McLaren Flat Recreation Ground Inc
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NAVIGATING CONFLICT POLICY

Policy Number: 9	Approved by Committee:	12/08/2026
Version: 1	Scheduled review date:	01/08/2028
Related Documents: Constitution Regulations MFRG Member Protection and Child Safe Environment Policy 1		

PURPOSE

The main objective of the Navigating Conflict Policy ("policy") is to provide a clear, fair, and consistent framework for preventing, managing, and resolving conflict across all activities of McLaren Flat Recreation Ground Inc (MFRG Inc).

It applies to all interactions occurring on the grounds, in buildings, and within the community club.

The policy ensures that all users of the Recreation Ground—affiliates, hirers, volunteers, and the public—can operate in a respectful, safe, and cooperative environment.

SCOPE

This policy applies to everyone involved in the activities of the organisation whether they are in a paid or unpaid/voluntary capacity and including:

- Committee members, administrators and other officials;
- Voluntary personnel, contractors and others;
- Affiliates and facility hirers;
- Members, including any life members;
- Parents; and
- Members of the public attending events

The policy covers all matters directly and indirectly related to the McLaren Flat Recreation Ground and its activities so far as it has reasonable control.

This policy and related documents are available on our website and on display in the Community Club and as part of the Induction following recruitment.

PRINCIPLES

Respect — All people are treated with dignity.

Fairness — All parties have the opportunity to be heard.

Transparency — Decisions are documented and communicated.

Timeliness — Issues are addressed early to prevent escalation.

Safety — Behaviour that threatens wellbeing is not tolerated.

Neutrality — Committee members act impartially and declare conflicts of interest.

Consistency — Similar issues are handled in similar ways.

Confidentiality – Information about a conflict is shared only with those who need it to resolve the matter.

TYPES OF CONFLICT

Operational conflict — scheduling clashes, access to buildings, equipment use, storage, cleaning responsibilities.

Interpersonal conflict — disagreements between individuals, volunteers, or users of the grounds.

Governance conflict — committee decisions, policy interpretation, sub-lease obligations.

Financial conflict — hire fees, bonds, damage charges, shared utilities, maintenance costs.

Behavioural conflict — harassment, bullying, aggressive behaviour, alcohol-related issues.

Facility-use conflict — competing demands for space, noise concerns, overlapping activities.

Affiliate-related conflict — disputes between sub-lessees, or between affiliates and hirers.

Special cases/Governance – Children/Vulnerable persons – follow child-safe practices and prioritise the wellbeing of those affected. Involve external authorities if any risk of harm or abuse. AVOID informal handling.

Refer to Department of Child Safety or Member Protection Office (in relation to sport related conflicts) or external organisations.

Anonymous Complaints – Accept as a report only, assess severity but action is limited.

Vexatious Complaints – Manage through clear policy, reinforce previous findings or outcomes.

EARLY INTERVENTION

Most issues can be resolved informally. Where safe and appropriate, individuals should attempt to resolve concerns directly with the other party.

Examples:

- Two affiliates negotiate training or event times.
- A hall hirer raises a concern with the coordinator.
- A community group discusses a misunderstanding with another group using the same building.

If early intervention fails or is inappropriate, the matter moves to **formal resolution**.

FORMAL CONFLICT RESOLUTION PROCESS

Step 1 — Lodging a Concern

Concerns must be submitted in writing to the Secretary, in person or email secretary@mclarenflatrecreationground.com.au.

The submission must include:

- Description of the issue

- Parties involved
- Steps already taken to resolve it
- Any relevant evidence (emails, photos, agreements)
- Desired outcome

Step 2 — Acknowledgement

The Secretary will acknowledge receipt of the complaint and notify all members of the MFRG Committee and the alleged party within forty-eight hours of receiving any complaint. If the Committee assesses the matter as moderate or serious (Step 3), the Secretary will then notify the alleged party and a hearing to be held within fourteen days of such a complaint being received. Minor matters may be resolved by the Committee, or a person it delegates, directly with those involved without a formal hearing. Where notifying the alleged party could compromise anyone's safety or an investigation, the Committee may delay that notification until appropriate safeguards are in place.

Step 3 — Assessment

The MFRG Committee determines:

- Whether the issue is minor, moderate, or serious
- Whether immediate action is required
- Whether the City of Onkaparinga needs to be consulted
- Whether an independent mediator is required
- Whether the matter involves a sub-lease breach

Step 4 — Investigation

This may include:

- Speaking with all parties
- Reviewing sub-leases, hire agreements, policies, or incident reports
- Inspecting facilities

Step 5 — Resolution

Possible outcomes:

- Agreement between parties
- Committee decision
- Mediation
- Behavioural expectations or warnings
- Changes to procedures or scheduling
- Additional conditions placed on hire or sub-lease
- Suspension or termination of hire or sub-lease (serious cases)

Step 6 — Documentation

All decisions are recorded in:

- Committee minutes
- A confidential conflict file

Step 7 — Communication

Parties are informed in writing of:

- The outcome
- Required actions
- Any follow-up review dates

CONFLICTS OF INTEREST

Committee members must declare any conflict of interest and abstain from decision-making where appropriate.

Examples:

- Being a member of an affiliate club involved in the dispute
- Being part of a community group hiring a building
- Personal relationships that may influence judgement

Behavioural Expectations

All individuals using MFRG Inc facilities must:

- Treat others respectfully
- Avoid aggressive, abusive, or intimidating behaviour
- Follow directions from committee members or authorised volunteers
- Comply with hire agreements, sub-leases, and club rules
- Respect shared spaces, equipment, and cleaning requirements
- Manage alcohol responsibly (where applicable)

Breaches may result in:

- Verbal or written warnings
- Temporary suspension of access
- Additional conditions on hire
- Termination of agreements
- Referral to authorities if safety is at risk

MEDIATION

Where conflict cannot be resolved internally, MFRG Inc may engage:

- An independent mediator - Clubs SA, Consumer & Business Services (SA), Liquor and Gambling Commissioner, Sports Integrity Australia
- A sporting association governing body
- A professional dispute resolution service

Costs may be shared or assigned depending on circumstances.

12. Policy Review

This policy is reviewed **every two years**, or earlier if:

- Legislation changes
- Lease conditions change
- Significant conflict trends emerge
- New affiliates or user groups are added

This Policy was adopted by the Management Committee of McLaren Flat Recreation Ground Inc on:

Date: 12 August 2026 **.....**

Review Date: August 2028 .....

CONFLICT REGISTRATION FORM

Complainant/Reporter Details

Complaints will be handled in accordance with the Discipline and Dispute Resolution requirements of the Constitution and Regulations.

Full Name

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Role / Relationship to MFRG Inc

- o Affiliate club member
- o Hall hirer
- o Community group representative
- o Volunteer
- o Committee member
- o Public attendee
- o Contractor
- o Other (please specify)

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Organisation (if applicable)

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Phone Number

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Email Address

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INCIDENT DETAILS

Date of Incident

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Approximate Time

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Location of Incident

- o Oval
- o Tennis courts
- o Riding arena
- o Soccer pitches
- o Cricket nets

- o Halls / buildings
- o Community club
- o Car park
- o Storage area
- o Other (please specify)

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PARTIES INVOLVED

List all individuals or groups involved

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If known, list their organisation/role

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DESCRIPTION OF THE ISSUE

Provide a detailed description of what happened

Include:

- What occurred
- Who was involved
- Any relevant conversations
- Behaviour observed
- Sequence of events

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STEPS ALREADY TAKEN

Have you attempted to resolve the issue directly?

- o Yes
- o No

If yes, describe what steps were taken

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IMPACT OF THE ISSUE

How has this issue affected you, your group, or MFRG Inc operations?

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DESIRED OUTCOME

What outcome or resolution are you seeking?

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SUPPORTING EVIDENCE

Upload supporting files (optional)

Attach: Photos; Screenshots; Emails; Documents; Witness statements

Describe any evidence you are attaching

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DECLARATION

☐ I declare that the information provided is true and accurate to the best of my knowledge.

Signature: .....

Print full name: .....

Date of submission: .....

COMMITTEE USE ONLY (HIDDEN FROM PUBLIC)

Date received: .....

Received by: .....

Conflict category:

- o Operational
- o Interpersonal
- o Governance
- o Financial

- Behavioural
- Facility-use
- Affiliate-related

Action required: .....

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Referred to: .....

Outcome: .....

Follow-up date: .....