

Education Services FY26-27

A services guide to the Queensland Human Rights Commission's education products and services.



Queensland
Human Rights
Commission

Contents

About us	3
Our strategy	3
Our services	4
Our education hub	4
Foundations: eLearning courses	5
Building skills: workshops	8
Customised services	14
Fees and terms	15
Contact us	17

About us

The Queensland Human Rights Commission (the Commission) works to prevent discrimination and strengthen human rights in Queensland to help build a fairer, safer, and more inclusive community.

We are the state's leading authority on *Queensland's Anti-Discrimination Act 1991* and the *Human Rights Act 2019* – both the legislation and how it applies in practice. We are guided by an evidence base drawn from the legislation, our work in policy, case law, and complaints.

We provide education services to build knowledge, develop skills and capabilities, and foster a culture of human rights and respect. Our education services are practical, evidence-based, effective, and sustainable.

Our strategy

Creating a culture of respect for human rights requires commitment at all levels. That is why we tailor our education services to meet the unique needs of individuals, organisations, and communities.

Our courses are designed to build and develop:

- raise awareness: stay up to date with current legislation, build knowledge of rights and responsibilities, and where to find more information.
- develop skills and capabilities: make the law real in your workplace or where you operate through applied scenarios and activities; prevent discrimination and sexual harassment through practical, relevant steps; understand options to respond to discrimination, sexual harassment, and other unlawful conduct, and to understand the harm; ensure your team gives proper consideration to human rights in decision-making.
- foster cultural change: promote a culture of human rights and respect; embed human rights and respect into the vision, values, and practices of organisations and communities to create cultural change; take action to demonstrate compliance with Queensland's human rights and anti-discrimination laws.

We take a strengths-based and trauma-informed approach focussed on the people and organisation, and building on the lived experience, skills, and capabilities within your organisation. Our *Education Strategy 2026–30* is available on our website: www.qhrc.qld.gov.au

Our services

This guide outlines the Commission's education products and services.

We offer:

- online self-paced modules (eLearning)
- public live workshops (delivered in-person, virtually, or hybrid)
- private live workshops (delivered in-person, virtually, or hybrid)
- customised services.

If you require education services for 10 or more people, private workshops onsite at your premises are a cost-effective solution that provides convenience and flexibility with delivery times and dates, plus the opportunity to tailor courses to suit your needs.

If you have less than 10 people, we offer public workshops in-person in Brisbane and virtually via Microsoft Teams. Our public workshop calendar is available on our website.

Certificates of completion are issued once a workshop or eLearning course has been completed. Our courses are not accredited under Australian Qualifications Framework (AQF) standards.

All workshops and eLearning courses are subject to our Price List and Standard Terms and Conditions available on our website. Fee reductions may be available if your organisation meets eligibility requirements. Please send enquiries to education@qhrc.qld.gov.au.

Our education hub

In 2026, the Commission launched its new Education Hub:
www.qhrc.qld.gov.au/education

Our Education Hub is a one stop shop for:

- booking and enquiring about our education services
- undertaking your learning journey for all our education services, including eLearning and live workshops.

The Education Hub:

- provides a one stop shop for smooth learner and client onboarding across our entire Education Services program
- enables easy navigation, including mobile responsive display, and meets accessibility standards
- provides high-quality, engaging, interactive eLearning course content aligned with adult learning principles and evidence-based best practices
- enables learning engagement in live workshops
- supports data-driven assessment capabilities and comprehensive multi-level reporting on individual and client learning outputs, outcomes, and impact.

Foundations: eLearning courses

Our eLearning courses increase foundational knowledge of legal obligations under Queensland's anti-discrimination and human rights laws and build introductory skills in applying knowledge in different contexts.

The courses are suitable for all learners, organisations, and sectors to build foundational knowledge of anti-discrimination and human rights law in Queensland. *All costs below are GST inclusive.*

Foundations: Human rights for public entities

eLearning course
HR1EPUB

This course is designed specifically for participants who work in Queensland public entities and functional public entities. The objective of this course is to build foundational understanding of the *Human Rights Act 2019* (Qld) and to equip learners with the skills to give proper consideration to and act compatibly with human rights.

Available August 2026.

 2-3 hours

 For public entities

 \$17 per person

Learning outcomes

By the end of this course, participants will be able to:

1. Identify the 23 human rights protected by the Human Rights Act.
2. Describe government obligations and responsibilities.
3. Give proper consideration to and act compatibly with human rights.
4. Value promoting a human rights-respecting culture in the Queensland public sector.

Foundations: Anti-discrimination in Queensland

eLearning course
AD1EPUB

The objective of this course is to increase understanding and awareness of legal obligations under Queensland's anti-discrimination law and mechanisms for support. It also equips participants with knowledge about how to prevent harmful behaviours and create a respectful work culture.

Available in late 2026.

 2-3 hours

 For public entities

 \$17 per person

Learning outcomes

By the end of this course participants will be able to:

1. Understand what anti-discrimination law says and legal obligations.
2. Recognise discrimination, sexual harassment, victimisation and vilification, and know how to respond.
3. Implement actions to prevent discrimination and foster a culture of respect.

Foundations: Diversity, inclusion and belonging in Queensland

eLearning course
DIB1EALL

This course has been developed to support organisations to value and promote diversity and inclusion in the workplace through greater understanding and practical strategies for inclusion.

Available in late 2026.

 2-3 hours

 All audiences

 \$17 per person

Learning outcomes

By the end of this course participants will be able to:

1. Identify the key areas and benefits of diversity.
2. Understand how to embed inclusive practices in the workplace.
3. Analyse policies and practices and identify if they promote diversity, inclusion, and belonging.
4. Implement inclusive practices in workplace settings.

Foundations: Preventing and responding to sexual harassment

eLearning course
SH1ALL

This course will help employers and workers prevent, recognise, and respond to sexual harassment and sex-based discrimination in the workplace. It explores the prevalence of sexual harassment in Australian workplaces, what the underlying drivers of this behaviour are, what laws prohibit the behaviour, and what employers are legally responsible for in the workplace.

Available in late 2026.



2-3 hours



All audiences



\$17 per person

Learning outcomes

By the end of this course participants will be able to:

1. Understand state and federal laws that prohibit sexual harassment, and the legal definition of the behaviour.
1. Recognise unlawful sexual harassment and who is liable in the workplace, including actions individuals and employers can take to reduce sexual harassment and support people who have experienced it.
3. Respond to sexual harassment incidents in a variety of scenarios.
4. Understand prevention mechanisms and how to build a culture of respect.

Building skills: workshops

Live workshops enable duty-bearers to build skills through scenario-based learning and activities. We offer workshops in-person and through virtual delivery.

Public workshops

We run public workshops for our standard courses on a scheduled basis, with a calendar produced every 6 months.

Individual learners and small groups of up to 9 participants per organisation can book these sessions, with attendance capped at 30 people per workshop. These workshops are delivered in-person at our Brisbane office, virtually, and in hybrid formats (with participants attending both in-person and virtually).

Enrol in our upcoming workshops on our website:
www.qhrc.qld.gov.au/education

Private workshops

We offer private workshops for organisations with 10 or more participants. For private workshops, the client can:

- choose a standard course or request tailoring to meet specific needs
- choose whether the course will be delivered at our offices in Brisbane or Cairns, the organisation's premises, another venue, or via Teams
- schedule the session for a time that suits the organisation.

Private workshops accommodate between 10 and 30 participants and are charged at an hourly delivery rate, including pre-session and post-session preparation for your workplace context. Included in your workshop costs are the following services:

- specialised tailoring of scenarios and case law
- short report to clients on learning outcomes
- Q&A follow-ups.

Book a workshop for your organisation on our website:
www.qhrc.qld.gov.au/education

Workshop course list

We run public workshops for our standard courses on a scheduled basis, with a calendar produced every 6 months.

Individual learners and small groups of up to 9 participants per organisation can book these sessions, with attendance capped at 30 people per workshop. These workshops are delivered in-person at our Brisbane office, virtually, and in hybrid formats (with participants attending both in-person and virtually).

Enrol in our upcoming workshops on our website www.qhrc.qld.gov.au/education

Queensland's Human Rights Act

Workshop course

IHRA2

This course will raise participants' awareness of their rights and responsibilities under Queensland's *Human Rights Act 2019* through an overview of the Act and functions of the Queensland Human Rights Commission. The course provides participants with the skills to identify the 23 protected human rights, identify when they are relevant and implement assessment processes into daily practices.



2.5 hours



Public entities &
functional
public entities



Public: \$147.50
per participant
Private: \$1,312.20
per session

Learning outcomes

By the end of this course, participants will be able to:

1. Identify the 23 sections of protected rights under the *Human Rights Act 2019 (Qld)*.
2. Recognise when human rights may be engaged in workplace situations and decision-making.
3. Apply the requirements to give proper consideration and act compatibly with human rights obligations.
4. Assess decisions and actions for compatibility with human rights in practical scenarios.

Queensland's Anti-Discrimination Act

Workshop course
IADA2

This course will raise participants' awareness of their rights and responsibilities under Queensland's *Anti-Discrimination Act 1991* through an overview of the key legal concepts in the Act and the functions of the Queensland Human Rights Commission. It focuses on helping participants recognise behaviours that are unlawful under the Act and understand what they can do to resolve issues affecting them directly.



2 hours



All audiences



Public: \$118
per participant
Private: \$1,166.45
per session

Learning outcomes

By the end of the course, participants will be able to:

1. Recognise protected attributes and unlawful conduct under the *Anti-Discrimination Act 1991 (Qld)*, including direct and indirect discrimination, sexual harassment, vilification and victimisation.
2. Explain how anti-discrimination law applies in workplace situations.
3. Identify options available to address workplace issues and describe the Queensland Human Rights Commission (QHRC) complaints process.
4. Apply strategies to prevent discrimination and promote safe, respectful and inclusive workplace behaviour.

Queensland's Anti-Discrimination Act for management

Workshop course
IDAM4

This course will empower people working in management to create discrimination and harassment free workplaces and build cohesive and productive workforces through an understanding of *Queensland's Anti-Discrimination Act 1991*. It focuses on improving or establishing systems to minimise the risk of these behaviours occurring, and to deal with them effectively if they do. It provides managers, supervisors, and Human Resources personnel with an understanding of their responsibilities under discrimination law and the vital role they play in implementing workplace policies and procedures.



4 hours



Managers,
supervisors,
& human resource
practitioners



Public: \$235.75
per participant
Private: \$1,749.70
per session

Learning outcomes

By the end of the course, participants will be able to:

1. Recognise unlawful behaviours under the *Anti-Discrimination Act 1991 (Qld)*, including discrimination, sexual harassment, victimisation and vilification.
2. Describe the responsibilities of managers and employers in preventing and responding to unlawful workplace behaviour.
3. Identify practical steps to create safe, respectful and inclusive workplaces and reduce the risk of vicarious liability, as well as recognise when and how exemptions to the Act may apply.
4. Apply anti-discrimination principles, strategies and practices when making workplace management decisions.

Sexual Harassment

Workshop course

SH2

This course will help workers, employees and employers to prevent, recognise, and respond to sexual harassment in the workplace. It also explores the nature and prevalence of sexual harassment in Australian workplaces, what the underlying drivers of this behaviour are, what laws prohibit the behaviour, and what employers are legally responsible for in the workplace. This course is delivered by 2 educators.



2 hours



All audiences



Public: \$235.75
per participant

Private: \$1,749.70
per session

Learning outcomes

By the end of the course, participants will be able to:

1. Recognise sexual harassment, including behaviours that may be unlawful under state and federal legislation.
2. Explain the responsibilities of individuals and employers in preventing and responding to sexual harassment in the workplace.
3. Identify appropriate actions to respond to sexual harassment and support people who have experienced it.
4. Apply practical strategies to prevent sexual harassment and contribute to a safe, respectful and inclusive workplace culture.

Gender identity and discrimination

Workshop course

GID1.5

This course will build participants' understanding of gender identity, protections under the *Anti-Discrimination Act 1991*, and the experiences of trans, gender diverse people and people with variations of sex characteristics in the workplace. Participants will develop the knowledge and skills required to recognise unlawful discrimination, promote inclusion, and support respectful workplace practices through application of practical strategies. This session may include a co-presenter with lived experience, which may mean additional costs apply.

 2 hours



All audiences:
workplaces
supporting
someone who is
gender transitioning



Public: \$118
per participant
Private: \$1166.45
per session

Learning outcomes

By the end of the course, participants will be able to:

1. Explain key concepts relating to sex, gender identity, gender expression and variations of sex characteristics, and the protections provided under Queensland anti-discrimination law.
2. Recognise discrimination, vilification and other exclusionary behaviours related to gender identity and variations of sex characteristics.
3. Apply inclusive practices, respectful communication and active bystander strategies to support trans, gender diverse and intersex colleagues.
4. Identify opportunities to improve workplace policies, practices and behaviours to foster a more inclusive and supportive workplace culture.

Contact Officer

Workshop course

CO7

This course will build the skills of Contact Officers to provide safe, consistent and human rights-focused support to employees experiencing workplace issues, focusing on those protected by the *Anti-Discrimination Act 1991 (Qld)*. It will assist Contact Officers to understand workplace policies and legislation about discrimination and harassment, become familiar with workplace procedures for dealing with these behaviours, be able to convey this information to colleagues, and help them decide how to deal with problems they experience. This course is delivered by two educators.



7 hours



Prospective or current
Contact Officers &
human resource
practitioners or
supervisors



Public: \$825.25
per participant
Private: \$4,665.70
per session

Learning outcomes

By the end of the course, participants will be able to:

1. Define the purpose, scope, and boundaries of the Contact Officer role, and how the role supports a safe and respectful workplace.
2. Identify when workplace issues may fall within the scope of the *Anti-Discrimination Act 1991 (Qld)* and which other laws and agencies may be relevant.
3. Diagnose appropriate internal and external pathways (e.g. Human Resource processes, complaints mechanisms, support services) based on the nature and risk of the issue.
4. Demonstrate effective Contact Officer conversations using neutral, respectful and unbiased communication techniques.

Contact Officer refresher

Workshop course

COR4

This course is for current Contact Officers 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 years for active contact officers. This course is delivered by 2 educators.



4 hours



Current Contact
Officers &
human resource
practitioners
or supervisors



Public: \$471.50
per participant
Private: \$2,915.95
per session

Learning outcomes

By the end of this refresher course, participants will be able to:

1. Revisit the purpose, scope and boundaries of the Contact Officer role and its contribution to a safe and respectful workplace.
2. Problem solve based on practical experiences of Contact Officers, to strengthen skills for the role.
3. Demonstrate effective Contact Officer conversations using neutral, respectful and unbiased communication techniques, based on practical experiences shared by the group.

Customised services

We offer customised services including:

- conference education sessions
- resolution outcome sessions
- customised workshops.

See below to learn more about these customised services. To express interest in a customised service, visit our website www.qhrc.qld.gov.au/education or email our team at education@qhrc.qld.gov.au.

Conference education sessions

We often receive requests to deliver tailored education services at conferences, staff meetings, and special training events. For these requests, we offer customised preparation and delivery costed at our hourly rate of \$265 per hour excl GST.

For events where we deliver sessions of one hour or less, we try to cap our preparation time at 2 hours of work. For more complex tailoring and for longer sessions, we provide a quote based on the organisation's needs.

Resolution outcome sessions

When an incident or complaint is resolved through conciliation or another process, parties often agree that the respondent(s) will attend training to build their awareness and understanding about harmful behaviours in the workplace. Managers of respondents often request help to develop skills to prevent and respond to harmful behaviours.

Our resolution outcome sessions are for parties to disputes, complaints, or incidents (generally a respondent or respondents and their manager) to address specific workplace behaviours and issues directly. An eLearning session is generally a prerequisite for enrolling in a resolution outcome session.

These sessions are customised and delivered to meet client needs and are charged at a rate of \$265 per hour ex GST for planning and delivery. A quote is provided based on information gained through a discovery call.

Customised workshops

If you are looking for a workshop that goes beyond the scenario tailoring included in our standard private workshops, our team can work with you to develop a customised workshop. We will conduct a learning needs analysis and design a workshop that meets your specific needs.

These workshops can include co-design and co-delivery with lived experience or organisational experts where appropriate. Requests for customised workshops generate a tailored quote specific to each client's needs, applying a rate of \$265 per hour ex GST for learning needs analysis, workshop design, and delivery.

Fees and terms

All costs below are GST inclusive.

eLearning

Course	Cost (per person)
Foundations: Human Rights for public entities	\$17
Foundations: Anti-Discrimination in Queensland	\$17
Foundations: Preventing and responding to sexual harassment	\$17
Foundations: Diversity, inclusion and belonging in Queensland	\$17

Public workshops

Course	Cost (per person)
CO7 Contact Officer (7 hours)*	\$825.25
COR4 Contact Officer – refresher (4 hours)*	\$471.50
GID1.5 Gender identity and discrimination (2 hours)	\$118
IADA2 Queensland's Anti-Discrimination Act (2 hours)	\$118
IDAM4 Queensland's Anti-Discrimination Act for management (4 hours)	\$235.75
IHRA2 Queensland's Human Rights Act (2.5 hours)	\$147.50
SH2 Sexual harassment (2 hours)*	\$235.75

Private sessions

Private workshop	Cost (per workshop)
CO7 Contact Officer (7 hours)*	\$4665.70
COR4 Contact Officer – refresher (4 hours)*	\$2915.95
GID1.5 Gender identity and discrimination (2 hours)	\$1166.45
IADA2 Queensland's Anti-Discrimination Act (2 hours)	\$1166.45
IDAM4 Queensland's Anti-Discrimination Act for management (4 hours)	\$1749.70
IHRA2 Queensland's Human Rights Act (2.5 hours)	\$1312.20
SH2 Sexual harassment (2 hours)*	\$1749.70

Bulk discount structure - eLearning discount

Course	Cost
Foundations: Human Rights for public entities	\$3.30
Foundations: Anti-Discrimination in Queensland	\$5.50
Foundations: Preventing and responding to sexual harassment	\$5.50
Foundations: Diversity, inclusion and belonging in Queensland	\$5.50

Course cost may differ if tailored sessions required. All eLearning and workshop courses are subject to the terms and conditions found on our website. Fee reductions and bulk purchase discounts may be available, if eligible.

Contact us

Contact our team:

E: education@qhrc.qld.gov.au

P: 1300 130 670

For more info or to book an education service:

W: www.qhrc.qld.gov.au/education