Anti-Discrimination Board of NSW
COURSES AND SEMINARS

2019

Let the experts help you

BUILD A FAIR, DIVERSE AND HEALTHY CULTURE IN YOUR ORGANISATION

Prevent discrimination, sexual harassment and bullying
Build a healthy, diverse and inclusive workplace
Take a positive approach to concerns and grievances
Avoid conscious and unconscious bias
Be a fair and effective leader
We are the experts
The Anti-Discrimination Board is the independent statutory authority which administers anti-discrimination law in NSW.

Our on-site training programs show you how to develop an inclusive, diverse and healthy organisational culture.

Training at your premises
We can provide all our courses on-site at your premises. We adjust them to suit your organisation and people. We use examples that your people will relate to, integrate your policies and procedures into our course content and address any specific problems that you have identified.

We have provided customised training solutions for sectors as diverse as mining, community welfare, hospitality, aged care, finance, government, retail, education, manufacturing, health and media.

What kind of courses?
We can provide any of the courses listed in this brochure. We can also develop any other relevant course that you need. Examples include sexual harassment, managing age diversity, race discrimination and carer’s responsibilities.

The courses range from an hour to two days. Some courses have a fixed length, while others can be adapted to suit your needs.

Everyone benefits
Discrimination, bullying and sexual harassment can happen anywhere. Everyone has a role to play in prevention.

We can work with separate groups of managers or staff as needed, or with groups that include both. We also run courses for students, boards, members of clubs and associations and any other group that needs assistance to achieve a diverse, inclusive and respectful environment.

Generally we recommend groups of 15-20 people. These numbers enable us to ensure full participation and explore individual concerns.
FEES

Up to 2 hour session: $1065 + GST
Half day: $1405 + GST  Full day: $2545 + GST  Two days: $5080 + GST

These charges include:
- pre-session consultation and preparation
- reviewing your policies and procedures
- post-session support

In some circumstances we may charge reasonable travel costs.

Consultation rate: $275 per hour + GST
Towards a discrimination-free workplace

Creating a healthy workplace culture

By learning to build understanding, cooperation, collaboration and creativity, you will be in a better position to grow a healthy workplace culture that resists discrimination, bullying and harassment. This course can be tailored for managers, supervisors and HR and WH+S professionals, for non-supervisory staff or for a mixture of both.

Content

- what are discrimination, harassment and bullying
- what does ‘the workplace’ cover
- causes and indicators of workplace conflict
- laws dealing with bullying and harassment
- when and how to intervene
- building helpful workplace behaviours
- latest research and techniques for prevention
- practical strategies to maintain healthy team culture

Session options: two hours – one day

GRIEVANCE HANDLING COURSES

Grievance management and resolution

Successfully managing the grievance process

This course details how to resolve concerns and complaints and involves practical activities and exercises. It is intended for people who are responsible for carrying out investigations, mediating and conciliating conflict, making decisions to resolve problems and implementing outcomes.

Content

- fair grievance handling principles
- effective grievance policies and procedures
- communication skills
- investigation
- when mediation or conciliation is appropriate
- encouraging direct resolution
- determining a fair outcome
- implementing the decision

Session options: two days

Skills for grievance handling

Dealing with complaints and concerns

How leaders respond to a grievance can make the difference between a fair and speedy resolution and an expensive, protracted dispute. Supervisors and managers at any level can be approached by someone with a grievance or potential grievance. This course is designed to ensure they get it right.

Content

- fair grievance handling principles
- responding effectively
- communication skills
- when to resolve initially and when to investigate further
- following your grievance procedure

Session options: one day

Skills for Contact Officers

Advising and supporting co-workers with a grievance

This course enables Contact Officers to support co-workers and help them decide how to deal with discrimination, harassment and bullying. It includes exercises and activities to practice newly-acquired skills. This course is also provided as a refresher for people with previous training to update their knowledge and share their experience.

Content

- laws on discrimination, bullying and sexual harassment
- basic principles of grievance handling and conflict resolution
- communicating with people who may be angry or upset

Session options Skills: one day; Refresher: half day

Bullying and harassment awareness

Addressing problem behaviours

This course is for employees or managers who exhibit harassing or bullying behaviours and demonstrate poor understanding of appropriate workplace standards. It explains what are harassing or bullying behaviours and clarifies obligations to stop these behaviours in the workplace. The course can be adapted for individual employees, individual managers or small groups.

Content

- what are discrimination, harassment and bullying
- what are employees’ responsibilities to prevent discrimination and harassment
- relevant case law decisions
- what are employees’ rights to harassment and bullying-free workplaces
- what to do if you are treated unfairly or harassed
- what will happen if you are accused of unfair treatment or harassment

Session options: from two hours - half day
Anti-discrimination for service providers
Ensuring equal access to your services

Service providers such as shops, clubs, educational institutions, health care providers, qualifying bodies, trade unions and professional associations have an obligation to protect staff and clients from unlawful discrimination. This course gives you the tools to meet your obligations.

Content
- the laws applying to goods and service providers
- promoting to target markets without discriminating
- reasonable facilities for people with a disability, breastfeeding mothers and others
- what are ‘all reasonable steps’ to prevent discrimination, harassment and bullying
- exceptions and exemptions in special cases
- balancing discrimination laws and safety requirements

Session options: half – one day

Sexual harassment – it’s your business
Creating a harassment-free environment

Recently revealed as an even bigger problem than was previously realised, sexual harassment can ruin lives and result in costly payouts. This course will give employers, employees, educators, club managers, unions, professional associations and service providers the tools to prevent sexual harassment through education and cultural change.

Content
- what is sexual harassment and what is not
- who and what does the law cover
- the conditions in which it is likely to occur
- the impact on victims and why they don’t complain
- what to do if sexual harassment does occur
- what if there are no witnesses?
- steps to create a harassment-free workplace

Session options: two hours – one day

OTHER COURSE OPTIONS

Recruitment
- the practicalities of non-discriminatory recruitment
- what is reasonable in flexible work practices and adjustments for disability and carer’s responsibilities
- managing recruitment processes

Fair performance management
- performance management and the perception of bullying
- avoiding conscious and unconscious bias
- flexible work practices and adjustments for disability and carer’s responsibilities

Managing diversity
- diversity plans, anti-discrimination laws and exemptions
- managing differences and avoiding bias
- avoiding discrimination complaints resulting from confusion and misunderstanding

Overcoming conscious and unconscious bias
- what are conscious and unconscious bias
- identifying automatic responses and learned behaviours
- practical strategies for countering bias

Case law update
- how anti-discrimination law applies in specific situations
- insights and trends from recent legal decisions
- the practical impact on employers and service providers

Social media – ‘To tweet or not to tweet’
- how social media can be a vehicle for discrimination, bullying and harassment
- recent trends, case studies and case law
- risk management and reasonable steps to avoid liability

Preventing disability discrimination
- what is disability discrimination
- disability and the inherent requirements of the job
- understanding unjustifiable hardship and disability discrimination
- safety issues and requirements of other laws

Psychiatric disabilities in the workplace
- the requirements of disability discrimination law
- balancing the rights and needs of individuals with those of the organisation and other staff
- performance and behavioural issues

Talk to us about your ideas....

TRAIN THE TRAINER
We can also provide training for HR and learning and development professionals who want to train staff in-house. It includes customised course content, presentations, activities, exercises and evaluation forms, plus training in how to present the content, promote discussion and deal with resistance.

Contact us for more information!
Margaret White
Margaret is a social justice lawyer with more than 25 years’ experience in legal practice, management, education, research and writing. She has provided a broad range of consulting and training services to public and private organisations for the Board.

Margaret specialises in law for non-lawyers, and has designed and implemented training and educational programs for various occupational groups, school children and the general public. She has also written a range of books and publications, including Putting it in Writing and Let’s Be Reasonable.

She holds Bachelor of Jurisprudence and Master of Laws degrees, and a Certificate IV in Workplace Assessment and Training.

Kerrie Stephens
Kerrie has many years’ experience in the private sector in senior management and HR management in small, medium and large organisations. She has delivered accredited training in business administration, management, retail services and project management.

Kerrie has held government contracts ranging from industrial relations to community projects. She has managed a variety of behavioural change programs in the community sector.

Kerrie has a Master of Business Administration, a Bachelor of Arts degree, a Diploma in Government, Certificate IVs in Training and Assessing, Marketing and WH&S and a Certificate in Leading and Managing Community Organisations.

Rhonda Stewart-Crisanti
Rhonda specialises in designing custom-made training programs for a wide variety of industry sectors, including community, finance, manufacturing, service and government. She has facilitated training programs across all organisational levels from CEOs and managers to new employees.

Rhonda has a Bachelor of Economics degree, a Postgraduate Diploma in Industrial Relations and a Certificate IV in Workplace Assessment and Training. She has extensive knowledge of industrial relations issues and has worked in both federal and state jurisdictions in NSW, Queensland and Victoria.

Rhonda also reviews organisational policies and procedures and writes articles for the Board’s e-newsletter Equal Time.

Margaret White
Margaret is a social justice lawyer with more than 25 years’ experience in legal practice, management, education, research and writing. She has provided a broad range of consulting and training services to public and private organisations for the Board.

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Community information
We can participate in community events, projects and forums. We also provide free information sessions to community groups and organisations on topics such as:
- the role of the Board
- when discrimination, harassment and bullying are against the law
- how to get information and advice about your problem
- how to lodge a complaint and what happens next.

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