



CONTACT OFFICER TRAINING

Equip your Contact Officers to play their part in reducing unlawful discrimination, harassment and bullying in the workplace

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Contact Officers provide an important alternate avenue for employees to confidentially discuss issues of concern relating to unlawful discrimination, harassment or bullying in the workplace.

Contact Officers help raise awareness, support individual employees, and subtly contribute towards an overall organisational culture where employees feel informed and empowered to take constructive steps to resolve grievances formally or informally.

Intended Audience

This workshop is suitable for aspiring Contact Officers as well as those currently in the role and looking to refresh their skills and knowledge.

Learning Outcomes

By the end of this workshop participants will:

- Understand what is (and isn't) the role of the Contact Officer.
- Understand what constitutes harassment, bullying and unlawful discrimination and how these legal principles apply in the workplace.
- Identify procedural requirements for complaints and grievances.
- Know how to successfully support employees to self-resolve disputes (where appropriate).
- Consider avenues of support, feedback mechanisms, and privacy and documentation requirements.

Inclusions

Participants will receive a copy of our Resource Guide which will become a valuable reference that you are sure to refer to many times after the completion of this workshop. Morning tea and lunch will be provided on the day and you will also receive a Certificate of Attendance.

About Us

Cooper Hardiman are highly regarded training facilitators, based in Warrnambool and delivering expert training across Victoria and South Australia.

Please visit our website to learn more about the wide variety of workshops we have available or contact us to discuss tailoring a product to suit your specific needs.

WORKSHOP DETAILS

DATE	Tuesday 26 March 2024
TIME	9:00am to 4:00pm
COST	\$590 + GST per person Morning tea and lunch included
LOCATION:	Quest Portland 66 Julia Street, Portland
RSVP	Via email to Claire: claire@cooperhardiman.com.au by Tuesday 12 March 2024

YOUR FACILITATOR

Your facilitator for this workshop is Gavan Cooper. Gavan has many years of experience in facilitating workplace training programs for a variety of organisations, including local government, healthcare and not-for-profits. His background as an employment lawyer makes him uniquely qualified to share his expertise and knowledge in this area.

