



ANTI DISCRIMINATION
COMMISSION QUEENSLAND

Training Calendar

July – December 2009

Discrimination Law

An Introduction to the Act

The Contact Officer

Introduction to the Role

The Contact Officer

Advanced

Investigating Complaints

in the Workplace

The Contact Officer

Refresher

Fairness - Everyone's Business

Discrimination Law

For Community Organisations

Telephone 1300 130 670

Teletypewriter 1300 130 680

Email: info@adcq.qld.gov.au

www.adcq.qld.gov.au

Discrimination Law: an introduction to the Act

Thursday 9 July 2009, 9am – 1pm

This course gives an overview of the law in Queensland. No previous knowledge is needed, and the session has been designed to allow for questions and discussion.

Recommended for: Anyone needing basic information about discrimination law

Time: Half day

Cost: \$150.00 per person *

Course content: definitions of discrimination, sexual harassment, vilification and victimisation | direct and indirect discrimination | vicarious liability and reasonable steps | exemptions | complaint handling

The Contact Officer: introduction to the role

Thursday 13 August 2009, 9am – 1pm

This course looks at the role of the Contact Officer in the workplace

Recommended for: Anyone thinking about taking on the role, human resource staff, recently appointed Contact Officers and occupational health and safety officers. We also recommend that you're familiar with your organisation's policies & procedures & that you've attended our course on discrimination law.

Time: Half day

Cost: \$150.00 per person *

Course content: a quick review of discrimination law | the impact of discrimination and harassment | the role of the Contact Officer | options for dealing with complaints | case scenario discussion

The Contact Officer: advanced

Thursday 17 September 2009, 9am – 1pm

Recommended for: Contact Officers, policy officers and human resource managers. We also recommend that you've attended the introductory course, and that you're familiar with your organisation's policies & procedures.

Time: Half day

Cost: \$150.00 per person *

Course content: review of the Contact Officer role | record keeping | vicarious liability, duty of care, confidentiality | the investigation process | quality control issues

Investigating complaints in the workplace

Thursday 8 October 2009, 9am – 4pm

This course offers you the chance to consider and discuss the best way for complaints to be investigated in your workplace. The session will not accredit you as an investigator.

Recommended for: Human resource practitioners and complaints investigators

Time: Full day

Cost: \$300.00 per person *

Course content: principles of fairness | composition of complaints | the investigator's role | steps in an investigation | the xyz investigation activity

The Contact Officer: refresher

Thursday 22 October 2009, 9am – 1pm

This session follows on from the introductory and advanced course and is designed specifically to assist trained contact officers address issues of concern and build on skills needed in the role. The course includes consideration of common dilemmas faced by officers when dealing with clients.

Recommended for: Participants must have attended Contact Officer role training before attending the refresher course

Time: Half day

Cost: \$150.00 per person *

Course content: review of the role of the Contact Officer | review of the Queensland Anti-Discrimination Act 1991 | Common issues for Contact Officers | Developing solutions to dilemmas

Fairness - Everyone's Business

Thursday 12 November 2009, 9am – 4pm

This is a full day course which will give you the information and tools to run a session in your own workplace on discrimination issues. The session is based on a cd-rom kit produced by the Commission which contains everything you need for a two hour session, including a Powerpoint presentation, visual scenarios, activities, sections of the Act, tips for trainers, handouts and a comprehensive trainer's guide. You will also have the opportunity to buy the kit after the session.

Recommended for: Workplace trainers, human resource practitioners and others needing to present sessions on discrimination law in the workplace. Some knowledge of discrimination law would be an advantage, but is not essential.

Time: Full day

Cost: \$300.00 per person *

Course content: planning a session | getting started | the law | activities and case studies and how to use them | dealing with questions | using resources

Discrimination Law: for Community Organisations

Thursday 3 December 2009, 9am – 1pm

This course is designed for people working in community organisations, and gives an overview of discrimination law in Queensland. The session allows time for questions and discussion.

Recommended for: Community organisation workers needing basic information about discrimination law.

Time: Half day

Cost: Free

Course content: definitions of discrimination, sexual harassment, vilification and victimisation | direct and indirect discrimination | vicarious liability and reasonable steps | exemptions | complaint handling

* Prices valid 1/7/09-30/6/10

Attendee Details (please print clearly)

Title	First Name	Last Name
Position	Employer	
Invoice Postal Address		
Suburb	State	Postcode
Phone	Fax	
Email	P/Order No. (if applicable)	

Courses (please tick the relevant boxes)

Course Name	Date	Time	Price (GST Inc.)
<input type="checkbox"/> Discrimination Law	9 July 2009	9am-1pm	\$150.00 *
<input type="checkbox"/> The Contact Officer (introductory)	13 August 2009	9am-1pm	\$150.00 *
<input type="checkbox"/> The Contact Officer (Advanced)	17 September 2009	9am-1pm	\$150.00 *
<input type="checkbox"/> Investigating Complaints	8 October 2009	9am-4pm	\$300.00 *
<input type="checkbox"/> The Contact officer (Refresher)	22 October 2009	9am-1pm	\$150.00 *
<input type="checkbox"/> Fairness Everyone's Business	12 November 2009	9am-4pm	\$300.00 *
<input type="checkbox"/> Discrimination Law for Community Organisations	3 December 2009	9am-1pm	Free
Total			_____

* Please Note: Prices valid from 1/ 7/09 to 30/6/10

Payment Method

Contact for payment: Name _____ Phone _____

Invoice Cheque Attached Direct Deposit: Date Deposited _____ (pls send a copy of remittance advice)
(BSB No: 064013 Account No: 10006392)

Visa Mastercard Card Number _____ Expiry Date _____

Name on Card _____ Signature _____

How to Register

1. Fax this page to us on **(07) 3247 0960**, or post to **City East Post Shop, PO Box 15565, City East Qld 4002** or email to info@adcq.qld.gov.au
2. We will send you a confirmation letter and other details before the course.
3. If you have any questions about your registration please phone 1300 130 670

Venue – Level 17, 53 Albert Street, Brisbane Qld 4000

OFFICE USE ONLY – Accounts Receivable			
	Signature	Name/Position	Date
Approved by:			
Processed by:			
Posted by:			
	Invoice No.		