

Self Managed Learning Package

Did You Know:

- The average cost of a complaint of harassment or discrimination that reaches HREOC is over \$35,000.
- In over 50% of sexual harassment complaints the supervisor is the alleged respondent.
- Bullying is four times more prevalent in the workplace than sexual harassment.
- Bullying complaints can be investigated by WorkSafe WA.
- Increased understanding of bullying as a health and safety matter has resulted in Australia's first prosecution and fine in a magistrate's court for breach of OSH legislation.
- Experience shows that about 80% of complaints by employees are about the way in which people communicate and deal with each other.
- About half of all dismissals and disciplinary actions taken by employers fail in the industrial relations process through the employee defence that she/he was not properly notified of either the expectations of conduct, or the likely consequences of a breach.
- 75% of employees experiencing bullying leave their job to make the behaviour go away.
- Victimisation is the negative treatment that occurs as a result of a person raising a complaint.
- In the past five years the number of 'victimisation' cases referred to EO Tribunals has almost doubled.
- Dismissals for breach of email/internet policy are alarmingly high.
- Few are reinstated as employers are able to demonstrate employee awareness of company policies and the consequences of breaches.



Sally Jetson & Associates

'making the workplace
a better place to be'

Professional Conduct and Acceptable Behaviour Series

This pack addresses:

- **Discrimination**
- **Harassment**
- **Acceptable Workplace Behaviour**
- **Use of Email and Internet**
- **Safe Workplace Conduct**

**For instant delivery
when and where you
need it ...**

**From: \$ 9.90/person
inc GST**

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Self-Managed Learning Package



You decide when and where to deliver ... it's as simple as loading the CD.

About The Package:

A compliance and awareness tool written by experts in diversity and anti-discrimination and qualified with diplomas in training and assessment systems.

This user-friendly kit is based on our own trainer's kit used in delivery to 10,000 participants.

The package is up-to-date and suitable for all Australian work environments.



- Meet legal obligations to take 'all reasonable steps' in relation unlawful discrimination and harassment.
- Distinguish clearly between matters for which the employer has 'vicarious liability' and matters that are the 'personal' responsibility of those who breach the policy and/or legislation.
- Educate on 'duty of care' and safe workplace behaviour with the message that bullying, aggression and abuse are unlawful and unacceptable.
- Reinforce expectations for use of email, internet and other workplace equipment.
- Raise employees awareness about acceptable and unacceptable conduct in the course of work, including dealings with clients, co-workers and contractors.

Package Information

Custom-designed to help individuals understand the laws and company policies that apply to:

- Discrimination
- Harassment
- Acceptable workplace behaviour
- Use of email and internet
- Safe workplace behaviour

So what's in the package?

Information for the Learning Co-Ordinator

Provides information and guidance for the successful implementation of the program.

License Conditions

Outlines the requirements for acceptable use by purchasers.

Template Memo to Participants

A sample pre-program memo to all participants with information about the program and participation requirements.

CD of Quicktime Movie – 25 minutes

A 25 minute self playing movie about EEO, unlawful discrimination and harassment.

Participant Handout Material

- EEO Awareness and Obligations
- Objectionable Images and Electronic Mail
- Acceptable Behaviour in the Workplace

These can be printed as handouts for all participants.

They are user-friendly and custom designed to complement your company policies on these topics.

Post-Program Quiz

A 25 item quiz to be completed after -

- viewing the movie
- reading company policies
- reading the handout material

Participants need to answer all 25 items correctly to successfully complete the program.

Program Completion Record

A template that will enable you to keep a written record of employees participation in this program.

Template Certificate of Completion

A certificate template designed for easy insertion of your company logo and other relevant details for printing and presentation to participants.

Demonstrate reasonable steps by implementing this package throughout your workplace.

Self-Managed Learning Package

Sally Jetson & Associates



**Fully Designed and
Ready-to-Run Package:**
From: **\$9.90** per person
inc GST

Why choose this package?

No hidden costs

- Base price of package - \$550 (inc gst)
- Add \$10 (inc gst) per employee for organisation size over 75 employees to a maximum price of \$5,000 (inc gst) for any organisation
- For an extra \$99 (inc gst) the movie can be customised with company badging and policy references
- No annual license costs
- No site specific licenses
- What you see is what you get

No software fees

- No proprietary software to be installed on your computer system

Ongoing Use

- Unlimited in-house use
- Excellent induction tool

Great Handouts Too!

Includes comprehensive and user friendly handouts to complement your own policies.

- EEO Awareness and Obligations
- Myths and Facts About Sexual Harassment
- Acceptable Behaviour in the Workplace

See back page for a content list of these handout materials.

Online Program Price Comparisons

CCH

Fees per program commence @ \$100 per person

Techniworks

\$6,000-\$15,000 per course
plus \$5,000 intranet installation
plus annual license fees
plus gst

Compare this with ours from \$9.90 pp

Our training kits reflect twenty years of practitioner know-how.

We are content experts and qualified workplace assessors.

The materials and messages are sharp, practical and to-the-point.

- ❖ Package provided as CD in attractive presentation folder.
- ❖ Support is available to assist you with the implementation of this program.
- ❖ Package (including movie) can be custom-designed to suit your organisation's image, values and policies.
- ❖ We can refer you to clients who have implemented this and other SJA packages.

Clear and Powerful Messages about Expectations of Behaviour in the Workplace.



Summary of Handout Material:

1. EEO Awareness and Obligations

Provides summary of law, policy, grounds, definitions and examples everyone can relate. Covers grounds of discrimination and harassment, policy, expectations, rights and responsibilities. Lists examples of discrimination and harassment. Clearly addresses sexual, racial and disability harassment.

Differentiates unlawful discrimination and harassment from management requests and decisions. Provides examples. Briefly outlines issues resolution procedure, expectations of leaders, victimisation and consequences, where to get assistance, use and misuse of complaints systems. Relevant legislation is summarised and included for you. Provides information about your grievance procedure and contact points.

2. Objectionable Images, Email and Internet

Use this as your company policy or update existing policies using this comprehensive material. Addresses current issues including acceptable use of email; company property; offensive communications and anti-discrimination laws; objectionable images and censorship laws; email guidelines & etiquette; comprehensive lists of prohibited uses and prohibited materials/images; comprehensive guidelines on responsibilities of users.

3. Acceptable Behaviour in the Workplace

Provides information on most common behaviours and situations that are considered either unacceptable or that contribute to workplace problems. Topics include:

What is unacceptable behaviour? Links to your Code of Conduct – personal behaviour; diversity factors, cultural sensitivity, when is a joke not a joke, swearing, space invaders, space avoiders, offensive personal habits, co-operation at work, personal habits and hygiene, gossip & rumours, nicknames, terms of endearment, flirting, when things outside work effect work, visual images and abuse of email; etc.

Excellent section on workplace bullying.

Sally Jetson & Associates is an Australian based consultancy providing services for almost 20 years for the purpose of making the workplace a better place to be.

We provide training, organisational services and coaching. All interventions are designed and implemented on the basis of a sound business case, whether you have legal compliance requirements, a keen interest in being an employer-of-choice or want to make some changes for the better.

We provide regular training and development programs for 200 clients and offer customised and public training in complaint and grievance resolution, conflict management, conciliation, mediation and workplace investigations.

Where there are external factors that may impinge upon the management or resolution of workplace matters, our benchmark is the standard applied to those situations that have the potential to become legal or commission matters.

Other Compliance & Awareness Materials:

We have available a variety of user-friendly and engaging communication materials available for distribution to staff.

Where you have *legal obligations* to inform staff of expectations on matters such as EEO, harassment, bullying or professional conduct, our materials have been written to meet those requirements.

Professional Development Materials:

We also provide a variety of professional materials, publications and training packages.

Our materials are suitable for managers, HR/ER/IR/EEO practitioners and associated roles.

Visit our website for a catalogue.

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