

# Our Education and Training Services

Leading the way towards eliminating unlawful discrimination, harassment and victimisation in Western Australia, through education and engagement.



The Equal Opportunity Commission's Strategy, Engagement and Education team provides education and training to help people understand the Equal Opportunity Act 1984 (WA). Our training explains key equal opportunity principles, outlines lawful and unlawful discrimination and harassment, and provides guidance on how to access fair pathways to resolution where discrimination, harassment or victimisation has occurred.

We offer education and training in a range of settings. This includes in-house sessions at the Commission, customised training delivered at an organisation's premises, and community education sessions delivered at a mutually agreed location.

## Education and Training Content

Our training courses help participants understand:

- Anti-discrimination legislation
- The meaning of lawful and unlawful discrimination and victimisation
- How to recognise harassment and bullying
- What healthy workplace culture looks like, and the impacts of hostile behaviour
- Personal and organisational responsibilities and liabilities
- Options for making informal and formal complaints
- Why taking action early is important

## Education and Training Outcomes

After completing the training, participants will be able to:

- Explain the basics of anti-discrimination law
- Explain key concepts
- Respond to, and help prevent, harassment and bullying
- Treat others with fairness and respect
- Understand and use practical skills to be an active bystander

## In-house Education and Training

The Commission delivers a training schedule throughout the year at Albert Facey House. This schedule includes fee-for-service modules designed for public and private sector organisations, as well as several free training courses for community organisations. You can find the full schedule under Available Courses below.

## Community Education Courses

In addition to the community education offered through the in house training schedule, the Commission provides community education for not-for-profits, community groups, volunteers. Most community education services are provided free of charge.

## Want something a little different?

Our team is also available to participate in conferences, forums, meetings, podcasts, and community workshops to deliver presentations tailored to your audience.

Additionally, we can customise our standard offerings to suit the unique needs of your organisation or group.

Please contact us to find out more.

## Who is our training for?

Our training is suitable for a wide range of participants, including:

- Managers and supervisors
- Employees and non-supervisory staff
- Contact officers
- Equity and grievance officers
- Equal opportunity committees
- Human resource and employee relations consultants
- Students
- Volunteers and community members

Participants consistently describe our sessions as practical, informative, interactive and thought provoking. The outstanding majority of participants report increased confidence in understanding and applying equal opportunity principles.

For detailed information on the courses, or to register, [please visit our website](#) or scan the QR code below with your phone's camera:



## Available Training Programs

Most of the courses listed below are delivered at the Commission's training rooms within Albert Facey House, in the Perth CBD. All courses can be delivered at a location of your choice, with customisation available, including delivery in hybrid mode (in person and online).

- **Active Bystander Skills in the Workplace:** Gain knowledge and skills to act in response to unacceptable behaviours in the workplace.
- **Contact Officer Training:** Become a workplace Contact Officer. Learn to explain rights, responsibilities and available options under WA law.
- **Equal Opportunity Law for the Community Services Sector:** Gain skills to help people understand their rights and responsibilities in relation to discrimination, harassment and victimisation.
- **Grievance Officer Training:** Become a Grievance Officer. Handle workplace complaints relating to discrimination, harassment and victimisation.
- **Grievance Handling for Managers and HR Officers:** Helps managers and HR professionals understand equal opportunity law, and how they can handle challenges as they arise in the workplace.
- **Improving Workplace Culture:** Educates and addresses discrimination, harassment and bullying at work to promote a respectful workplace.
- **Introduction to Equal Opportunity Law:** Understand equal opportunity law within Western Australia and the Commonwealth.
- **Know Your Rights: Understanding Discrimination and Harassment for CALD Communities:** Delivered free of charge for not-for-profits, community groups, volunteers, and some NGOs.
- **One-on-One Customised Education:** Customised to suit the needs of the individual participant and the organisation to which they belong.
- **Respect at Work:** Educates participants about responsible and respectful workplace behaviour, with a particular focus on addressing sexual harassment.

### Call

General enquiries: 08 9216 3900

Training courses: 08 9216 3927

Country callers: 1800 198 149

Interpreter service: 13 14 50

### Online

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### Disclaimer

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