



Jamberoo Anglican

Conflict Resolution Policy
June, 2026

Summary

Purpose

As followers of Jesus Christ, we are called to live in love, humility, forgiveness, and peace with one another. As a result of sin and differences in personality, passions and priorities, conflict is an expected part of our life together. However, unresolved conflict can harm relationships, hinder ministry, and damage our witness to the community. This policy seeks to provide a simple, biblical framework for addressing conflict within the church.

Biblical Foundations

Matthew 18:15–17; Ephesians 4:1–3, 25–32; Galatians 6:1; Romans 12:18; Colossians 3:12–14; James 1:19–20.

Scope

This policy applies to all members of the congregation and the Minister. It works alongside “Faithfulness in Service”.

Guiding Principles

Pray; Speak Directly; Listen Carefully; Assume Good Intentions; Maintain Confidentiality; Seek Reconciliation

Conflict Resolution Process

Step 1 – Personal Conversation

Speak privately and respectfully with the person involved where appropriate and safe.

Step 2 – Assisted Conversation

Seek assistance from the Minister or another ministry leader if the matter remains unresolved.

Step 3 – Formal Church Review

Refer unresolved matters to the Minister and Wardens, or the Wardens alone if the Minister is involved.

Concerns Involving the Minister

Concerns regarding the Minister may be raised with any Warden, the Parish Council Secretary, or relevant diocesan officers.

Serious Matters

Abuse, Safe Ministry concerns, criminal conduct, serious bullying or harassment, threats of harm, financial misconduct, and similar matters must be escalated immediately through appropriate church, diocesan, or legal channels.

Record Keeping

Where a matter proceeds beyond an informal conversation, a brief written record should be maintained and stored securely.

Review

This policy should be reviewed every three years by the Parish Council.

Commitment

We commit ourselves to “making every effort to maintain the unity of the Spirit in the bond of peace” (Ephesians 4:3), seeking to resolve conflict in ways that honour Christ, strengthen relationships, and build up his church.

CONFLICT RESOLUTION POLICY

Version: 1.1

Approved by: Parish Council

Approval Date: 9/6/26

Review Date: 9/6/29

Policy Owner: Minister and Parish Council

1. Purpose

Jamberoo Anglican Church seeks to be a community that reflects the character of Jesus Christ in all relationships. While conflict is an expected part of life together, unresolved conflict can damage relationships, hinder ministry, and weaken our witness to the gospel.

This policy provides a simple, biblical framework for addressing conflict within the life of the church. It aims to promote reconciliation, accountability, justice, and peace while ensuring that concerns are handled appropriately and respectfully.

The objectives of this policy are to:

- Honour God in the way disagreements are addressed.
- Encourage direct and honest communication.
- Promote reconciliation and restoration wherever possible.
- Provide appropriate support and accountability.
- Ensure concerns involving church leaders are handled fairly.
- Protect the safety and well-being of all participants in church life.

2. Biblical Foundation

The Christian response to conflict is shaped by Scripture. Jesus teaches believers to address concerns directly and graciously with one another:

"If your brother or sister sins, go and point out their fault, just between the two of you."
(Matthew 18:15)

The Apostle Paul urges Christians to:

"Make every effort to keep the unity of the Spirit through the bond of peace." (Ephesians 4:3)

This policy is particularly informed by: Matthew 18:15–17; Romans 12:18; Galatians 6:1; Ephesians 4:1–3, 25–32; Colossians 3:12–14; James 1:19–20

These passages emphasise humility, truthfulness, forgiveness, reconciliation, and accountability.

3. Scope

This policy applies to:

- Members of the congregation
- Visitors participating in church activities
- Volunteers
- Ministry leaders
- Youth and children's ministry leaders
- Parish Council members
- Church staff
- Wardens
- The Minister

This policy applies to interpersonal conflict, grievances, misunderstandings, concerns regarding conduct, and disputes arising within the life and ministry of the parish.

This policy does not replace:

- Safe Ministry requirements
- Mandatory reporting obligations
- Employment processes
- Diocesan disciplinary procedures
- Civil or criminal legal processes

4. Guiding Principles

All conflict resolution within the church should be guided by the following principles.

4.1 Prayer

Parties are encouraged to seek God's wisdom, grace, and guidance through prayer before and throughout the process.

4.2 Direct Communication

Where appropriate, concerns should be raised directly with the person involved before involving others.

4.3 Respect

All participants should be treated with dignity, courtesy, and fairness.

4.4 Listening

Each person should have a genuine opportunity to explain their perspective and be heard.

4.5 Truthfulness

Concerns should be based on facts and honest observations rather than assumptions, rumours, or hearsay.

4.6 Confidentiality

Information should be shared only with those who need to know in order to assist in resolving the matter.

4.7 Reconciliation

The preferred outcome is restored relationships wherever possible and appropriate.

5. Conflict Resolution Process

Most concerns should follow the process outlined below.

Step 1 – Personal Conversation

Where it is safe and appropriate, the person raising the concern should first speak privately with the individual involved.

The conversation should be respectful and constructive; focus on specific behaviour or concerns; avoid accusations or personal attacks; and seek understanding and resolution.

Many concerns can be resolved at this stage without further intervention.

Step 2 – Assisted Conversation

If the matter is not resolved through direct discussion, either party may seek assistance from:

The Minister, or another ministry leader (such as a small group leader).

The assisting person may meet separately with those involved, facilitate a joint conversation, clarify misunderstandings, and assist the parties in identifying a constructive way forward.

A brief confidential record may be maintained.

Step 3 – Formal Church Review

Where a matter remains unresolved or is sufficiently serious to warrant further consideration, it may be referred to The Minister and Wardens, or the Wardens and the regional Bishop, if the Minister is involved.

The reviewing leaders may gather relevant information, meet with those involved, seek advice from diocesan personnel where appropriate, and recommend actions designed to resolve the matter.

Possible outcomes include Clarification of expectations, Apology and reconciliation, Restorative conversations, Mediation, agreed behavioural commitments, Referral to diocesan processes, referrals to other peacemaking or counselling services.

A written record should be maintained.

6. Concerns Involving the Minister

The Minister is accountable to no less than the same standards of conduct expected of all church leaders. Where a concern relates to the Minister, it should normally be raised with a warden or other suitable ministry leader.

They may meet with the parties involved and seek advice from diocesan officers. They must follow diocesan grievance procedures, including referral to the Office of the Director of Safe Ministry where required.

The Minister will not oversee the resolution of complaints concerning his own conduct.

No person will be disadvantaged for raising a genuine concern in good faith.

7. Serious Matters

Some matters require immediate action and should not follow the ordinary conflict resolution pathway.

Examples include Abuse or suspected abuse, Child safety concerns, Safe Ministry breaches, Criminal conduct, Serious bullying or harassment, Threats of violence or harm, Financial misconduct, Conduct requiring mandatory reporting.

Such matters must be reported promptly through the appropriate diocesan, legal, and regulatory channels, consulting the minister must be consulted as needed.

The safety of individuals will always take priority over informal conflict resolution.

8. Behavioural Expectations

All members of the church community are expected to: Speak truthfully, Avoid gossip and slander, Treat others respectfully, Seek reconciliation promptly, Cooperate with reasonable efforts to resolve conflict, and accept correction with humility.

Church leaders are expected to model these behaviours and foster a culture of grace and truth, honesty and accountability.

9. Confidentiality

Those involved in resolving concerns should respect the privacy of all parties, Share information only on a need-to-know basis, and avoid unnecessary discussion of the matter with others.

Confidentiality cannot be guaranteed when legal obligations, safety concerns, or diocesan requirements require disclosure of information.

10. Record Keeping

Where a matter progresses beyond an informal conversation, a brief written record should be maintained. Records should be stored securely, with access limited to those responsible for resolving the matter. Final documentation should be stored in the private section of Jamberoo Anglican SharePoint, accessible only by the current or future Senior Minister

Records should generally include Date of concern, Persons involved, Nature of the concern, Actions taken and the Outcome achieved.

11. Protection from Victimisation

No person should suffer disadvantage, intimidation, retaliation, or adverse treatment because they have raised a concern in good faith, participated in a conflict resolution process or assisted in resolving a complaint.

Deliberately false or malicious complaints may themselves become a matter requiring review.

12. Non Disclosure Agreements

Non Disclosure Agreements should generally be avoided in resolving conflict. If they are used, they must be used in a manner consistent with the Diocesan Synods 2024 ruling (resolution 49/24) and in light of the parish's policy on Non Disclosure Agreements.

13. Review of Policy

This policy shall be reviewed by the Parish Council every three years, or earlier if required by Changes in diocesan requirements, legal changes, Significant ministry developments, Experience gained through implementation.

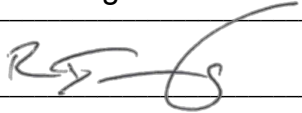
14. Policy Adoption

This Conflict Resolution Policy was adopted by the Parish Council of the Anglican Church of the Resurrection, Jamberoo.

Date of Adoption: 9/6/26

Minister

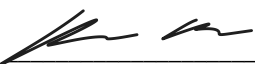
Name: Ron Irving

Signature: 

Date: 10/6/26

Churchwarden

Name: Karen Mion

Signature: 

Date: 10/06/2026

Churchwarden

Name: _____

Signature: _____

Date: _____

Appendix A – Quick Reference Guide

Most conflicts should follow this pathway:

Step 1

Speak privately with the person involved.



Step 2

Seek assistance from the Minister, a Warden or another trusted ministry leader.



Step 3

Refer the matter to the Minister and Wardens for review and assistance.



If the Minister is involved, raise the concern directly with a Warden, or the regional Bishop



If Serious safety, abuse, criminal, or Safe Ministry concerns, Report immediately through appropriate diocesan and legal channels.