

# Harassment Referral Officer Training

This session will provide introductory training to Harassment Referral Contact Officers (HRCOs). It covers the legislative framework and concepts impacting on the role, along with the relevant communication skills required to manage their interactions with staff requiring assistance.

## Delivery

This face to face session is designed to be interactive. Small group work with case studies and role playing will be used to explore content and cement skills. A discussion-based approach is used to introduce local policy and relevant subject matter. Time will be available to respond to questions across the day. As there will be an emphasis placed on arming the HRCO with the skills to discuss challenging issues with staff who may be in a distressed/emotional state, it would be recommended that participants familiarise themselves prior to training with local policy and look over excerpts of legislation (that could be provided as pre-work by the trainer).

## Topics covered

### Legislative and policy framework including

- Anti-Discrimination Act 1991
- Work Health & Safety Act 2011
- Code of Conduct
- Public Interest Disclosures
- Family Leave (Award provisions)

### Policy:

- Reasonable Adjustment
- Employee Complaints Resolution Policy and Procedure
- Workplace Health and Safety
- Workplace Harassment
- Performance and Development Planning

### Concepts:

- Reasonable Management Action
- Mental health and the workplace
- Referral options and alternatives – e.g. Employee Assistance Service

### Communication/Personal Skills

- Self-awareness
- Structuring the discussion – paraphrasing, active listening, reflection, summarising
- Body Language
- Managing Emotions – yours and theirs – conflict and diffusing situations

### Other aspects of the role

- Reporting
- Confidentiality vs. duty of care
- Recognising bias, maintaining objectivity, maintaining your boundaries
- Promotion
- Complementary personal development available through Learning & Development
- Support for the HRCO

## Learning outcomes

The HRCO will be able to:

- Understand the boundaries & expectations of their role
- Reference relevant legislation and policy and identify behaviours that could be breaches of policy/legislation associated with the role
- Determine possible resolution options and be able to communicate them
- Use appropriate communication techniques to structure and hold a discussion
- Maintain statistics and use established reporting mechanisms

## Delivery

Not including pre-reading, training generally takes one day or approximately seven hours. It is recommended that a follow-up session to reinforce the skills and content knowledge be completed within three months.

## How do I find out more?

Please contact Managers, Workforce Strategy:

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