



Introduction to the Anti-Discrimination Act for Managers

Course duration: 4 hours

PURPOSE

This course is designed to empower managers, through an understanding of the Queensland *Anti-Discrimination Act 1991*, to create discrimination and harassment free workplaces, and build a cohesive and productive workforce. The course focuses on helping management improve or establish systems to minimise the risk of these types of behaviours occurring, and to deal with them effectively if they do. It provides managers and supervisors with an understanding of their responsibilities under discrimination law, and the vital role they play in implementing workplace policies and procedures. Participants will develop the skills and knowledge to implement the relevant policies and procedures, and to employ effective techniques for preventing and managing unlawful behaviour in the workplace.

DELIVERY

This interactive, face to face session includes visual and small group activities, and opportunities to discuss the issues management face in their workplace. Activities focus on:

- case summaries and scenarios to illustrate how discrimination law is applied to real workplace situations;
- the practical aspects of developing and implementing systems to manage staff conflict and complaints; and
- recruitment processes.

HOW CAN MANAGEMENT REDUCE RISK FOR AN ORGANISATION?

Organisations may be liable for staff behaviour under the Queensland *Anti-Discrimination Act 1991*, unless they can show they took 'reasonable steps' to prevent and manage it. Employers need to make sure that managers, supervisors and HR personnel are aware of their responsibilities to always take 'reasonable steps' to prevent and manage discrimination or harassment. 'Reasonable steps' include implementing effective policies and complaint procedures, and training for all staff on policies and legislation, taking all complaints seriously and dealing with them appropriately, and any other steps necessary to prevent and manage such behaviours.

THIS COURSE WILL ENABLE PARTICIPANTS TO:

- identify behaviours that could be unlawful or in breach of policy, such as discrimination, sexual harassment, workplace harassment (bullying), victimisation and vilification;
- recognise when and how exemptions to the Act may apply to situations in the workplace;
- implement non-discriminatory recruitment processes, including pre-employment testing, advertising, interviews and record-keeping;
- recognise and manage the risk of vicarious liability for the organisation, and take all necessary reasonable steps to prevent discrimination and harassment;
- develop and implement effective organisational policies and procedures relating to discrimination and harassment;

- understand their roles and responsibilities in implementing organisational policies and procedures, and ensuring staff are trained;
- manage complaints or situations of discrimination and harassment appropriately; promptly and effectively;
- understand the role of the QHRC and the QHRC complaints process.

RECOMMENDED FOR:

All managers, supervisors, Human Resource personnel, and employees involved in handling workplace complaints. Pre-course preparation: We recommend that participants read existing organisational policies and complaints procedures relating to discrimination and harassment prior to the course, and bring copies to refer to in training.

BOOKINGS

We can deliver this course directly to your team in your workplace. We also offer public training sessions around Queensland throughout the year - you can find our schedule on our website.

Contact our training team:

- **1300 130 670**
- **training@qhrc.qld.gov.au**