



The Office of the
Anti-Discrimination Commissioner

Training calendar and courses

- Discrimination, Harassment and Bullying in a Nutshell
- Workplace Diversity and You
- Family Responsibilities and the Workplace – Best Practice for all
- Recruitment and Selection
- Contact Officer/Person Role
- Contact Officer/Person Refresher
- Contact Officer/Person Networking Meeting
- Nipping Problems in the Bud – Grievance Management for Managers
- Manager Networking Meeting
- Investigating Complaints
- Discrimination, Harassment and Bullying – A Guide for Hospitality Workers
- Discrimination, Harassment and Bullying – A Guide for Teachers and Principals

Discrimination, Harassment and Bullying in a Nutshell:

Effective anti-discrimination and anti-harassment strategies in your workplace are good practice and good for business. All businesses in Tasmania, regardless of their size, must adhere to the ADA. Employers, supervisors/managers and employees (including volunteers, casuals, contract workers, part-time and/or full-time) all need to be aware of their rights and responsibilities.

This **2 hour** course looks at:

- An overview of the *Anti-Discrimination Act Tasmania 1998*, which covers;
 - Claim statistics for the Office of the Anti-Discrimination Commissioner
 - Attributes
 - Areas of activity
 - Direct and indirect discrimination
 - Harassment (including bullying), sexual harassment, other prohibited conduct including victimisation and incitement to hatred
 - Exceptions and exemptions under the Act
 - Rights and responsibilities for all employees
- Action plans for a discrimination/harassment and bullying free workplace

This course is *recommended* for everyone

Workplace Diversity and You:

The benefits of a better awareness of Discrimination and Diversity issues are now widely recognised and this course contributes to that awareness. The benefits include increased creativity, improved morale and the feeling of being valued, better teamwork and openness, fewer harassment/discrimination complaints and a positive effect on the bottom line of the balance sheet.

A work place of differences in backgrounds, ages and sexualities may have many advantages, but may also be complex to manage. Dealing with diverse staff members, clients and customers involves many opportunities and challenges.

This **2 hour** course looks at:

- Diversity (the ways we are different)
- The benefits of a diverse workplace
- 'Getting on with the job'

This course is *recommended* for everyone and is a good follow-up to ***Discrimination, Harassment and Bullying in a Nutshell.***

Family Responsibilities and the Workplace – Best Practice for all:

Managers and supervisors are increasingly being faced with requests for flexibility in the workplace, this **2 hour** course will assist you to understand and appropriately respond to such requests, and to answer questions such as;

- What is a 'family friendly workplace'?
- What does Family Responsibilities mean under the *Anti-Discrimination Act Tasmania 1998*?
- What considerations do you need to take into account when responding to requests from staff?

This course is *recommended* for Managers, supervisors and HR professionals and is a good follow-up to ***Discrimination, Harassment and Bullying in a Nutshell*** and ***Nipping Problems in the Bud – Grievance Management for Managers***

Recruitment and Selection:

This **4 hour** course has been developed due to demand from Tasmanian Managers.

Find the answers to the following questions and more;

- "What are 'inherent requirements' and why are they important?"
- "How do I ensure my position descriptions and job application forms meet Anti-Discrimination Act requirements?"
- "Can I ask applicants to undergo a medical test before offering them the job?"

- "When placing a job advertisement in the paper, can I specify the age of the person I am wanting to employ?"

The course builds on your knowledge of the Anti-Discrimination Act (Tasmania); it will cover what the law says about discrimination in recruitment and selection, best practice and how to avoid discrimination at each stage of the recruitment and selection process.

Contact Officer/Person Role:

Contact People are an important first contact for people who believe they have a grievance in the workplace. The grievance may relate to bullying, harassment, discrimination, or other workplace issues.

This 8 hour course explores;

- The role of Contact People in line with their employers' policy
- The principles underlying the role
- Putting the principles into practice.

This course is *recommended* for Equity and Diversity Contact People (or other titles such as Contact officer, grievance officer, access and equity officer etc), Managers, Supervisors, Union officials and Union workplace representatives.

Course is run over **two half days**.

Contact Officer/Person Refresher:

Has it been some time since you last attended contact person Training?

Have you had many opportunities to actively practice the role of contact person?

If you already have a good understanding of the Anti-Discrimination Act (Tasmania) this **4 hour** course will 'refresh' your knowledge and give you the opportunity to take part in role-plays, look at case studies and brainstorm ideas.

Contact Officer/Person Networking Meeting:

Networking meetings are being provided to allow contact people in different organisations the opportunity to exchange ideas, experiences and information with others in a similar role.

The **2 hour** session will also provide an excellent opportunity to catch up on any amendments to the *Anti-Discrimination Act (Tasmania) 1998*.

All those who have been trained by the Office of the Anti-Discrimination Commissioner in the role of Contact Officer/Person are eligible and invited to attend.

*Once registered, participants will be able to email any questions or issues that can then be addressed at the meeting.

Nipping Problems in the Bud – Grievance Management for Managers:

This **4 hour** course contains;

- An Overview of the *Anti-Discrimination Act Tasmania 1998*
- Management strategies for preventing and dealing with issues of discrimination/harassment/bullying
- Principles of Investigating Complaints

The three sections of the course are designed to give managers and supervisors a "holistic" or "big picture" view of their role and responsibilities in relation to issues and claims of discrimination/harassment/bullying.

Manager Networking Meeting:

These sessions will be short and informal – **2 hours** duration, allowing participants to discuss issues particular to Tasmanian business. They will also provide an excellent opportunity to catch up on any amendments to the *Anti-Discrimination Act (Tasmania) 1998*.

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Investigating Complaints:

This **two day** course covers investigating complaints of discrimination and harassment based on the "complainant/respondent" model.

The **first day** consists of;

- An overview of the *Anti-Discrimination Act Tasmania 1998*, which covers;
 - Claim statistics for the Office of the Anti-Discrimination Commissioner
 - Attributes
 - Direct and indirect discrimination
 - Harassment (including bullying), sexual harassment, other prohibited conduct including victimisation and incitement to hatred
 - Exceptions and exemptions under the Act
 - Employer responsibility (s104)
- A segment on the claim process at the Office of the Anti-Discrimination Commissioner and the Anti-Discrimination Tribunal process
- Principles underlying investigations including procedural and substantive fairness and principles of natural justice

- Practical implications of these principles and case law relating to the principle
- Skills required, how to investigate, investigation timeframes, the investigation process and a practical exercise.

The **second day** consists of;

- Further practical exercises
- Interviewing witnesses
- Evidence
- Standards of proof
- Failure to complain and associated case law
- Writing a report
- Stages of discipline and process after an investigation.

Also includes question time with Office of the Anti-Discrimination Commissioner staff and a practical exercise in preparation and report writing.

Discrimination, Harassment and Bullying – A Guide for Hospitality Workers:

This course focuses on issues particular to the hospitality industry and is supported by specific hospitality case examples.

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