

All committees are expected to have a Dispute Resolution policy. This will ensure that if a dispute ever arises, there will be clarity on how to proceed.

Model Dispute Resolution policy

A model Dispute Resolution policy is provided by DELWP to assist committees. The model policy can be adopted in full or modified to suit different committee preferences for style and content. It is available through the [Crown Land Kiosk](#) or the [committees of management section of the DELWP website](#).

Normal differences of opinion and disputes

A committee's approach to dispute resolution should be based on an acceptance of normal differences of opinion that may occur in the context of all members taking a considered, courteous and constructive approach to decision-making.

The model Dispute Resolution policy outlines that a 'dispute' exists if:

- Two or more committee members have difficulty working together (for example, due to a conflict of personalities or ideological differences); and
- The situation is unduly affecting the ability of some or all of the committee to perform their duties in an effective and efficient manner.

Informal resolution and formal mediation

It is preferable for disputes to be resolved on an informal basis. The model Dispute Resolution policies make reference to committee members acting in "good faith" to make a reasonable, thorough and conscientious effort to resolve disputes.

Chapter 5 of the Committee of Management Guidelines includes a section on Dispute Resolution. It refers to specialist agencies that may become involved in assisting with formal mediation of an unresolved dispute, including the Dispute Settlement Centre of Victoria.