Model for resolving interagency differences

An individual or organisation identifies a concern or difference of opinion requiring resolution

- **Clarify legislative, policy or procedural requirement**

- **Raise concerns with other party(s)**

  - **Discuss and resolve**
    - **YES** → Act on agreement
    - **NO**

  - **Refer to the relevant line manager or management committee**

    - **YES** → Engage mediator, Discuss and resolve
      - **YES** → Act on agreement, Clarify principles and communicate to relevant staff/parties
      - **NO** → Management decision following joint consultation
    - **NO**

  - **Does issue relate to policy or procedures?**
    - **YES** → Refer to the relevant senior management
    - **NO**

    - **YES** → Engage mediator, Discuss and resolve
      - **YES** → Act on agreement, Clarify principles and communicate to relevant staff/parties
      - **NO** → Clarify interagency issue at principle level and communicate to relevant stakeholders.
    - **NO**

Refer to Director-Generals/Chief Executives of relevant organisations