



ANTI DISCRIMINATION
COMMISSION QUEENSLAND

THE CONTACT OFFICER

TOWNSVILLE

Date: Friday 9 October 2009
Time: 9.00 am - 5.00 pm
Venue: Anti Discrimination Commission Queensland
Level 2, St James Place
155-157 Denham Street
TOWNSVILLE QLD 4810
Cost: \$300 per person (morning tea & lunch provided)

Recommended for: Anyone thinking about taking on the contact officer role, human resource staff, recently appointed Contact Officers and occupational health and safety officers

Content includes:

- review of discrimination law
- the impact of discrimination and harassment
- the role of the Contact Officer
- options for dealing with complaints
- case scenarios discussion
- vicarious liability, duty of care, confidentiality
- the investigation process
- quality control issues
- record keeping
- case study

Prerequisites:

- Discrimination law training or knowledge of discrimination law
- Familiar with your organisation's policies and procedures

PAYMENT METHOD

Invoice Cheque Direct Deposit (BSB No: 064013 Account No: 10006392)

Organisation Name (for invoice)	
Postal Address (for invoice) (please quote PO Box, if applicable)	
<u>Attendee/s</u>	<u>Contact Person</u> Name _____ Phone _____ Fax _____ Email _____
Purchase Order Number (if applicable)	

HOW TO REGISTER

1. Fax this page to (07) 4799 7021 or post to the address above
2. We will confirm your registration before the course
3. If you have any questions about your registration please phone 4799 7020 or 1300 130 670

CANCELLATION INFORMATION

If you are unable to attend the course, another person from your organisation is welcome. Cancellations giving a week's notice will receive a full refund.

ABN: 96 013 985 953

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