

Contact officer training

Training overview

The Commission's *Contact Officer* training aims to enhance participants general understanding of the **roles and responsibilities** of a contact officer and **upskill** participants to be able to **effectively respond** to allegations of **bullying, harassment and discrimination** in the workplace. Key content covered includes: inappropriate workplace behaviours, barriers to reporting, roles and responsibilities of a contact officer, alternative dispute resolution (ADR) skills, tailored case studies.

Learning outcomes

The key learning outcomes of the training are:

- increased knowledge and understanding of discrimination, bullying and harassment
- increased understanding of the different forms discrimination, bullying and harassment may present itself
- increased understanding of the legal frameworks surrounding discrimination, bullying and harassment
- ability to identify effective skills and strategies for responding to allegations of bullying, harassment and discrimination
- ability to incorporate knowledge and skills in day-to-day work.

What's included

The Commission is able to deliver the training in all capital cities and regional centres, as well as via webinar. The training package includes:

- facilitation from an experienced trainer
- provision of accessible training rooms (if required)
- invitation and registration services
- light refreshments (face-to-face training only)
- training materials including handouts and stationery.

Cost

Our standard *Contact Officer* training is delivered as a full-day training workshop. The cost of delivery is **\$5000 AUD + GST** for up to **20 participants**.

This package may be tailored to your organisational needs in relation to the content. Cost of delivery will vary dependant on travel and customisation. To discuss your organisation's training needs or to obtain a quote, please contact the Commission's education team at training@humanrights.gov.au.