

# CONTACT OFFICER TRAINING

This is a program that will help participants understand their role as the first point of contact for the internal complaints process for Bullying, Harassment or Discrimination.

Contact Officers will be able to better understand the definition of, and provide examples of bullying, harassment or discrimination, and what is required of them in this role in terms of communication, confidentiality and reporting.

## KEY BENEFITS

- Manager and staff input into developing and implementing workplace policies on bullying, harassment and discrimination and an increase in stakeholder ownership of these.
- Reduced incidence of bullying, harassment and discrimination in the workplace and destigmatisation.
- Informal and peer support services in the workplace to assist affected staff where official channels may not be appropriate.

## LEARNING OUTCOMES

- Understand what bullying, harassment and discrimination are and the impact of these on individuals and in the workplace.
- Learn state and federal legislation governing workplace behaviour.
- Explore the role of the Contact Officer, its limits and boundaries and issues of privacy and confidentiality.
- Explore workplace complaints and grievance processes and how these can be aligned to the law and to situational requirements.
- Understand why tolerance and respect are at the heart of preventing bullying, harassment and discrimination.

## WHO SHOULD ATTEND

New Contact Officers and a refresher for existing Contact Officers

## DURATION

Half day or full day

## METHODOLOGY

A variety of presentation methods and tools are used to ensure the learning experience is interactive, engaging and effective, including:

- PowerPoint presentation
- Group facilitated discussion
- Group activities
- Case studies