ABOUT US

The role of the Anti-Discrimination Board of NSW is to end discrimination and promote equal opportunity. Set up under the Anti-Discrimination Act 1977 (NSW), we handle complaints about discrimination, provide an enquiry service, education programs and advice to government. We are the experts in anti-discrimination law.

HOW WE CAN HELP YOU

If you are an employer, trade union or professional association, service provider, educational institution or registered club, we can meet your needs.

• We raise awareness about appropriate behaviour, thus helping to prevent problems and promote a happy and productive workplace

• We customise our training to suit you, taking into account your industry, mix of staff and any problems that need addressing

• Our trainers are specialists in anti-discrimination law and have wide-ranging experience in private, public and community sectors, including areas with low awareness about discrimination issues

• We have the latest information about recent cases and decisions as we are a key agency in the administration of anti-discrimination law in NSW

• We adopt a neutral and independent approach which gives us credibility with managers and staff at all levels of your organisation

• We have extensive experience in handling difficult and controversial questions in a positive manner
OUR APPROACH

We run interactive sessions that allow time for questions and discussion. We use a variety of techniques including small group work, case studies, role plays and problem-solving. We deliver on site workplace training throughout NSW and, at the request of our clients, interstate.

Who conducts the training?

The training is conducted by one of our Senior Workplace Relations Consultants, who have extensive expertise in anti-discrimination law and its impact on workplace relations. They also have experience in related areas such as WH&S, HR, industrial relations, management, conflict prevention and resolution.

What does our training cover?

- Preventing bullying and harassment
- Understanding discrimination issues
- Handling grievances fairly
- How to be a Contact Officer
- Free check of your Workplace Policies

How many people can we train at a time?

Generally we can train groups of up to 15-20 people. We also conduct one on one training where necessary and address larger groups at conferences and seminars.
OUR TRAINING CAN BE CUSTOMISED TO SUIT YOUR NEEDS

Typical courses might include:

**Discrimination, harassment and bullying prevention: for non-supervisory staff**

- Employees’ rights and responsibilities under the law and under the policies of your organisation
- What is and isn’t discrimination, harassment and bullying
- How you can help prevent bullying and harassment
- What to do within the workplace if you are treated unfairly or harassed
- What will happen if you are accused of unfair treatment or harassment

**Session options: two hours, half day, full day**

**Discrimination, harassment and bullying prevention: for managers and supervisors**

- What the law and your organisation’s policies say in relation to discrimination, harassment, bullying and equal employment opportunity, and how these affect your management decisions
- The role of a manager/supervisor in preventing discrimination, harassment, bullying
- Early intervention to resolve concerns and complaints
- Productivity issues, costs and legal/personnel consequences

**Session options: two hours, half day, full day**
Contact Officer training: how to provide information and support

- For contact or support officers (those people who provide information and support as opposed to actually handling grievances)
- Definitions and information on equal employment opportunity, harassment and grievances, including issues such as confidentiality, impartiality, natural justice and record-keeping
- What your organisation’s grievance procedure says
- How to give advice and support in line with your organisation’s policy and procedures and the law
- Practical scenarios, skills activities and case study work

Session option: one day

How to handle grievances: for managers, supervisors and grievance handlers

- Definition and principles of grievance handling, including confidentiality, impartiality, procedural fairness and record-keeping
- The role of managers, supervisors and grievance handlers in handling grievances, that is, exactly how to deal with and investigate a grievance step-by-step
- Practical scenarios, skills activities and case study work

Session options: one day and two days

Refresher courses

- Reinforces and builds on existing knowledge for people who have already had training
- Can be tailored for managers, staff, Contact Officers and grievance handlers
DO YOU HAVE A SPECIFIC ISSUE TO ADDRESS?

We can also provide special sessions on a wide range of discrimination issues to meet your particular needs. Recent examples include:

- Social media
- Age discrimination
- Sexual harassment
- Race discrimination
- Psychiatric disability
- Performance management
- Carer’s responsibility discrimination
- Recruitment and termination

Contact us and we will design a course to suit your requirements.

WE ALSO HOLD PUBLIC SEMINARS

The Anti-Discrimination Board runs seminars to assist employers, service providers, educational institutions, professional associations and others to understand and implement anti-discrimination law. Seminars are run in Sydney and Newcastle. See our website for up-to-date information on the next seminar near you. Some of the topics covered in recent seminars:

- Respect and responsibilities
- Bullying and harassment prevention
• Grievance handling
• Skills training and refresher courses for Contact Officers
• Managing age diversity
• Social media
• Psychiatric disabilities
• New case law

You may consider these more convenient for individual participants. Contact us to book a place.

OUR FEES

Up to 2 hours $1,065 + GST
Up to half-day $1,405 + GST
Full day $2,545 + GST
Consultancy $275 per hour + GST

These charges include pre-session consultation, preparation time, resource materials for each participant, checking your relevant policies and procedures to ensure they are in good working order, and support after training.

Reasonable travel and accommodation costs may be charged for locations outside Sydney, Wollongong or Newcastle.
FEEDBACK

“The best seminar, spot on information.”
Contact Officer seminar participant

“A valuable day, inspiring and reinforcing.”
Grievance Management and Resolution Skills Training participant

“Role play was very interactive, everyone got involved.”
Contact Officer seminar participant

“Excellent balance of practical learning and theory. Love the case law overview.”
Grievance Management and Resolution Skills Training participant

CONTACT OUR BUSINESS DEVELOPMENT MANAGER TO DISCUSS YOUR NEEDS

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ANTI-DISCRIMINATION BOARD OF NSW
Working together to prevent discrimination
antidiscrimination.justice.nsw.gov.au