

### 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 an understanding of Equal Opportunity Law, its application, measures to prevent unlawful discrimination and identify personal and organisational culture that supports equality of opportunity and diversity.

**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):** \$337 (light lunch provided)

**Dates:** Thursday 23 February; Wednesday 21 March; Tuesday 17 April; Wednesday 16 May; Wednesday 13 June

### 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 4.30pm)

**Cost (incl GST):** \$337 (light lunch provided)

**Date:** Tuesday 3 April (9.30-4.30)

### 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 4:30pm)

**Cost (incl GST):** \$337 (light lunch provided)

**Dates:** Wednesday 18 April; Thursday 14 June

### Contact Officer Refresher

**Who should attend:** Those staff that 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):** \$337 (light lunch provided)

**Date:** Thursday 24 May



WESTERN AUSTRALIA

### Recruitment and Selection – Are You Getting it Right

**Who should attend:** This course is suitable for people who may be involved in any aspect of the recruitment and selection of staff. This course is suitable for people from the government sector, non-government organisations, private sector and employment agencies.

**Aim:** This course aims to ensure organisations get the right person for the job by following best practice avoiding some of the common pitfalls and complying with Equal Opportunity Law.

**Content:** The information and activities in this course will help participants to understand what is needed to develop good policies and systems to prevent discrimination and harassment from occurring in the workplace. All aspects of the recruitment process will be explored within the legislative framework. Participants will review case studies that highlight the potential pitfalls and identify strategies that support inclusivity in recruitment processes.

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

**Cost (incl GST):** \$337 (light lunch provided)

**Date:** Tuesday 1 May

### Substantive Equality – Undoing Systemic Racism in Public Sector Service Delivery

**Who should attend:** Public sector employees including Managers, HR practitioners and Policy officers interested in ensuring equality of service delivery outcomes for Aboriginal and minority ethnic groups.

**Aim:** To provide participants with an understanding of discrimination law in the area of goods and services, systemic racism and how to achieve Substantive Equality.

**Content:** Definitions of direct, indirect and systemic racism, definition of Substantive Equality on the basis of race in service delivery; the role and function of the Equal Opportunity Commission, including the Substantive Equality Unit; vicarious liability and the roles and responsibilities of Managers and staff in preventing discrimination in service delivery; the policy framework for Substantive Equality and case examples.

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

**Cost (incl GST):** \$337 (light lunch provided)

**Date:** Tuesday 28 February

### Grievance Officer Role and Complaint handling (2 days)

**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.

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

**Cost (incl GST):** \$599 (light lunch provided)

**Dates:** Tues/Wed 27-28 March; Wed/Thurs 20-21 June

### Grievance Officer Refresher

**Who should attend:** Those staff that 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 and mediating.

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

**Cost (incl GST):** \$337 (light lunch provided)

**Date:** Tuesday 29 May



## Contact Details

|                   |  |
|-------------------|--|
| <b>Address:</b>   | PO Box 7370<br>Cloisters Square<br>Perth WA 6850         |
| <b>Location:</b>  | Level 2<br>141 St Georges Terrace<br>Perth WA 6000       |
| <b>Telephone:</b> | 08 9216 3900<br>1800 198 149                             |
| <b>TTY:</b>       | 08 9216 3936   |
| <b>Email:</b>     | <a href="mailto:eoc@eoc.wa.gov.au">eoc@eoc.wa.gov.au</a> |
| <b>Fax:</b>       | 08 9216 3960   |
| <b>Website:</b>   | <a href="http://www.eoc.wa.gov.au">www.eoc.wa.gov.au</a> |

## Disclaimer

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

## 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.

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



## Registration

To register online go to [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

### Participant Information

|   |                  |
|---|------------------|
| Name of Course:   |                  |
| Date of Course:   | Preferred Title: |
| First Name:   | Last Name:       |
| Organisation:   | ABN No:          |
| Position Held:  |                  |
| Contact Address Work:   |                  |
| Contact Number Work:  | Fax:             |
| Mobile:   | Email:           |
| Please indicate any specific needs you may have, for example disability, dietary, medical, language - |                  |

### Person responsible for payment

|                       |                      |
|-----------------------|----------------------|
| First Name:           | Last Name:           |
| Position Held:        |                      |
| Contact Address Work: |                      |
| Purchase Order No:    | Contact Number Work: |

Invoices will be sent out on completion of the workshop

Send registration form/s to: [eoc@eoc.wa.gov.au](mailto:eoc@eoc.wa.gov.au) or fax form to: 9216 3960

**Equal Opportunity Commission**  
**PO Box 7370**  
**Cloisters Square**  
**PERTH WA 6850**

as at 14/2/2012