

# Training Programs

## July to December 2009

### Equal Opportunity Law and Workplace Culture

**Who should attend:** Any person interested in developing their knowledge of Equal Opportunity Law; staff intending to undertake further training as Contact or Grievance Officers, Managers, HR or Policy officers who are responsible for developing policies or procedures for staff in relation to equal opportunity issues

**Aim:** To provide participants with an understanding of Equal Opportunity Law, its application, legal implications and the impact of potentially unlawful behaviour on workplace culture

**Content:** Definitions of discrimination, substantive equality, victimisation, harassment and bullying, culture and behaviour, individual and organisational roles and responsibilities, options to deal with inappropriate and potentially unlawful behaviour

**Duration:** Full day (9.30am to 4.30pm)

**Cost (incl GST):** \$320 (lunch provided)

**Dates:** Tuesday 28 July; Wednesday 19 August; Tuesday 8 September; Thursday 15 October; Tuesday 10 November; Tuesday 8 December

### Equal Opportunity Law and Grievance Management for Managers

**Who should attend:** Managers and/or supervisors who want to improve their skills in dealing with discrimination and harassment in the workplace

**Aim:** To provide Managers/Supervisors with skills and knowledge to identify and deal with discrimination, harassment and bullying in the workplace

**Content:** Legislation regarding discrimination, harassment and bullying and vicarious liability of individuals and organisations, the role of the Manager/Supervisor in fostering and monitoring a positive workplace culture through management of potentially unlawful workplace behaviour, grievance management framework and dealing with complaints

**Duration:** Full day (9.30am to 5pm)

**Cost (incl GST):** \$320 (lunch provided)

**Date:** Thursday 20 August; Wednesday 25 November

### Contact Officer Role

**Who should attend:** Staff who are undertaking the role of Contact Officer in their organisation

**Prerequisite:** Equal Opportunity Law and Workplace Culture

**Aim:** To provide participants with the skills and knowledge to effectively perform the role of Contact Officer

**Content:** The role and function of a Contact Officer, the skills, knowledge and resources to act as a first point of contact in dealing with complaints

**Duration:** Full day (9.30am to 5pm)

**Cost (incl GST):** \$320 (lunch provided)

**Dates:** Tuesday 11 August; Wednesday 28 October

### Contact Officer Refresher

**Who should attend:** Those staff who have been previously trained and are currently in the role of Contact Officer in their organisation

**Prerequisite:** The role of Contact Officer (or equivalent)

**Aim:** To update knowledge, information and skills and discuss current issues and challenges of the role and identify effective complaint handling strategies

**Content:** Review of the Equal Opportunity Act, role and responsibilities of the Contact Officer and challenges of the role, strategies for effective complaint handling, revisit communication and interview skills, handling difficult situations and practice scenarios

**Duration:** Full day (9.30am to 4.30pm)

**Cost (incl GST):** \$320 (lunch provided)

**Dates:** Wednesday 23 September

### Grievance Officer Role and Complaint Handling

**Who should attend:** Staff who have a role in grievance management and handling complaints

**Prerequisite:** Equal Opportunity Law and Workplace Culture

**Aim:** To provide Grievance Officers with the skills and knowledge to investigate and handle complaints of discrimination and harassment in the workplace

**Content:** Day one clarifies the role of Grievance Officers within organisations, required knowledge and skills, conflicts of interest and interview skills with practice scenarios. Day two further develops the skills of the Grievance Officer to include mediation and the principles of investigation

**Duration:** Two days (9.30am to 4.30pm)

**Cost (incl GST):** \$569 (lunch provided)

**Dates:** Wednesday/Thursday 16-17 September, Tuesday/Wednesday 17-18 November

### Grievance Officer Refresher

**Who should attend:** Those staff who have been previously trained as Grievance Officers and are currently in the role in their organisations

**Prerequisite:** Grievance Officer training or equivalent

**Aim:** To update knowledge, information and skills and discuss current issues and challenges in the role and identify effective grievance management strategies

**Content:** Review of the Equal Opportunity Act and proposed changes, the challenges in the role and responsibilities of the Grievance Officer and effective strategies for complaint handling. The Equal Opportunity Commission's conciliation process. Further development of skills in interviewing, mediating and investigation

**Duration:** Full day (9am to 4.30)

**Cost (incl GST):** \$320

**Dates:** Thursday 24 September.

**Disclaimer:** Minimum numbers are required for courses to be viable. If not, there could be the possibility of the course being cancelled

# REGISTRATION

Name of course.....  
 .....  
 Date of course.....

Telephone Work.....  
 Fax.....  
 Home.....  
 Mobile.....

Date of course.....

Last name.....

Email address.....

First name.....

Organisation.....

\*Please indicate any special needs you may have, for example disability, dietary, medical, language.....  
 .....

ABN #.....

Position held.....

Contact address.....  
 .....

\*Invoices will be sent out on completion of the workshop

Person responsible for payment.....

Send registration form to:  
 Equal Opportunity Commission  
 PO Box 7370  
 Cloisters Square, Perth WA 6850

Name.....

Title.....

**Additional information:** All courses described in this brochure are held at the Commission. The Commission can provide customised training at your organisation, or nominated venue, as required to suit your particular needs.

Address.....  
 .....  
 .....

To find out more information about the courses, or to discuss your training options please contact the Commission on (08) 9216 3900 or e-mail [training@eoc.wa.gov.au](mailto:training@eoc.wa.gov.au).

Purchase Order no:.....

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## CONTACT DETAILS

**Address**

PO Box 7370  
 Cloisters Square  
 Perth WA 6850

**TTY**

08 9216 3936

**Location**

Level 2  
 141 St Georges Tce  
 Perth WA 6000

**Email**

[training@eoc.wa.gov.au](mailto:training@eoc.wa.gov.au)

**Telephone**

08 9216 3900  
 1800 198 149

**Fax**

08 9216 3960

**Website**

[www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)