



Queensland
**Human Rights
Commission**

Our training services guide

2023-24



Queensland Human
Rights Commission

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About the Commission

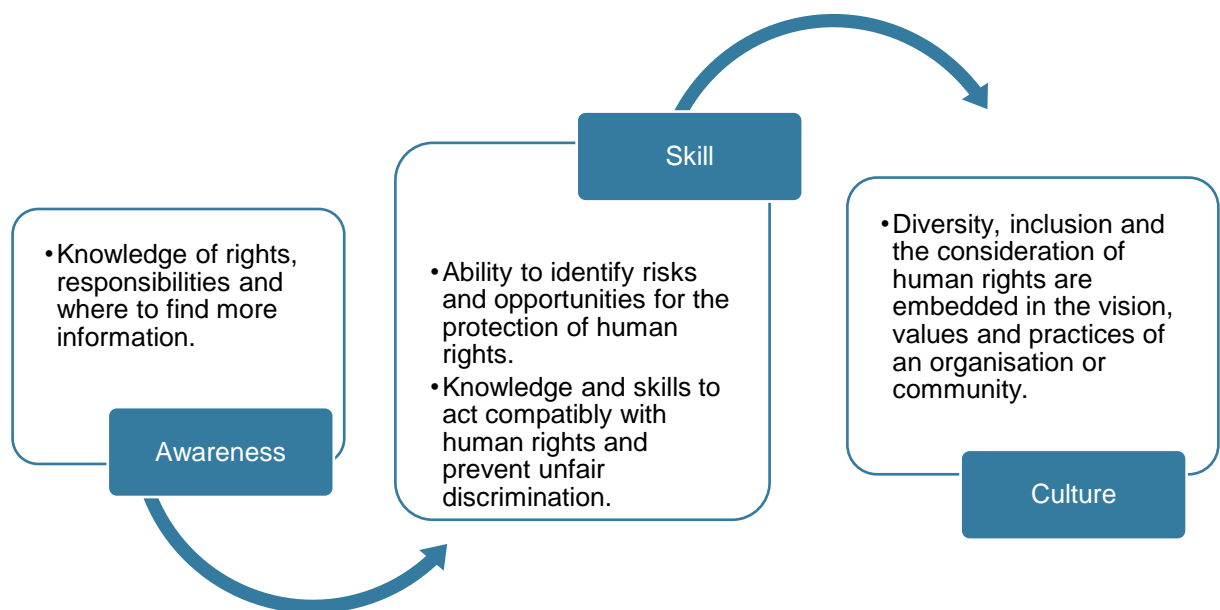
Originally established under the Queensland *Anti-Discrimination Act 1991*, the Commission became the Queensland Human Rights Commission in July 2019 following the introduction of the *Human Rights Act 2019*. We are uniquely positioned to offer quality, training and education aligned with the purposes of these Acts. Our skilled trainers draw on case studies from real complaints to bring the legislation to life. They help participants understand their rights and responsibilities and identify risks and opportunities for the protection of human rights in their own workplaces and life generally.

Our approach

Creating a culture that respects the human rights of all individuals requires training and commitment at all levels within organisations and communities. Our team is dedicated to understanding client needs and can provide tailored response to training requirements.

Our education team is adept at working with clients to find the education solution that best meets the needs of all participants. We understand that a 'one-size-fits-all' approach is ineffective when working with organisations and individuals that are at different stages of their learning journey.

Our training products are designed to raise awareness, develop skills, and contribute to cultural change. We take a strengths-based approach, leveraging the energy, skills and knowledge that already exists within an organisation or community. We utilise a range of methodologies including face-to-face, virtual training delivery and online training.



Benefits of our training

Our training services can offer multiple benefits to your organisation including:

- ensuring up-to-date knowledge of current legislation and its relevance to workplace policies and procedures
- reducing claims of discrimination and sexual harassment by ensuring all staff are aware of their responsibilities
- reducing the risk of vicarious liability claims by undertaking reasonable steps
- contributing to creating a fair and productive workplace
- retaining staff and reducing costs associated with recruitment and training
- delivering on actions to promote inclusion, diversity and human rights under a range of organisational and sector wide strategies
- demonstrating reportable actions to further the objects of Queensland human rights law.

Quality assurance

Every training session we conduct is reviewed and evaluated. Data collected from the evaluations is used to guide the continuous improvement of our products and services. An evaluation of the training session, including a de-identified summary of participants' comments, may be supplied to clients at the completion of sessions upon request.

Private or public

For organisations or groups seeking training for 5 or more people, private training onsite at your premises can be a cost-effective solution that offers convenience and flexibility around delivery times and dates as well as the opportunity to tailor training to suit your requirements.

For individuals or smaller groups, we offer a 6 monthly schedule of public training in Brisbane, Rockhampton, Townsville, Cairns and some surrounding locations. Our public training calendar is [available on our website](#).

Virtual training delivery

We use Zoom video-conferencing service to deliver webinars and virtual training sessions. This platform allows us to safely bring together participants in multiple locations while retaining the interactivity that is at the core of all our training.

Products and services

Our standard training sessions

Our training is delivered based on standard content and pricing to ensure consistency of information and value for money. Where relevant, activities and case law will be changed to suit the audience and help participants apply the concepts to their own circumstances. Tailored and co-designed training is available on request and is charged as per our fee for service guidelines.

All pricing is based on a maximum of 30 participants per face-to-face session to enable full participation and inclusion.

We can also utilise Zoom to deliver training to participants in multiple locations or to reduce travel costs in regional areas. To enable full participation in Zoom sessions the maximum is 20 participants.

Our experience suggests that sessions are most effective when all participants are either in the room, or connecting virtually, not a mix of each.

Our training aims to incorporate these elements:

Awareness raising: gives participants a basic understanding of key aspects of law.

Skill development: builds on awareness raising by helping participants apply the law or concepts to their policies and practices.

Cultural change: provides information, practical application and reflection opportunities to encourage attitudinal and behavioural change in line with human rights principles.

Our training also has linkages with various workplace and whole-of-Queensland-government strategies. These linkages are identified next to product descriptions below using the following abbreviations.

Strategy	Abbreviation
Leadership competencies for Queensland	LCQ
Queensland public sector inclusion and diversity strategy 2021 - 2025	IDS
Multicultural Action Plan	MAP
Employers' vicarious liability responsibilities	VL

Queensland's Anti-Discrimination Act

Details	Description	Linkages
Duration: 2 hours	<p>This training provides a basic introduction to the key elements of anti-discrimination law in Queensland including:</p> <ul style="list-style-type: none"> • direct & indirect discrimination • attributes & areas of discrimination • sexual harassment • workplace harassment (bullying) • vilification • victimisation • vicarious liability 	VL
Cost: \$564		MAP
Level: Awareness		IDS
Recommended for:		
Everyone		
Pre-requisite: Nil		

Queensland's Anti-Discrimination Act for management

Details	Description	Linkages
Duration: 4 hours	<p>This training takes a more in-depth look at the key elements of anti-discrimination law in Queensland with additional focus on the responsibilities of managers, legal obligations of employers and how these affect management decisions.</p>	VL
Cost: \$1128		MAP
Level: Skill development		IDS
Recommended for:	<p>We explore the concept of vicarious liability and the reasonable steps needed to prevent discrimination and harassment, and reduce liability for breaches of the Act by employees.</p>	LCQ
Managers, supervisors & human resource practitioners		
Pre-requisite:		
Understanding of your workplace policies and complaint processes is desirable		

Sexual harassment

Details	Description	Linkages
Duration: 2 hours	<p>The purpose of this training is to help both employees and employers to recognise, prevent and respond to sexual harassment in the workplace. A primary learning outcome of this training is for organisations to gain an understanding of what they are legally responsible for and what actions they can take to prevent and respond to sexually harassing behaviour in their workplace.</p> <p>Content includes:</p> <ul style="list-style-type: none"> identifying what sexual harassment is and what it looks like understanding the statistics of Fourth National Survey on Sexual Harassment identifying underlying drivers of sexual harassment exploring laws that prohibit sexual harassment defining who is liable for sexual harassment in the workplace, and reviewing actions to prevent and respond to sexual harassment. 	IDS
Cost: \$564		LCQ
Level: Skill development		VL
Recommended for:		
Everyone		
Pre-requisite: Nil		

Unconscious bias

Details	Description	Linkages
Duration: 4 hours	<p>This training is recommended for anyone who wants to better understand their own biases and how they affect day-to-day decision making. It is particularly beneficial for human resource professionals, and middle and senior managers who are responsible for decision making in the areas of recruitment, policy and process development, people management and organisational culture.</p> <p>Content includes:</p> <ul style="list-style-type: none"> what unconscious bias is and where it comes from how unconscious bias affects decision making methods to identify and counteract unconscious bias. 	MAP
Cost: \$1128		IDS
Level: Skill development & cultural change		LCQ
Recommended for:		
Everyone		
Pre-requisite: Nil		

Gender identity and discrimination

Details	Description	Linkages
<p>Duration: 2 hours</p> <hr/> <p>Cost: \$564.00*</p> <p>*Additional costs apply if co-delivered by person with lived experience</p> <hr/> <p>Level: Skill development</p> <hr/> <p>Recommended for: Anyone gender transitioning or supporting someone who is gender transitioning in the workplace or in an educational institution.</p> <hr/> <p>Pre-requisite: These sessions require initial consultation between QHRC, a workplace representative and the transitioning employee to ensure the session is tailored to support the needs of all parties.</p>	<p>The purpose of this training is to help participants gain an understanding of gender identity as defined by the <i>Anti-Discrimination Act 1991</i> and the protections provided by the Act for trans and gender diverse people. The training is co-delivered to provide participants with a combination of information about legal rights and obligations and an insight into lived experience from members of the trans community.</p> <p>Content includes:</p> <ul style="list-style-type: none"> • what do we mean by gender identity? • the 'gender unicorn' – a look at gender identity, gender expression, sex assigned at birth, terminology • protections under the Anti-Discrimination Act • examples of situations that may cause offence and could be unlawful. • FAQs • Information for employers, colleagues and educational institutions on how to support transitioning and transgender staff or students. 	<p>IDS</p> <p>LCQ</p>

Contact officer

Details	Description	Linkages
Duration: 7 hours	This training provides information about the role of workplace equity contact officers. It is a practical session that allows participants to use real life scenarios to apply their learning and practise skills that are essential in the role.	MAP
Cost: \$1974.00		IDS
Level: Skill development		LCQ
Recommended for:		VL
Workplace equity contact officers, human resources staff and workplace health and safety officers	Content includes:	
	<ul style="list-style-type: none"> discrimination, sexual harassment, bullying and vilification the impacts of discrimination and harassment the role of the contact officer options for dealing with complaints vicarious liability duty of care and confidentiality record keeping. 	
Pre-requisite: Understanding of your workplace policies on discrimination, harassment and complaint management is desirable.		

Contact officer refresher

Details	Description	Linkages
Duration: 4 hours	This training is for current contact officers and human resource practitioners who need to keep their skills and knowledge of the role and relevant legislation up to date. It is a practical session designed to provide an opportunity for contact officers to problem solve the challenges of the role. Refresher training is recommended every 2-3 years for active contact officers.	IDS
Cost: \$1128		LCQ
Level: Skill development		VL
Recommended for:		
Current contact officers and human resources staff	Content includes:	
	<ul style="list-style-type: none"> review of contact officer role contact officer v manager role review key points of anti-discrimination law options for dealing with complaints listening skills 	
Pre-requisite: Completion of 7 hour <i>Contact officer</i> training		

Queensland's Human Rights Act

Details	Description	Linkages
Duration: 2 hours	<p>This training provides a basic introduction to the key elements of human rights law in Queensland including:</p> <ul style="list-style-type: none"> • history of human rights • modern human rights law • responsibilities under human rights law • our role as the Queensland Human Rights Commission • making human rights complaints. 	MAP
Cost: \$564		IDS
Level: Awareness		LCQ
Recommended for:		
Everyone		
Pre-requisite: Nil		

Using the Human Rights Act

Details	Description	Linkages
Duration: 3 hours	<p>This training focusses on providing opportunities for participants to practice using the <i>Human Rights Act 2019</i> in advocating for themselves or others.</p>	MAP
Cost: \$846*		IDS
*Cost recovery rates apply for community advocates and eligible community organisations.	<p>Content includes:</p> <ul style="list-style-type: none"> • who has responsibilities under the Act • how to identify when situations may limit a person's human rights • steps and good practice for human rights advocacy action • assessing whether less restrictive measures are reasonably available • options and remedies available for better human rights outcomes • planning to engage with a public entity to advocate on behalf of themselves or others, and • using the language of the Act to advocate for themselves or others. 	
Level: Skill development		
Recommended for: non-legal advocates in community organisations		
Pre-requisite: <i>Queensland's Human Rights Act</i> or equivalent		

Queensland's Human Rights Act for legal advocates

Details	Description	Linkages
Duration: 2.5 hours	<p>This training focusses on providing opportunities for participants to practice using the <i>Human Rights Act 2019</i> for their legal advocacy work.</p> <p>Content includes:</p> <ul style="list-style-type: none"> • how to identify when situations may limit a person's human rights • how to assess compatibility with human rights • assessing whether less restrictive measures are reasonably available • the impact of the Act on litigation, including the use of s59 (piggyback claims), and • the QHRC conciliation process and remedies available. <p>Note: This training is co-presented by a trainer and a lawyer. If it is relevant to your professional development and practice of law, then you may be able to claim one CPD unit for each hour of attendance, refreshment breaks not included.</p>	MAP
Cost: \$705		IDS
Level: Skill development		
Recommended for: lawyers who provide advocacy services for clients		
Pre-requisite: <i>Queensland's Human Rights Act</i> or equivalent		

Tailored training

If our comprehensive list of standard training doesn't quite meet your needs, our team will work with you to understand your organisational context, co-design solutions that bring human rights to life in your workplace, and support you to prevent and manage discrimination, sexual harassment and other objectionable conduct in the workplace.

Our training and consultancy services focus on connecting with the heads and hearts of participants so they understand and can apply principles of inclusion, diversity, equality and human rights.

While our training products and services are flexible, we're not about 'ticking boxes'. We may decline requests to deliver significantly altered training products if we believe they would be ineffective, or would compromise the integrity of our products or organisation.

Our services include co-design and co-delivery with lived experience/organisational experts where appropriate.

Online learning

Our online learning modules are great options for large workforces, people who prefer self-paced learning or those wanting a brief introduction to anti-discrimination and human rights law in Queensland. Registration for up to 100 users can be processed directly through our learning portal at <https://tribalhabits.com/store/qhrc/>.

For larger groups, please contact our training team on 1300 130 670 or email us at training@qhrc.qld.gov.au. Our team can provide details on group subscription rates and the ability to monitor and report on your group's learning. If your organisation has an existing LMS on which you would like to host our online learning modules, we have several options to support this.

Discrimination awareness in Queensland

Designed as an induction and refresher training tool, this brief module covers the essential elements of anti-discrimination law in Queensland. Content includes:

- types of discrimination, where and how it can occur
- sexual harassment
- vilification and victimisation
- unlawful requests for information
- dealing with discrimination

This module includes interactive activities, case studies and assessment questions to confirm participant understanding. Individuals who successfully complete the training module receive a personalised certificate of completion.

Cost: \$16.50 per user (inc GST) or contact our training team about costs for embedding the module in your organisation's LMS.

Introduction to the Queensland *Human Rights Act 2019*

This introductory module, which is designed for community members, provides an overview of the key elements of the Queensland *Human Rights Act 2019*. Content includes:

- what are human rights?
- a brief history of human rights and how they are protected in Queensland
- responsibilities of public entities, courts, tribunals and Parliament
- human rights complaints processes

This module includes interactive activities and quizzes to test understanding. There is no mandatory assessment.

Cost: Free

Public entities and the Queensland *Human Rights Act 2019*

This module is designed specifically for staff in Queensland public entities. It provides an overview of the *Human Rights Act 2019* with particular focus on the responsibilities of public entities. Content includes:

- a brief history of human rights
- the purpose of the *Human Rights Act 2019*
- responsibilities of public entities
- the role of courts, tribunals and Parliament
- acting compatibly with human rights
- human rights complaint processes
- reporting obligations

This module includes interactive activities, opportunity for reflection and an assessment to test understanding. Individuals who successfully complete the module receive a personalised certificate of completion.

Cost: \$11 per user (inc GST) or contact our training team about costs for embedding the module in your organisation's LMS.

Diversity awareness

The *Diversity awareness* training modules have been developed to support organisations to value and promote diversity and inclusion in the workplace through greater understanding and practical strategies for inclusion. This package includes six modules:

Diversity awareness: an introduction to diversity

This topic provides an introduction to the concept of diversity with a focus on the business benefits of a diverse and inclusive workplace. This is the first module in the diversity awareness package.

Aboriginal peoples and Torres Strait Islander peoples

This topic takes a look at how we can increase our cultural awareness in relation to Aboriginal peoples and Torres Strait Islander peoples. A review of history, language and statistics leads participants to better understand the context and barriers faced by First Nations peoples. We then examine some workplace strategies to improve inclusion of First Nations peoples in organisations.

Diversity awareness: culturally and linguistically diverse

This topic takes a look at culturally and linguistically diverse (CALD) people in Australia. We look at what CALD means, statistics from around Australia and employment challenges. We then examine some workplace strategies to improve inclusion of CALD people in organisations.

Diversity awareness: disability

This topic takes a look at disability in Australia. We examine what disability is, including models and types of disability. We also provide tips for communication and improving inclusion of people with disability in the workplace.

Diversity awareness: LGBTIQ+

This topic introduces participants to some of the key terminology and concepts relating to LGBTIQ+ communities, sex characteristics, gender identity and expression and sexuality. We look at statistics and challenges in the workplace and in Australia for LGBTIQ+ people, as well as considerations and strategies for more inclusive workplace environments.

Diversity awareness: ideas into action

This is the final module in the diversity package and provides a summary of the key points from the other diversity modules. We look at how organisations can start to 'put ideas into action' to improve diversity in the workplace.

The *Diversity awareness* modules include elements such as interactive activities, scenarios, case studies and quiz questions to confirm participant understanding. They are suitable for staff at all levels of an organisation. Individuals receive a personalised certificate of completion at the end of the six modules.

Duration: The modules vary in duration, but it is estimated that they will take the average user between 25 and 60 minutes to complete each module.

Cost: \$22 (inc GST) per user (includes all 6 modules) or contact our training team about costs for embedding the modules in your organisation's LMS.

Our fee for service training guidelines

Current until June 30, 2024 (All prices include GST)

The following guidelines apply to charges for the provision of training and consultancy services.

Private training (at client premises)

- | | |
|--|----------|
| • Training delivery (per hour) | \$282.00 |
| • Consultancy & Product tailoring (per hour) | \$282.00 |
| • Travel/downtime (per hour) if travel time exceeds: | \$81.00 |
| ○ Two hours in total from the Brisbane office OR | |
| ○ One hour in total from a regional office | |

Private training: payment, postponement, cancellation and refund policy

- Bookings are confirmed by signing and returning the Queensland Human Rights Commission quote detailing costs, time and course details.
- Invoices are sent out when training is completed (payment is net 30 days).
- Cancellations or postponements giving:
 - more than two weeks' (10 business days) notice will not be charged for tuition fees.
 - more than two business days' but less than two weeks' (10 business days) notice will be invoiced for 50% of the tuition fee.
 - less than two business days' notice will be invoiced for 100% of the tuition fee.
- Travel or accommodation costs incurred by the Commission associated with cancellation or postponement will be billed in full.
- We reserve the right to reschedule or cancel training sessions at any time. If the Commission is unable to deliver a training session due to severe weather conditions or other unforeseen circumstances beyond our control, the session will be rescheduled or a full refund provided.
- Quotes are based on a maximum number of 30 participants per session in a face to face setting and 20 participants in a Zoom setting.
- We reserve the right to reschedule or cancel training sessions if COVID-safe workplace measures are not in place at the training venue.

Public training (at QHRC venue)

- | | |
|--|--------------|
| • Two hour training session | \$114/person |
| • Three hour training session | \$171/person |
| • Half day training session (4 hours) | \$228/person |
| • One day training session (up to 8 hours) | \$456/person |

Public training: payment, cancellation and refund policy

- All bookings should be made by completing the course registration form. Phone bookings are tentative until payment has been received.
- Registrations will be confirmed only when payment has been received.
- Payment should be received two weeks (10 business days) prior to the course.
- If the nominated person cannot attend, a substitute participant is welcome.
- If a booking is cancelled and payment received more than two weeks (10 business days) prior to the course:
 - providing at least two weeks' (10 business days) notice, a full refund will be made.
 - providing less than two week's (10 business days) notice but more than two business days' notice will receive a 50% refund.
 - providing less than two business days' notice will not be refunded.
- Participants may transfer their registration to another course during a twelve-month period, as long as 2 weeks' (10 business days) notice is given. As prices change for each financial year, an increase may occur after June 30 for transferred registrations.

Online courses (Prices include GST)

- | | |
|---|-----------------|
| • Discrimination awareness in Queensland | \$16.50/user ** |
| • Public entities and the Queensland <i>Human Rights Act 2019</i> | \$11/user ** |
| • Diversity awareness package (6 modules) | \$22/user ** |

** Bulk purchase discounts are available for more than 1000 users.

To embed a course in a client's LMS

Set-up fee \$1650.00 plus:

- | | |
|---|-------------|
| ○ Discrimination awareness in Queensland | \$5.50/user |
| ○ Public entities and the Queensland <i>Human Rights Act 2019</i> | \$3.30/user |
| ○ Diversity awareness package (6 modules) | \$5.50/user |

Refunds are not provided for online learning products that have been commenced.

Not for profit groups

A discounted fee for standard *Queensland's Anti-Discrimination Act*, *Queensland's Human Rights Act*, *Using the Human Rights Act* training is available for small, not for profit groups – please contact our training team to discuss your fee by emailing us at training@qhrc.qld.gov.au.

Contact us

STATEWIDE ENQUIRY LINE: 1300 130 670

www.qhrc.qld.gov.au
training@qhrc.qld.gov.au



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