commissioner.

It is the decision of the Region Commissioner whether they determine the appeal on the papers or after speaking with the Leader. The Region Commissioner may direct that a non-voluntary transfer may take place whether or not there are sufficient grounds either a Local Conduct Issue or a Serious Misconduct Issue.

The Region Commissioner is entitled to place such conditions on the transferred Leader as the Region Commissioner reasonably believes are appropriate in the circumstances.

The Region Commissioner's decision is final and there is no right to a further review.

These provisions are in addition to the provisions relating to Adults during their first 6 months of membership as set out in O & I Adult Appointment Procedures 2.2(f):

It is at this time that the prospective Adult Member will commence a period of probation of six months. During this period the prospective Adult Member and Scouts NSW (i.e.

the Region Commissioner) reserve the right to terminate the prospective Adult Member's membership at any time.

4 Procedures for Child Protection, Criminal Law and Serious Misconduct Issues

4.1 Consideration of Suspension

While the use of the suspension / dismissal process is a decision of last resort, Scouts Australia WILL act to protect the interests of its Youth Members and where that requires the suspension of an Adult, to obviate the risk, that will occur.

It is also important to note that Scouts retains a right to summarily dismiss its members in circumstances where there is Serious Misconduct Issue or for actions which bring, or are likely to bring, the Association into disrepute (Policy and Rules 5.5.3). Also, the Board of Directors may determine (including withdrawing or cancelling) adult appointments and membership at any time. The Board of Directors is not be under any obligation to state the reasons for such action.

The decision to suspend is made by the SCIM (or other person nominated by the Chief Commissioner or Deputy Chief Commissioner - Youth Safety, Compliance & Support) on a case-by-case basis. Suspension will be considered in every Child Protection, Criminal Law and Serious Misconduct Issue.

Suspension is not a punishment, but a risk management tool used to protect both the Youth Member and the Adult. Breach of conditions of suspension may constitute the basis for summary dismissal.

When an Adult is suspended, they will be allocated a Support leader from their Region Member Support team. If they do not hear from that Member Support Leader within 7 days of being advised of their suspension, they should email the State Commissioner (Member Support) who will arrange for someone to contact them within 72 hours.

4.2 Receipt of Child Protection Issues

a) Child Protection Allegations

When Scouts NSW becomes aware of a Child Protection Allegation involving an Adult in Scouting, it will be referred to the NSWPF and/or FACS in accordance with the Child Protection Policy and Rules.

Scouts NSW will, on receiving advice from NSWPF or FACS of the completion of their investigations (either by Court decision or administrative decision not to take further

action) make its own decision whether to commission a Fact Finding of issue a Show Cause Notice.

At the time of referral to the NSWPF or FACS, the SCIM or other person nominated by the DCC (YS, C & S) will make a recommendation to the DCC (YS, C & S) about any reasons why that Adult in Scouting should or should not be suspended.

The Adult in Scouting will be informed by a member of the Child Protection Team if they are to be suspended and the conditions of that suspension. The reasons for and conditions of suspension will also be provided by letter (usually forwarded by email).

b) Working with Children Check Bar

When Scouts NSW is advised by the Office of Children’s Guardian that an Adult’s WWC approval is subject to a bar or temporary suspension, it is required by law to suspend the Adult from involvement in all Scouting activities. Where a WWC approval is withdrawn or cancelled by OCG, Scouts NSW is required to cancel membership of the Association. There is no appeal from such a decision within Scouts NSW – although the Adult may separately seek to appeal the decision of the OCG.

The Adult in Scouting will be informed by a member of the Child Protection Team if they are to be suspended and the conditions of that suspension. Similarly, if their membership is to be cancelled, they will be informed by a member of the Child Protection Team. The reasons for and conditions of suspension or the fact of cancellation will also be provided by letter (usually forwarded by email).

4.3 Receipt of Criminal Law Issues

When Scouts NSW becomes aware of any Criminal Law Issue, the SCIM or other person nominated by the DCC (YS, C & S) will recommend to the DCC YSC&S whether:

- a) the Adult should be suspended; and
- b) a Fact Finding should be commissioned; or
- c) a Show Cause Notice or summary cancellation of membership issued.

When the DCC- YS, C & S upholds an appeal they will decide whether:

- a) the Adult should be suspended; and
- b) a Fact Finding should be commissioned; or
- c) a Show Cause Notice or summary cancellation of membership issued.

When the Adult is to be suspended, they will be informed by a member of the Child Protection Team that they are suspended and the conditions of that suspension. The

reasons for and conditions of suspension will also be provided by letter (usually forwarded by email).

4.4 Receipt of Serious Misconduct Allegations

When Scouts NSW receives an allegation of Serious Misconduct, it will be referred to the SCIM who will decide whether it is, or not, a Serious Misconduct Issue.

This process applies irrespective of the manner and method how the allegation is reported (e.g. through the website, by phone call, by letter or email OR report to WOSM, Scouts Australia, Chief Commissioner, CEO or staff etc.).

Failure to maintain currency in a Mandatory Requirement WILL be regarded as a Serious Misconduct Issue which WILL result in suspension until either the requirement is completed, or membership is cancelled.

Where the SCIM decides that it is NOT a Serious Misconduct Issue, they will advise the reporter of that decision who has 7 calendar days to appeal that decision. The appeal will be dealt with on the papers, by the DCCYSC&S. If there is no appeal or the appeal is rejected, the issue will be referred to the relevant Region Commissioner or Deputy Chief Commissioner. That RC or DCC will arrange for the allegation to be allocated to an appropriate Local Decision Maker within their Team to be dealt with under Step 2 of the Local Conduct Issues framework. The SCIM will inform the person making the allegation of the referral and of any additional information which they should provide to the Local Decision Maker when they are notified who that person is.

Where the SCIM decides that it IS a Serious Misconduct Issue, they will also Recommend to the DCC -YSC&S:

- a) whether the Adult should be suspended or not; and
- b) whether a Fact Finding should be commissioned; or
- c) a Show Cause Notice or summary cancellation of membership issued.

4.5 Next Steps

The process set out below will apply in respect of all complaints, other than those made against an Adult who is a direct report to the Chief Commissioner. In those circumstances, the processes and timeframes will be the same, excepting:

- The Nominee will be appointed by, and report to, the Chair of the Board of Directors; and
- The Appeal is to the Board of Directors.

The Fact-Finding Process

a) When is a Show Cause Notice or Summary Cancellation of Membership Issued?

A Show Cause Notice (or, in some circumstances a Notice of Cancellation of Membership) will usually occur (rather than a Fact Finding) where the Adult has had proven against them in a Court, or otherwise admits a Criminal Law Issue or matter of sufficient seriousness. The fact that a member has either been found guilty of a criminal offence or had a charge dismissed by a Magistrate pursuant to s32 of the Mental Health (Forensic Provisions) Act 1990, alone may be regarded as sufficient to properly support a recommendation of cancellation of membership.

b) When does a Fact Finding Occur?

Scouts will conduct a Fact Finding when:

- a Child Protection allegation does not result in a Criminal Law Issue and the NSWPF advise that they will not be taking further action*;
- FACS advise they will not be taking further action*;
- a Criminal Law issue completes with an acquittal or finding that the allegation is not established*;
- a Serious Misconduct Issue is accepted by the SCIM.

* The decision by an external body (NSWPF, FACS or the Courts) that they will not be taking further action against an Adult does not prevent, nor relieve Scouts NSW from investigating whether a breach of its own processes and standards has occurred.

c) Who Conducts the Fact Finding?

The SCIM (or other nominee of the DCC- YSC&S) will select 1 or more persons (depending on the location and complexity of the matter) to perform the Fact Finding based on their overall experience in Scouting or an expertise relevant to the issue.

d) What is involved in a Fact Finding?

The Fact Finder will receive a letter of appointment from the Nominee setting out the background to the Issue and asking them to make such further inquiries and speak to such persons as they think will help them work out what is at the root of the Issue. This may involve the Fact Finder/s asking the person who brought the issue to the attention of Scouts:

1. The date/s and time/s when the behaviour occurred;
2. The circumstances and place where the behaviour occurred;

3. The names of any other person/s present and speaking to those persons.
Having formed a picture of the Issue, the Fact Finder/s will offer an interview to the Adult.

The Adult may bring a Scouting friend / supporter who is not to be there as an advocate and who may be required to leave the review if they act beyond the role of a supporter.

During this interview, the Fact Finder/s will put to the Adult enough detail to enable the Adult to respond. If the Adult does not wish to provide a response to the allegations during that meeting, they may be given the opportunity to provide a written response to the allegations at a time after the meeting is held.

If the Fact Finding, including any response by the Adult raises fresh matters of concern, those should be identified to the Adult for a response.

e) What Happens on Completion of the Fact Finding?

Once the Fact Finder/s have had the opportunity of considering all the information available, it is their duty to make a recommendation to the Nominee.

The recommendation should:

8. Set out the substance of the Child Protection, Criminal Law or Serious Misconduct Issue;
9. List the information which the Fact Finder/s obtained and the sources of that information – including the names of any witnesses spoken to;
10. Provide an assessment of the weight of the information obtained (as to whether or not some bits are more reliable than other information and why);
11. Set out the Facts which the Fact Finder/s found established on the balance of probabilities;
12. Advise whether those Facts support a finding of ANY breach of the Scout Promise and Law, Code of Ethics or the Adult Code of Conduct involving the Adult;
13. Advise whether any matters arise which support a finding of breach of the Scout Promise and Law, Code of Ethics or the Adult Code of Conduct involving ANY OTHER Adult; and
14. Set out, where a breach is found, a suitable sanction (including further education, transfer to another position or cancellation of membership) which might be appropriate to the breach.

f) Role of the Nominee

On receipt of the report from the Fact Finder/s the Nominee will consider ALL the material provided and, bringing their own experience to the Issue, decide whether to

adopt or vary the recommendation/s made by the Fact Finder/s. Where the Nominee does vary the recommendations made by the Fact Finder/s, they will set out the reasons for so doing.

The Nominee will also consider:

- a) Where the Adult the subject of the complaint has been suspended, the lifting of that suspension;
- b) Where the Adult the subject of the complaint has been suspended, the lifting of that suspension but imposing conditions; and
- c) Whether cancellation of membership is appropriate.

The Nominee will arrange for the Adult to be advised in writing of their decision and any sanctions to be imposed.

g) The Appeal

Where a sanction is imposed on the Adult by the Nominee and they believe that either the findings of Fact are incorrect, or they disagree with the sanction imposed, they may file an appeal. That appeal must be lodged within 7 days of being advised of the decision.

The appeal must set out clearly the bases why the Adult disputes the decision; what they believe should have been the appropriate decision or sanction (and the reasons for their belief); and whether or not they wish to personally address the final decision maker (usually the DCC YSC&S).

The Adult may bring a Scouting friend / supporter who is not to be there as an advocate and who may be required to leave the review if they act beyond the role of a supporter.

In all cases other than those involving an adult who reports directly to the Chief Commissioner, the decision maker shall be the DCC YSC&S who will review the information and consider any matters put by the Adult, before they make a final and binding determination. If the Adult reports directly to the Chief Commissioner, then the decision maker will be an appointee of the Chair of the Board of Scouts NSW.

Once a determination has been made, the Adult will be informed of the final and binding determination. No further appeal or review of that decision will be entertained.

The person who raised the issue with Scouts NSW will also be advised that the process has completed and (subject to restrictions in law) may be advised of the effect of the determination.

Where required, the Chief Commissioner cause the authorities to be advised (for example, notify the Office of the Children’s Guardian (NSW) of conduct constituting an assessment requirement trigger under the Child Protection (Working With Children) Act 2012 (formerly, a “Relevant Employment Proceeding” notification)) and Scouts Australia.

5 Definitions

Adult – Adult means any person 18 years of age or older who is a Leader, Rover Scout, Adult Helper, Adult Supporter, Office Bearer, Foundation & Fellowship Member and/ or Staff

Bullying - Bullying is when an individual or a group of people with more power, repeatedly and intentionally cause hurt or harm to another person or group of people who feel helpless to respond. (<http://breakingthecycle.scouts.com.au/about/definition/>)

Child Protection Allegation – an allegation that a Youth Member has been subject of Child Abuse as set out in the Scouts Australia Child Protection Policy (https://soz-central.s3.amazonaws.com/products/227/download_file/Scouts_Australia_Child_Protection_Policy.pdf)

Child Protection Team – the Child Protection Officer, Chief Executive Officer, DCC YS, C & S, Chief Commissioner, SCIM

Criminal Law Issue – any matter, including an Apprehended Domestic Violence Application or Apprehended Personal Violence Application, in which Police have issued proceedings requiring a person to appear before a Court.

DCC YSC&S – Deputy Chief Commissioner (Youth Safety, Compliance & Support)

Delegate – The Chief Commissioner and Deputy Chief Commissioner (Youth Safety, Compliance and Support) who have been delegated by the Board of Directors of Scouts NSW certain powers including to cancel Adult membership.

Dispute – a disagreement between 2 or more Adults which will usually be dealt with as a Local Conduct Issue

District Commissioner – the person appointed as a District Commissioner for a District within a Region or a person on the Region Team responsible to the Region Commissioner for supervising 1 or more Formations within that Region or a person appointed by the Region Commissioner to deal with personnel issues with their Team. In respect of State Leaders, such as Activity or Training Leaders, it is a person appointed by the responsible State Commissioner to deal with personnel issues within their Team.

FACS – NSW Department of Family and Community Services

Fact Finder/s – one or more persons appointed by the SCIM (or other nominee of the DCC – YSC&S) to carry out a Fact Finding

Formation – is a unit or grouping within Scouts NSW to which a Member may be attached.

Grievance – an issue which a person (whether Adult or Youth) has against an Adult. This will be dealt with as a Local Conduct Issue.

Local Issue Resolver the person who uses the Mediation Process to assist the parties to come to a mutually agreeable decision in relation to a Local Conduct Issue – see [Appendix 1 - Local Conduct Issues Resolution Table](#).

Local Conduct Issue – an issue involving an alleged breach of the Scout Promise and Law or Code of Ethics or Adult Code of Conduct other than a Serious Misconduct Issue

Mandatory Requirement – Current Working with Children Check, Current Child Safe Scouting e-learning Module and Current WHS for Scouting e-learning Module.

Mediation Process – a process involving the Local Issue Resolver meeting with the parties to a Local Conduct Issue:

- setting behavioural standards for the meeting;
- exploring the issues with them to help them define and clarify what led to the issue;
- helping them agree on goals and outcomes for the process;
- facilitating discussion between them towards a resolution of the issue; and
- assisting them to reach an agreement which they can live with.

Nominee – person appointed by the DCC – YSC&S to supervise the Fact-Finding Process (including appointing the Fact Finder/s) and to make the decision as to the outcome of that process and any sanction to be imposed.

NSWPF – New South Wales Police Force

SCIM – State Commissioner (Issues Management)

Scouting Values – Acting in accordance with the Scout Law and Promise, Code of Ethics and the Code of Conduct for Adults in Scouting

Serious Misconduct Allegation an allegation that an Adult has been involved in a Serious Misconduct Issue.

Serious Misconduct Issue – an issue involving an alleged breach of the Scout Promise and Law or Code of Ethics or Adult Code of Conduct which the SCIM determines to be a Serious Misconduct Issue because of the nature of the conduct involved, the potential to damage the reputation of Scouting, the role of the person against whom the allegation is made or other reasons which the SCIM considers relevant.

Appendix 1 - Local Conduct Issues Resolution Table

Local Conduct Issues Resolution Table		
Person with whom you have issue	Local Issue Resolver	Final Review by
Parent/Member of Committee	Group Leader	District Commissioner (or Nominee)
Section Leader or Assistant Leader	Group Leader	District Commissioner (or Nominee)
Assistant Group Leader	Group Leader	District Commissioner (or Nominee)
Group Leader	District Commissioner's Nominee	District Commissioner
District Commissioner	Regional Commissioner Nominee	Region Commissioner
Rover	Crew Leader/ Rover Advisor	Regional Rover Commissioner and Regional Rover Chair or Region Rover Advisor ⁶
Crew leader/ Rover Advisor	Nominee of Region Rover Council	Regional Rover Commissioner and Regional Rover Chair or Region Rover Advisor ⁷
Activity Leader	Regional Activity Commissioner's Nominee	Regional Activity Commissioner
State Leader, State Commissioner, Assistant State Commissioner, Assistant Chief Commissioner	State Issues Management Team	Deputy Chief Commissioner (Youth Safety Compliance & Support)
Region Team	Region Commissioner	Deputy Chief Commissioner (Youth Safety Compliance & Support)
Region Commissioner Deputy Chief Commissioner or Chief Commissioner	State Issues Management Team	Chair of the Board of Directors

⁶ Where neither the Regional Rover Commissioner or Regional Rover Chair hold a Certificate of Adult Leadership

⁷ Where neither the Regional Rover Commissioner or Regional Rover Chair hold a Certificate of Adult Leadership