



INFORMATION BOOKLET

Host Trainer

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This booklet is for general information only. If you are unsure about any part of the contents, please contact Apprenticeships Queensland.

A MEMBER OF GROUP TRAINING AUSTRALIA

INTRODUCTION

What we do

Apprenticeships Queensland Limited is a Group Training Company, providing employment opportunities for apprentices and trainees across a broad range of vocational areas, through partnerships with host trainers.

As a community based, not-for-profit organisation, Apprenticeships Queensland provides the following benefits:

To the unemployed:

- ♦ Employment under a Training Contract with the eventual objective being the successful completion of a recognised qualification in a chosen vocational area.
- ♦ The opportunity to gain practical, on-the-job training with a range of experienced host trainers, by being reassigned according to the demands of the labour market, and individual training plan requirements.
- ♦ Continuity of work for the duration of the Training Contract (up to four years).

To host trainers:

- ♦ Direct access to a pool of suitable candidates, with all the administrative burdens of recruiting and training being dealt with by Apprenticeships Queensland, in exchange for payment on invoice at an agreed hourly rate.
- ♦ The flexibility to return apprentices/trainees to us for re-assignment during work shortages.

We are committed to giving apprentices and trainees every opportunity to reach their potential and gain a qualification. We welcome you as a valuable associate. Without host trainers to willingly give their time and expertise to train our apprentices and trainees, Apprenticeships Queensland would not exist. This booklet is designed to clarify the responsibilities of each of the parties to our relationship.

Should you experience any issues with your apprentice or trainee, I ask that you contact your Employment Consultant. Should you feel that you are not receiving the attention to the issue that you expect, I would be happy for you to call me.



Dave Handyside
General Manager

**Apprenticeships Queensland is accredited to the
National Standards for Group Training Organisations**

CONDITIONS OF EMPLOYMENT

In Queensland, apprentices and trainees are employed by Group Training Companies under a Training Contract which is legally binding on the following parties:

- Apprenticeships Queensland as the legal employer.
- The apprentice or trainee (and guardian if the person is under 18 years of age).
- The Department of Education and Training (DET).

The Training Contract also contains the name of the award or industrial instrument under which the person is employed. The role of the award or industrial instrument is to:

- Protect the apprentice or trainee.
- Establish the employment conditions for Apprenticeships Queensland as the employer.
- Establish the employment conditions for yourself as the Host Trainer.

It is most important that the conditions of the award or industrial instrument applicable to the workplace be observed.

In this guide we have also set out some of the expectations we have of our apprentices and trainees. This may make it easier for you to establish workplace guidelines suitable to your business, but still within the parameters of our obligations.

School-based Apprentices and Trainees only

- The Department of Education and Training (DET) requires school-based apprentices and trainees to work a minimum of 48 days per year. Students may make up this time by working additional days during the school holidays.
- There may be times when certain school activities coincide with the nominated work day, and your school-based apprentice or trainee will not be available to present for work. These activities are confined to academic examinations, QCS testing, and certain sporting events and competitions where the school-based apprentice or trainee is directly involved. These dates will be provided to you in advance. In all other cases, the apprenticeship or traineeship requirements take precedence over school activities.

TRADING TERMS

As a business partner, you would understand our need to recoup our costs as quickly as possible. We pay the apprentice or trainee as and when due, and so recouping that cost is critical to our cash flow. For this reason, all accounts opened with Apprenticeships Queensland are covered by a Direct Debit Request Service Agreement.

- Payment of invoices for apprentices and trainees hired from Apprenticeships Queensland is due 7 working days after issue.
- The Terms and Conditions of our Host Trainer Agreement are published on our web site.
- We ask that two days notice be given if the apprentice is to be returned. Apprenticeships Queensland reserves the right to charge for those two days if notice is not given.

Your signature on the completed Host Trainer Agreement Acknowledgement and the Direct Debit Request, together with the Terms and Conditions on our website, indicates your acceptance of the whole of our trading terms with you/your organization.

SITE INDUCTION

General Induction (Construction)

All Apprenticeship Queensland apprentices and trainees complete a general induction on commencement. In addition, all Apprenticeship Queensland construction apprentices possess "white cards", have been instructed to carry them at all times and produce them when required.

General Induction (other industries)

All Apprenticeship Queensland apprentices and trainees complete a general induction on commencement.

Site-Specific Induction (all industries)

As the person in charge of the workplace, we expect that you will conduct a site-specific induction with our apprentice or trainee as required by the Workplace Health and Safety Act. Further information is available from: <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSaA95.pdf>

PERSONAL PRESENTATION

The following specific instructions have been given to every apprentice or trainee:

- For Workplace Health and Safety reasons, do not wear earrings or other jewellery during work hours. For the same reason, long hair must be tied back. Please note that this does **not** apply to trainees working in an office environment.
- Turn off mobile phones during working hours, unless otherwise requested by the host trainer.

TIMESHEETS and AWARD/PAY QUERIES

Timesheets

The time sheet is a legal document used not only to pay the apprentices and trainees, but also to accurately invoice the host trainer. The following instructions regarding timesheets have been given to the apprentice or trainee:

- The apprentice or trainee **must** record the correct hours worked EACH day.
- If the apprentice or trainee works on a weekend, the hours should be recorded on the following week's timesheet. Our pay week ends on the Friday of each week.
- Late, incorrectly completed, unsigned or illegible timesheets may delay payment of wages. Each line is to be filled in completely, no dittos or abbreviations are acceptable.
- The apprentice or trainee must date each day worked and complete all start and finish times.
- It is **the apprentice's or trainee's** responsibility to ensure that timesheets are correct and received on time.
- The apprentice or trainee must record any eligible allowances on the timesheet.
- The apprentice or trainee must complete a separate timesheet for each different host trainer and college. This ensures that the host trainer is only charged for actual, on-the-job, working time.
- Timesheets can be dropped at the office, faxed to (07) 3202 1925, posted to PO Box 358, Ipswich Qld 4305 or *after office hours*, slid under the front door of the office. They can also be emailed to payroll@apprenticeshipsqld.com.au. **Timesheets are to be in the office by no later than 2 pm each Monday.** If the Monday is a public holiday, the timesheets are required to be in our office by 2pm on the Tuesday. If timesheets are faxed or posted we require the apprentice or trainee to contact the office on (07) 3281 9822, to ensure the timesheet has been received. **This is the apprentice's or trainee's responsibility, as is getting the timesheet in by 2pm Monday.**

- Timesheets are to be filled in with blue or black ink, NO pencils or red pens.
- It is the apprentice's or trainee's responsibility to make sure the time sheet is signed by the host trainer or a legal representative, before it is lodged with us.
- As this is a legal document, any changes or alterations should be initialled by both parties.

The signature of you or your representative is our only verification that the information on the time sheet is accurate, not only for processing the apprentice's or trainee's wages, but also **for invoicing you**. Please ensure that you check the accuracy of the start/finish times, breaks, allowances, absences etc., so that your invoice is correct.

Award/Pay Queries

- We have instructed the apprentices and trainees to contact their Employment Consultant if they have any questions or problems regarding payment of wages. We discourage them from involving the host trainer, as one of the attractions of group training is to free you from the administrative burdens of managing employees. As the legal employer it is our responsibility to ensure that our apprentices and trainees receive the correct wages and entitlements.
- Our payroll system produces detailed pay slips weekly, as required by law.
- The apprentice or trainee wages are paid into the nominated bank account on Wednesday for a normal week, or Thursday if Monday is a public holiday.

ABSENCES FROM WORK

The following instructions have been issued to every apprentice and trainee:

- To notify the host trainer **before** normal start time, if sick or unable to attend work for any reason.
- To notify the Apprenticeships Queensland office no later than 8:30am on the day of absence, so a leave number can be issued. If telephoning out of hours, leave a message on the message bank.
School-based apprentices and trainees must also notify their school.
- If the apprentice or trainee leaves work for any reason, to notify Apprenticeships Queensland **before** leaving the workplace. Most importantly however, they **must** ask the host trainer's permission to be absent from the workplace.

As the legal employer, Apprenticeships Queensland is responsible to the Department of Education and Training (DET) for the whereabouts of our apprentices and trainees during work or college hours. There are hefty fines for Apprenticeships Queensland and the apprentice or trainee if absent without approved leave.

ANNUAL LEAVE

Please note that school-based apprentices and trainees do not accrue annual leave.

- Apprentices and trainees are entitled to four (4) weeks annual leave each year, and we require this leave to be taken in the year in which it is accrued. Our Employment Consultant will monitor leave entitlements in consultation with the Host Trainer.
- The apprentice or trainee has been instructed to apply for all annual leave on our Leave Request Form. We will not approve their leave unless you have signed the form to indicate your approval.

COLLEGE ATTENDANCE

As you would be aware, apprentices and trainees must complete all aspects of the college component of their qualification according to their training plan. Usually the apprentices and trainees will attend college, be it TAFE or a private provider. The following are the most relevant issues:

- College is arranged by Apprenticeships Queensland, usually in consultation with the host trainer and taking into consideration the productivity demands of the host's workplace.
- Any concerns you have regarding college attendance should be discussed with your Employment Consultant when you are first notified of the dates. It is often difficult to change college dates without significant impact on the progression of the apprentice or trainee. Nonetheless, we will always try to accommodate the needs of the host's business.
- The apprentice or trainee has been given detailed instructions regarding their attendance at College. Please refer them to their Employment Consultant if you think they need assistance.

We actively encourage apprentices and trainees to discuss what they learned at College with you on returning to work.

TRAINING RECORD BOOKS

The apprentice or trainee will be issued with a training record book during their probation period. For apprentices, the probation period is usually 90 days, and for trainees 30 days.

- The apprentice or trainee must maintain the training record book in accordance with their training plan. This training record book will be checked by the Employment Consultant at each site visit. The responsibility for this rests with the apprentice or trainee.
- While the training record book is the personal property of the apprentice or trainee, it must be produced to you for verification of on-the-job competency. The apprentice or trainee should be updating the book regularly and certainly not less than three monthly.
- Competency-based training requires a qualified person to determine the apprentice's or trainee's ability to complete tasks to an identifiable industry standard. Your signature against each entry verifies to all parties that you consider the apprentice or trainee meets this standard.
- If you are hosting an apprentice, please be aware that the apprentice is not able to progress through the training plan without a **qualified tradesperson's** signature on this document.

SUPERVISION

The Department of Education and Training (DET) requires that all apprentices and trainees are adequately supervised at all times. This ensures that they are properly trained to industry standards and that they are not exposed to hazardous and dangerous circumstances. Please contact your Employment Consultant if you need assistance.

TOOL ALLOWANCE (for Apprentices only)

- Depending on the industrial instrument they are employed under, the apprentice may be eligible for a tool allowance. The first level Tool Allowance becomes payable at the end of the three month probationary period.
- Subsequent Tool Allowances are due when the apprentice changes levels. We encourage the apprentice to ask your advice regarding the type of tools purchased.
- Apprenticeships Queensland has accounts with tool suppliers for purchase of tools. These companies cannot supply tools to the apprentice on account, without a purchase order. The apprentice has been instructed to request a purchase order from the Employment Consultant for the Tool Allowances as they become due. This is the apprentice's responsibility.
- If the apprentice chooses to purchase tools prior to receiving a purchase order, we have given instructions on how to go about being reimbursed by Apprenticeships Queensland. Again, this is the apprentice's responsibility.
- The Tools for your Trade program is an Australian Government initiative which is completely separate from the tool allowance. Tools for your Trade provides for eligible apprentices to purchase trade tools in their first year, after a three month qualifying period. Apprenticeships Queensland has a specific process in place to administer this initiative, and the apprentice will be contacted at the appropriate time.

SITE VISITS

- Site visits are an important part of our service to you, and are always pre-arranged by appointment to suit you and your workplace.
- Although we are also in regular phone contact with you, site visits provide an opportunity for all parties to meet face-to-face to discuss any issues or concerns. Most importantly, we rely heavily on site visits to gain feedback from you on the performance and attitude of the apprentice or trainee.
- Site visits are also a perfect opportunity for you to comment on the performance of Apprenticeships Queensland as an organisation. All feedback, both positive and negative is welcomed and treated seriously.
- The information on the Site Visit Host Trainer forms is extremely important to us for these reasons, and we seek your cooperation in having them completed and returned to us for attention.

GRIEVANCES

We accept that on rare occasions, issues may arise which may not be resolved to your satisfaction. Should this occur, and your issue or complaint is still outstanding at the operational level after a reasonable time has elapsed, we invite you to refer your complaint or issue direct to our General Manager.

IMPORTANT COMPANY POLICIES (These are the policies given to the apprentices and trainees in their induction booklet)

DRUGS AND ALCOHOL IN THE WORKPLACE

Where the workplace is under the control of a host trainer, you must abide by all the requirements of the Drug and Alcohol Policy in place at that workplace. If you can't access your host's policy, then you shall follow our policy as under:

- ◆ Employees shall not use and/or consume alcohol or illegal drugs during working hours.
- ◆ Employees who have consumed alcohol or illegal drugs prior to commencing work, and who are affected to the extent that they:
 - are unable to perform their work duties to a satisfactory standard
 - have impaired judgment
 - are putting at risk their health and safety, and/or the health and safety of others
 - shall **not** commence work.
- ◆ Should an employee have already commenced work under the influence of alcohol or illegal drugs, and exhibits behaviour that puts at risk their health and safety, and/or the health and safety of others, then the host trainer shall contact an Apprenticeships Queensland Employment Consultant who will report the incident to the General Manager.
- ◆ If an employee is taking prescription drugs under the supervision of a medical practitioner, and that medication makes the employee drowsy or impairs judgment, the employee shall not operate machinery or equipment.

Behaviour contrary to these instructions will be dealt with under the provisions of "The Vocational Education, Training and Employment Act 2000."

WORKPLACE HEALTH AND SAFETY

Apprenticeships Queensland has a firm policy on Workplace Health and Safety. A copy is below for you to read. It is a condition of your employment that you abide by the policy.

If any aspect of Workplace Health and Safety at your Host Trainer's place of employment concerns you, notify your Employment Consultant immediately.

If you have not completed a Safety Induction Course and you are working in the construction industry or on a building site, inform your Employment Consultant immediately.

Your Host Trainer will conduct a Site Induction at your place of work, which should include:

- Start and finish times, breaks etc.
- Amenities e.g. toilets, washing facilities etc.
- Identification of hazards
- Accident reporting/first aid
- Fire, evacuation etc.
- Safe housekeeping practices
- Operation of plant and equipment

WORKPLACE HEALTH & SAFETY POLICY

It is the intention of Apprenticeships Queensland to:

- protect the health, safety and welfare of employees, clients and visitors to its office premises
- ensure all Apprenticeships Queensland personnel adopt safe work practices when visiting client premises.

Apprenticeships Queensland accepts its responsibility as an employer to provide safe working systems applicable to our operations at 327, 329 and 331 Brisbane Street, West Ipswich. Apprenticeships Queensland also seeks the full support and co-operation of all host trainers to accept their responsibility for safety at workplaces under their control, where our employees are working or visiting.

All persons employed by Apprenticeships Queensland, including contractors or other persons involved with the operations of Apprenticeships Queensland, have a personal responsibility to Apprenticeships Queensland, their fellow workers, themselves and the general public, to adopt and maintain appropriate health and safety standards in all their work activities.

Our commitment:

- ♦ The Directors will meet their obligations under the Act, Regulations, Codes and Standards, by ensuring that Health and Safety management systems are developed in respect of the office premises.
- ♦ The General Manager is committed to implementing and maintaining an ongoing occupational health and safety program, including conducting regular inspections of the workplace aimed at preventing accidents and incidents.

Our objectives:

- ♦ To identify and reduce the risks of all types of work activities that have the potential to produce personal injury or occupational illness
- ♦ To provide information, instruction, training and supervision to improve individual understanding of workplace hazards, including safe work practices and emergency procedures
- ♦ To involve individuals in occupational health and safety matters and consult with them on ways to recognise, evaluate and control workplace hazards
- ♦ To ensure that everyone (including visitors and contractors) complies with appropriate standards and workplace directions to protect their own and others health and safety at work
- ♦ To provide adequate systems and resources to effectively manage rehabilitation and return to work processes

At all times Apprenticeships Queensland will maintain health and safety as a priority, and will not knowingly demand or expect any person to participate in any activities which are likely to be detrimental to their health and safety.

Further information can be obtained from: <http://www.deir.qld.gov.au/workplace/>

SAFETY IS EVERYBODY'S BUSINESS!!

WORKPLACE HARASSMENT

Commonly referred to as “Workplace Bullying”, workplace harassment exists in various forms and can affect anyone at any level of employment.

Workplace harassment can create an unsafe working environment, result in a loss of trained and talented employees, the breakdown of teams and individual relationships, and reduced efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

Apprenticeships Queensland is committed to ensuring a healthy and safe workplace that is free from workplace harassment. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

What is Workplace Harassment?

A person is subjected to ‘workplace harassment’ if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person’s employer or a co-employee or group of co-employees of the person that –

- ♦ is unwelcome and unsolicited; and
- ♦ the person considers to be offensive, intimidating, humiliating or threatening; and
- ♦ a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

‘Workplace harassment’ does not include reasonable management action taken in a reasonable way by the person’s employer in connection with the person’s employment.

Note: This is not the same as sexual harassment. This is dealt with in our Access and Equity policy and procedures.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours. Examples include:

- ♦ abusing a person loudly, usually when others are present;
- ♦ repeated threats of dismissal or other severe punishment for no reason;
- ♦ constant ridicule and being put down;
- ♦ leaving offensive messages on email or the telephone;
- ♦ sabotaging a person’s work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
- ♦ maliciously excluding and isolating a person from workplace activities;
- ♦ persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
- ♦ humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other employees;
- ♦ spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

Is it a Criminal Offence?

Workplace Harassment in itself is not a criminal offence. However physical assault or the threat of physical assault (with the ability to carry that out) **is** a criminal offence and should be reported to the police immediately. Some examples are:

- ♦ Striking or attempting to strike another person.
- ♦ Engaging in a physical struggle or fight.
- ♦ Threatening another person with violence.
- ♦ Verbal abuse with a threat of imminent harm.
- ♦ Throwing or propelling a liquid or other substance at a person.

Actions that are not workplace harassment

Legitimate and reasonable management actions and business processes, such as, actions taken to transfer, demote, discipline, redeploy, retrench or dismiss a employee are not considered to be workplace harassment, provided these actions are conducted in a reasonable and lawful way.

Responsibilities of employees

Apprenticeships Queensland requires all employees to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to their immediate supervisor, their Employment Consultant, or the Workplace Health and Safety Officer (WHSO).

Managers and supervisors must also ensure that employees are not exposed to workplace harassment. Management are required to personally demonstrate appropriate behaviour, promote the workplace harassment policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

Where employees can go for assistance

An employee who is being harassed can contact their immediate supervisor, their Employment Consultant or the Workplace Health and Safety Officer (WHSO) for information and assistance in the management and resolution of a workplace harassment complaint. Information on workplace harassment is also available from DEIR's website at www.deir.qld.gov.au/workplace/subjects/harassment/index.html.

Commitment to promptly investigate complaints

Apprenticeships Queensland has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace harassment complaints. Any reports of workplace harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to workplace harassment will not be victimised.

Consequences of breach of policy

Disciplinary action will be taken against a person who harasses an employee or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace harassment found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

We reiterate that you will not be disadvantaged in your employment conditions or opportunities in any way for making a complaint.

ACCESS AND EQUITY

Access and equity at Apprenticeships Queensland is about opening up opportunities to everyone, and removing barriers to employment and training. As part of our commitment to fair treatment for staff, Apprenticeships Queensland has developed and implemented this policy on equal opportunity which includes the issues of discrimination, sexual harassment, and equal opportunity for women in the workplace.

The policy is divided into two main areas:

- ◆ Anti-discrimination legislation, which prohibits the denial of employment and training and its benefits, based on certain grounds. Sexual harassment is considered a form of discrimination.
- ◆ Equal opportunity legislation which attempts to prevent discrimination from occurring by identifying and eliminating barriers facing women and other minority groups in employment and training.

Discrimination

Apprenticeships Queensland believes that all employees should be able to work in an environment free of discrimination, victimisation, sexual harassment and vilification. We consider these behaviours unacceptable and they will not be tolerated under any circumstances. Under the Queensland *Anti-Discrimination Act 1991* (the Act), discrimination, victimisation, sexual harassment and vilification are illegal.

Discrimination is any practice that makes distinction between individuals or groups so as to arbitrarily advantage one and disadvantage the other. Discrimination occurs when somebody is treated less favourably on the grounds of the following attributes:

◆ Sex	◆ Religious belief or religious activity
◆ Relationship status	◆ Political belief or activity
◆ Pregnancy	◆ Trade union activity
◆ Parental status	◆ Lawful sexual activity
◆ Breastfeeding	◆ Gender identity
◆ Age	◆ Sexuality
◆ Race	◆ Family responsibilities
◆ Impairment	◆ Association with someone with an attribute under the Act

- Victimisation because a person has made a complaint, agreed to be a witness or has had a complaint made against them is against the law.
- Sexual harassment is prohibited under both state legislation and the federal *Sex Discrimination Act 1984*.
- Vilification on the basis of a person's race, religion, gender identity or sexuality is also unlawful.

If discrimination occurred, it would be likely to undermine working relationships in our company, and may also cause low morale amongst employees, absenteeism and in cases of severe dissatisfaction, even resignation. As an employer we do not wish to see this happen, as employees have the right to work in an environment free from discrimination. Apprenticeships Queensland has ensured that those people who are responsible for making decisions in relation to any employees are fully aware of the laws of discrimination to ensure that no employee is discriminated against and all are treated fairly. Disciplinary action will be taken against anyone who discriminates against, victimises, sexually harasses or vilifies a co-worker. This may include a warning, transfer, counselling, demotion or dismissal, depending upon the circumstances.

If any employee believes he or she has been discriminated against, Apprenticeships Queensland will take that complaint seriously and investigate it fully and confidentially. We will ensure that the employee, and any witnesses to the discrimination, are not victimised or unfairly treated in any way as a consequence of their complaint. There is no need to make a written complaint.

What is Discrimination?

In simple terms, discrimination is when someone is treated unfavourably because of an attribute under the Act.

Some examples of discrimination include:

- Making offensive jokes or comments about aspects of another employee such as their racial or ethnic background, sex, sexual preference, age, disability or physical appearance
- Affirming traditional stereotypes eg. married women shouldn't work, women don't make good managers, and receptionists should be female
- Making judgments of people on the basis of their political or religious beliefs, rather than their work performance
- Making assumptions about people based on characteristics such as parental status, sex or age rather than work performance
- Using selection processes based on irrelevant attributes such as age, race or disability rather than on skills and merit

What is Sexual Harassment?

Sexual harassment is unacceptable behaviour that is against the law and will not be tolerated in any circumstances. No employee of Apprenticeships Queensland should be subjected to intimidation or sexual harassment at work. Sexual harassment distresses employees, may cause us to lose employees and it would certainly damage staff morale and productivity. We wish to protect our employees from this type of behaviour.

Sexual harassment is simply any form of sexual attention that is unwelcome. It includes unwelcome touching or other physical contact, remarks with other sexual connotations, dirty jokes, request for sexual favours, leering or the display of offensive material such as posters, calendars and magazines.

Sexual harassment does not affect mutual attractions between employees or private friendships, which are a different matter. Sexual harassment is not something that is only experienced by women. It is possible that a single incident may amount to sexual harassment, if an action or remark is particularly offensive. In contrast, an unwanted invitation out or compliment may not be sexual harassment if they are not repeated, and if they are polite and respectful.

It is not necessary for the person being harassed to say that they find the behaviour objectionable, as they are often intimidated in that situation and find it difficult to speak up. It is important that all employees know that they are responsible for their own behaviour and to ensure that they are not acting in an offensive manner.

Both employers and employees can be made responsible for sexual harassment occurring in the workplace, so each person should consider their own actions. If it is found that sexual harassment occurs we will take disciplinary action against the employee concerned. We will treat all complaints of sexual harassment seriously, and carry out full and confidential investigations. An employee will not suffer any disadvantage to their employment conditions or opportunities for having made a complaint, and we will ensure that they are not victimised in any way.

What is Vilification?

Vilification is behaviour that:

- i. happens in a public place;
- ii. incites others to hate, to have serious contempt for or to severely ridicule individuals or groups because of their race, religion, sexuality or gender identity.

Workplaces can be considered public places. This means that any conduct which can possibly be observed by the public or any sort of communication either verbal or in writing to the public can be considered to have happened in a public place.

Some examples of vilification are:

- Placing a poster or sticker on the customer service counter which incites others to hate people because of their race, religion, sexuality or gender identity.
- Hate graffiti written on work toilet walls which incites hatred because of race, religion, sexuality or gender identity.
- Wearing of symbols, badges or clothing in the workplace with slogans that incite hatred.

What to do if you are discriminated against, sexually harassed or vilified

If you feel you have been discriminated against, sexually harassed or vilified, we encourage you to take action. These behaviours will not be tolerated, and they will not go away unless something is done about it. You have three options available to you:

1. We have nominated Anita Dwyer as our Equal Employment Opportunity Coordinator, who will take your complaint on (07) 3281 9822. The investigation will be kept as confidential as possible. You will be kept informed of the results of the investigation and what action will be taken.

2. You have a right to complain to the Anti-Discrimination Commission of Queensland on 1300 130 670 for information about how to make a complaint. You might also want to check the Commission's website on www.adcq.qld.gov.au for more information.

We reiterate that you will not be disadvantaged in your employment conditions or opportunities in any way for making a complaint.

EQUAL OPPORTUNITY

Apprenticeships Queensland is an equal opportunity employer. All employees are treated on their merits, without regard to race, age, sex, relationship or parental status, or any other factor not applicable to the position they hold in our organisation. We value our employees, and endeavour to treat them all equally. Employees are valued according to how well they perform their duties, and on their ability to maintain our standards of service.

Equal Opportunity for Women in the Workplace

Apprenticeships Queensland is committed to taking positive and practical action to foster workplaces that practice the principles of Equal Opportunity for Women. The *Equal Opportunity for Women in the Workplace Act 1999 (Cth)* requires group training companies and certain other organisations to develop a workplace program which intentionally identifies the issues that present barriers to women's employment and career progression.

The objective of the program is to ensure that all potential and existing employees are provided with fair and equal opportunities in terms of recruitment, promotion, transfer, training and conditions of service during the course of their employment with this company.

Our workplace program is maintained and updated by Anita Dwyer who has been appointed as Equal Employment Opportunity Coordinator, and as such liaises with the Board and employees on measures to implement the Equal Opportunity for Women Program.

Equal opportunity is an outcome, not just a process