

# The Pilot Vocational Training Program Dispute Resolution Service



## Introduction

Misunderstandings and unresolved conflict can impair relationships, workplace effectiveness and delivery of the VTP. They may also lead to formal complaints about unfair treatment, bullying, harassment or discrimination. It can be difficult for people managing, delivering and participating in the VTP to raise issues with each other and achieve resolution for a variety of reasons.

A VTP Dispute Resolution Service is being piloted in Australia to assist anyone involved in the VTP to constructively and effectively resolve issues and conflicts before they escalate to formal complaints.



## Program Snapshot

<b>What is this program?</b>	A pilot service to address non-clinical workplace or education issues or concerns related to the VTP
<b>What is this program for?</b>	Anyone involved in the Australian Networks of the VTP in any capacity (trainees, supervisors, tutors, network QECs)
<b>How will the program work?</b>	It is voluntary, free, informal, independent, neutral and confidential
<b>When will this program operate?</b>	Jan 2024 to Dec 2025
<b>Where will this program operate?</b>	Online via video conferencing
<b>Who will run this program?</b>	RANZCO has appointed an external independent contractor to the role of VTP Mediator
<b>How to make contact?</b>	<b><a href="mailto:vtpmediator@ranzco.edu">vtpmediator@ranzco.edu</a></b> <i>This is private and secure email address. No one at RANZCO or your employer will be aware of, or informed, that contact has been made</i>
<b>Where to get further information?</b>	<ul style="list-style-type: none"> <li>• More details overleaf</li> <li>• Click <a href="#">here</a> for more information</li> </ul>

## Program Details

**The service is a confidential and informal avenue of support in making informed choices regarding concerns and options for non-clinical workplace and education issues or concerns related to the VTP. This may include:**

- ▶ providing an independent and confidential avenue to clarify concerns;
- ▶ providing information about options available to address concerns, including self-management;
- ▶ providing access to relevant information, resources and tools;
- ▶ supporting the learning of new ways to address issues and concerns, including having difficult conversations;
- ▶ information about navigating existing internal and external complaints processes and pathways;
- ▶ with the agreement of all parties, including the VTP Mediator, facilitating informal conversations between participants, independently and neutrally.

**The VTP Mediator adheres to four guiding principles: Independence, Neutrality, Confidentiality and Informality. As such, the VTP Mediator does not:**

- ▶ take part in formal processes or compliance functions of RANZCO or any health services;
- ▶ receive complaints on behalf of RANZCO or the relevant health service;
- ▶ undertake investigations of or make findings relating to complaints or allegations;
- ▶ undertake or participate in performance management or dismissal processes
- ▶ take sides in any issue, conflict or dispute (including when only meeting with one party);
- ▶ provide legal advice, legal representation or investigation;
- ▶ advocate on behalf of any participant with RANZCO or any employing health service;
- ▶ adjudicate, arbitrate or appear as witness in any administrative or legal proceedings, except when legally required to do so;
- ▶ become involved in any formal process already commenced;
- ▶ have power to make, change or set aside management decisions or policy of RANZCO or an employing health service.

**Some potential situations/issues you could raise with the VTP Mediator to clarify issues and develop strategies are:**

- ▶ Disagreements or interpersonal conflict with colleagues, including those who are more senior
- ▶ What to do if you have a Supervisor who is not turning up or answering calls when they are rostered to supervise in clinics or are on call
- ▶ Raising concerns about being required to work excessive unpaid overtime
- ▶ How to give feedback to a trainee you supervise when you are struggling to get the words right

## Meet the VTP Mentor



RANZCO has appointed Nationally Accredited Mediator, Louise Millar-Hoffmann, to the external contracted role of VTP Mediator. Louise has over twenty five years of experience in all aspects of workplace, career and employee experiences including conflict coaching, management and resolution. She is a member of the International Ombuds Association and the Victorian Association of Dispute Resolution.

Louise will treat you with respect and without judgement, keep your concerns confidential and support you to reach the outcome that meets your goals.