

TRAINING CALENDAR JANUARY TO JUNE 2019

Introduction to Equal Opportunity Law

Find out what Equal Opportunity means to you at work and outside of work.

The **Introduction to Equal Opportunity Law** workshop provides participants with an introduction to equal opportunity and anti-discrimination laws and how to apply it to everyday life, whether it is at work or outside of work. It aims to also help people avoid the costly risks associated with inadvertently breaching the law.

Participants will develop:

- An understanding of Equal Opportunity law and its application;
- Measures required to prevent unlawful discrimination;
- How to identify personal and organisational culture that supports equality and diversity.

This course is also a prerequisite for any staff intending to undertake further training as Equity Grievance Officers.

Duration: 4 hours (9.15am to 1.15pm)

Cost (incl GST): \$257 p/p (morning tea provided)

Dates: Wed 20 Feb; Tue 26 March; Wed 12 June

Equal Opportunity Essentials for Managers and Supervisors

Would you like to know how to prevent discrimination and harassment in your team or workplace?

If you are a manager of a team at work the **Equal Opportunity Essentials for Managers and Supervisors** workshop will be very useful. The workshop will show you how to foster a more equitable workplace environment within your team and manage discrimination and harassment issues in the workplace.

Managers will learn:

- How to develop effective grievance management frameworks;
- How to deal with discrimination and harassment complaints;
- About discrimination, harassment, bullying and vicarious liability laws and how they are different from one another.

Duration: Full day (9.30am to 4.30pm)

Cost (incl GST): \$386 p/p (morning tea and light lunch provided)

Date: Wed 15 May (9.30-4.30)

Contact Officer Role

What is being a Contact Officer all about?

The **Contact Officer Role** workshop is a full day course where you will:

- Get introductory knowledge of equal opportunity laws;
- Be given the skills and knowledge to act as a first point of contact in dealing with complaints.

Duration: Full day (9.00am to 4:30pm)

Cost (incl GST): \$386 p/p (morning tea and light lunch provided)

Dates: Wed 20 March; Tue 28 May

Contact Officer Refresher or Equity Grievance Officer Refresher

Would you like to improve your Contact Officer skills or refresh your skills as an Equity Grievance Officer?

Register your interest for your course preference.

Prerequisite: The role of Contact Officer or Equity Grievance Officer training.

The **Contact Officer Refresher** workshop is a full day course where you will:

- Review your knowledge of equal opportunity laws and your responsibilities as a Contact Officer;
- Improve your strategies for effective complaint handling.

The **Equity Grievance Officer Refresher** workshop is a full day course where you will:

- Review your knowledge of the equal opportunity laws;
- Revise your mediation skills in handling equity grievances.

Duration: Full day for either course (9.30am to 4.30pm)

Cost (incl GST): \$386 p/p for either course (morning tea and light lunch provided)

Date: To attend a refresher workshop, please register your interest at eoc@eoc.wa.gov.au. These courses will be scheduled according to the demand we receive on an as required basis.

Recruitment and Selection – Are You Getting it Right?

Would you like to know how to build a more inclusive workplace through your recruiting process?

If you are a member of a recruitment panel or a recruitment agency officer, you can learn how to provide a fair recruitment process with the **Recruitment and Selection – Are you getting it right?** workshop.

In this workshop you will learn:

- How to develop good policies and procedures to prevent discrimination and harassment from occurring in the workplace;
- How to recruit fairly and within the equal opportunity framework;
- What are the potential pitfalls and identify strategies that support inclusivity in recruitment.

Duration: Full day (9.30am to 4.30pm)

Cost (incl GST): \$386 p/p (morning tea and light lunch provided)

Date: Tue 30 April

Fair Go For Your Clients – Addressing Systemic Discrimination

Would you like to address systemic discrimination in your goods and services?

If you are a manager or are responsible for developing policies in your government or not for profit organisation, the **Fair Go For Your Clients** workshop is for you.

You will learn:

- The difference between direct, indirect and systemic discrimination in service delivery;
- What unconscious bias is and how to address it;
- Discrimination laws in the area of goods and services and how to achieve equitable service delivery.

Duration: 4 hours (9.15am to 1.15pm)

Cost (incl GST): \$257 p/p (Morning tea provided)

Date: Tue 14 May

Equity Grievance Officer Role (2-day workshop)

Have you just started in an Equity Grievance Officer role and want to know how to handle a complaint?

The two-day **Equity Grievance Officer Role** workshop will:

- Clarify what an Equity Grievance Officer does;
- Discuss how to handle conflicts of interest;
- Teach you interview skills with practice scenarios;
- Help you develop mediation skills;
- When you need to investigate and what that would involve.

Please note that this course does not cover full investigation skills as time does not permit.

Prerequisite: Intro to Equal Opportunity Law or equivalent.

Duration: Two days (9.30am to 4.30pm)

Cost (incl GST): \$683 p/p (morning tea and light lunch provided)

Dates: Tues/Wed 9-10 April; Tues/Wed 18-19 June

Addressing Systemic Discrimination in the Delivery of your Services

Who should attend: Managers, Project/Policy/Equity officers and contract personnel across all sectors (government and non-government) involved in policy development and its implementation, service design or delivery.

Aim: To provide guidance and information to participants on how to assess the impacts of the organisations' policies and practices by using the substantive equality tools.

Content: How and why to assess the inter-relationship between needs of clients and barriers to service; Introduction to the tools which you are your organisation can use; Guidance on working with the key elements of the tools using practical examples and develop a checklist to ensure you are equipped to work effectively with the tools in your organisation.

Duration: To be arranged according to need.

Cost (incl GST): To be advised dependant on duration.

Date: This course is offered as a customised course for organisations and can be designed to include the foundation course 'Fair Go for your Clients'.

Sexual Harassment – Know where the line is

Where is the line between being friendly at work and sexual harassment?

Learn where the line is at the **Sexual Harassment - Know where the line is** workshop. The workshop has been developed to help organisations identify workplace sexual harassment according to the *Sex Discrimination Act 1984* and the *Equal Opportunity Act 1984* and draw the line on what is acceptable workplace behaviour according to these federal and state laws.

Participants will learn:

- What sexual harassment is;
- Where and how often sexual harassment occurs;
- Laws that cover sexual harassment;
- Impact of workplace culture on sexualized behaviour;
- Strategies to help minimise the risk of sexual harassment.

This workshop is not designed to satisfy the prerequisite requirements of the Equity Grievance Officer Role course.

Duration: 2 hours

Cost (incl GST): \$126 p/p

Date: Tue 19 March (9:30am to 11:30am); Tues 11 June (9:30am to 11:30am)

Contact Details

Address: PO Box 7370
Cloisters Square
Perth WA 6850

Location: Level 2
141 St Georges Terrace
Perth WA 6000

Telephone: 08 9216 3900
1800 198 149 toll free for
country landline callers

TTY: 08 9216 3936

Email: eoc@eoc.wa.gov.au

Fax: 08 9216 3960

Website: www.eoc.wa.gov.au

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.

Registration

To register online go to 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:	Email:
Contact Address Work:	
Purchase Order No (if applicable):	Contact Number Work:

Send registration form/s to: eoc@eoc.wa.gov.au or fax form to: 9216 3960

Equal Opportunity Commission
PO Box 7370
Cloisters Square
PERTH WA 6850

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