

## ACSA AUSTRALIAN WORKERS COMPLIANCE PACK

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## ALCOHOL AND OTHER DRUGS IN THE WORKPLACE

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**Course Duration**

25 minutes

**Subject Matter Expert**

The South Australian Network of Drug and Alcohol Services  
(SANDAS)

This course has been developed to give learners an awareness of the dangers presented by alcohol and other drugs and the impact these can have in the workplace.

**Target Audience**

The course has been designed to provide training for all staff in the workplace.

**Learning Outcomes**

This course will provide an understanding of:

- what alcohol and other drugs are
- what happens to the human body when using alcohol or other drugs
- the impact of alcohol and drug use throughout society and the workplace
- reasons why people use alcohol and drugs, and
- how to remain safe and fulfil your legal responsibilities concerning drugs and alcohol at work.

## SOCIAL AND DIGITAL MEDIA AND THE WORKPLACE

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**Course Duration**

40 minutes

**Subject Matter Expert**

Thomson Geer

This course has been designed to provide you with an understanding of appropriate uses of social and digital media in the workplace, and how to avoid breaching workplace standards and safety legislation.

**Target Audience**

This course is appropriate for anyone in the Workplace.

**Learning Outcomes**

This course will provide an understanding of the following aspects of social and digital media, and electronic communications:

- what they are and some of their benefits
- how their use can be linked to the workplace
- the legislation and workplace policies that can apply to your behaviour when you use them
- the risks associated with using them inappropriately, and
- some of the ways you can make sure that you use them safely and responsibly.

## BULLYING AND HARASSMENT FOR EMPLOYEES

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### **Course Duration**

55 minutes

### **Subject Matter Expert**

Thomson Geer

This online course provides employees with an understanding of how the law defines bullying and harassment in the workplace. It also trains employees in what workplace behaviours should be avoided, and what employees can do if bullying and harassment is occurring in their workplace.

### **Target Audience**

The course has been designed to provide training for all employees in Australian organisations. This anti-bullying and harassment training course works as standalone compliance training. It also complements larger training programs, including face-to-face training, designed to ensure positive and compliant workplace cultures.

### **Learning Outcomes**

This course provides an understanding of the following.

- The effects of bullying and harassment in the workplace.
- The types of behaviour that are considered bullying and harassment.
- How to identify bullying and harassment.
- Employee responsibilities.
- What to do if you or your co-workers are being bullied or harassed.

# DEALING WITH WORKPLACE CONFLICT

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## Course Duration

35 minutes

## Subject Matter Expert

Employers Mutual Limited

**Dealing with Workplace Conflict** is an online conflict resolution training course designed to reduce the occurrence and impact of conflict situations.

Conflicts in the workplace are a negative drain on productivity and workplace culture. Team members, along with team leaders, all play a role in contributing to a safe and productive workplace. Unfortunately, difficult situations do arise. Whether these are caused by a work-related issue, personal issue or something else; having team members with the skills to manage and resolve conflict can minimise the harm to the business - as well as any potential danger to an individual.

Being able to effectively deal with difficult people or deal with conflict situations is a crucial soft skill that all organisations require.

## How are Conflicts in the Workplace Effectively Managed?

The first step to managing conflict is to prevent it from happening in the first place. While there is a lot out of an organisation's control, there are some things that can be done. A positive workplace culture that respects differences can reduce the likelihood of misunderstandings - especially those related to communication. Another key cause is stress. Some of the common causes of stress, or stressors, are:

- not having enough time
- practicing unhealthy habits
- taking on too much
- expecting too much, and
- not finding enough time to rest.

If conflicts in the workplace do occur, having skills to recognise and manage this can make all the difference. In this course, the conflict management model explored is based heavily on a model of risk assessment and decision-making used by a number of police and emergency services.

These groups manage and resolve real and potential conflict situations daily.

The five steps to this model are:

1. Information
2. Threats and risk
3. Powers and policy

4. Actions.
5. Learning Outcomes for Dealing with Workplace Conflict

This conflict resolution course is designed to train the learner in the following.

- Drivers and influences that can lead to and escalate conflict.
- The human body's reaction when faced with conflict.
- Key signs of increasing tension in individuals.
- How to assess threat and risk using a logical threat and risk assessment model.
- Some aspects of the law in relation to conflict.
- How to formulate strategies to minimise personal risk in conflict situations.
- Practical techniques to de-escalate and avoid conflict.

### **Course features**

Dealing with Workplace Conflict is a focused online training course featuring the following.

- 35 minutes duration
- Interactive activities
- Homepage with chunked sections and intuitive usability
- Accessibility functions. WCAG AA compliance with customisable features.
- Full course voiceover
- Assessments at the end of each section
- Certificate of completion
- [Adaptics](#): Kineo's pre-assessment technology

### **Target Audience**

This online training course focuses on how to de-escalate conflict in any work situation. The teachings are relevant for both internal and external situations, e.g. customer service interactions.

This short course is appropriate for all staff at any level in an organisation.

This course compliments an organisation's WHS training, such as Bullying and Harassment, and soft skills training, such as an active listening course or an effective communication training session.

## DUTY OF CARE FOR WORKERS

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**Course Duration**

20 minutes

**Subject Matter Expert**

Greencap

This course has been developed to provide an understanding of duty of care responsibilities in the workplace.

**Target Audience**

This course provides duty of care training for those performing the role of a worker.

If you're a supervisor or in a senior management role in your organisation, then you should complete the duty of care course that relates to your role.

**Learning Outcomes**

This course will provide an understanding of:

- work, health and safety (WHS) responsibilities, which are otherwise referred to as duty of care responsibilities, and
- your responsibilities as a worker.

You'll also gain a practical understanding of how you are required to fulfil these responsibilities.

## EQUAL EMPLOYMENT OPPORTUNITY FOR EMPLOYEES

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**Course Duration**

40 minutes

**Subject Matter Expert**

Thomson Geer

Equal Employment Opportunity for Employees course is key training for compliance and human resource initiatives. The course defines EEO, types of discrimination, Australia's protected attributes and how the complaints process is handled. This course is based on Australian legislation.

The course outlines Australia's protected attributes. These includes race, individuals with disability, gender identity, pregnancy, political opinion and age discrimination.

**Target Audience**

This course is aimed at all employees in the Australian workplace. The course outlines situations and organisations that may be exempt from EEO requirements.

### **Learning Outcomes**

This course provides Australian workers with the following training.

- What equal employment opportunity (EEO) means.
- The legislation that applies to EEO
- Behaviour that is considered unlawful discrimination, and defences and exceptions.
- How organisations should manage an internal complaints process.
- What happens when an individual makes an external complaint.

## **INFORMATION AND CYBER SECURITY**

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### **Course Duration**

30 minutes

### **Subject Matter Expert**

CyberCX

This course has been developed to provide an understanding of the steps that can be taken to help improve the confidentiality, integrity and availability of an organisation's information.

### **Target Audience**

This course is appropriate for anyone in the workplace.

### **Learning Outcomes**

This course provides an understanding of:

- what information cyber-security is and why it's important
- the different types of threats to the security of information and the risk they pose
- how to keep information safe, and
- the important role that every worker plays in maintaining the confidentiality, integrity and availability of information at their organisation.

## MANUAL TASKS FOR WORKERS

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**Course Duration**

55 minutes

**Subject Matter Expert**

Greencap

Manual Tasks for Workers training course provides practical manual handling training and risk management training. The course covers risk factors associated with a variety of hazardous manual tasks based on physical risk and an organisation's work health and safety responsibilities. This course is ideal training alongside an organisation's work processes and code of practice.

**Target Audience**

This manual tasks training course is designed for any worker who performs manual tasks, including those who perform hazardous manual tasks, such as lifting heavy objects. The course is especially relevant for workers who perform other manual tasks such as working with bulky loads, dangerous loads, vibrations, repetitive tasks, lifting people and handling animals.

**Learning Outcomes**

This course provides learners with behaviourally-focused training and outline of risk factors related to manual tasks.

- Activities considered hazardous manual tasks and the associated risk factors.
- How to assess manual tasks.
- Risk management strategies.
- Techniques for performing manual tasks safely.
- The course encourages the use of mechanical aids, based on the hierarchy of hazard controls.

**Course features**

Manual Tasks for Workers is a focused online training course featuring the following.

- 55 minutes course duration
- Interactive activities
- Animated video
- Accessibility functionality for WCAG AA compliance
- Full course voiceover
- Assessments at the end of each section

- Certificate of completion
- Adaptics - Kineo's pre-assessment technology

## OFFICE ERGONOMICS

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### Course Duration

40 minutes

### Subject Matter Expert

Greencap

This is a highly interactive course that requires the learner to set up an office workstation in simulated environments in accordance with ergonomic principles. This office ergonomics training course looks at a variety of scenarios, including, glare, noise, chair height and equipment distancing. The course also encourages the learner to structure their work day to avoid risk factors, including those caused by mental stress and long periods at a desk.

### Target Audience

The office ergonomics training course has been designed to provide training for all office-based workers in Australian organisations.

### Learning Outcomes

This course provides training in the following areas.

- Some common health risks in the office environment.
- how to set up equipment like chairs and computer screens.
- How to arrange the items on your desk.
- How to manage problems caused by noise, temperature and lighting.
- How structuring work tasks and breaks can help to reduce the risk of injury and illness.

### Course features

Office Ergonomics is a focused online training course featuring the following.

- 40 minutes course duration
- Interactive activities
- Video introduction
- Accessibility functionality for WCAG AA compliance
- Full course voiceover

- Assessments at the end of each section
- Easy-to-navigate homepage
- Certificate of completion
- [Adaptics](#) - Kineo's pre-assessment technology

## PRIVACY AND THE WORKPLACE

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### Course Duration

30 minutes

### Subject Matter Expert

Thomson Geer

This Privacy and the Workplace course has been developed to provide organisations with an understanding of Australian privacy requirements. It is critical that organisations in Australia understand privacy rights and how the Australian law requires personal information to be protected.

### Target Audience

The Privacy and the Workplace course has been designed to provide training for all staff in all Australian organisations. It is particularly relevant to client-facing staff members and those who handle information relating to real persons.

Content has been personalised for the following workers:

- Call centre workers
- Healthcare workers
- Teachers
- Carers
- Salespeople.

### Learning Outcomes

This training program provides training in:

- The right to privacy and why it requires protection.
- What personal information is.
- How privacy is protected in Australia and how organisations can use personal information.
- What you can do to help protect your own - and other people's - privacy.

## RISK MANAGEMENT FOR WORKERS

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**Course Duration**

30 minutes

**Subject Matter Expert**

Greencap

This course has been developed to provide you with an understanding of what risk is, how risk is managed in the workplace and your role in reducing risks to health and safety.

**Target Audience**

What's the worst that could happen in your workplace?

A near miss, broken equipment, financial loss, injury, or even death!

Is your organisation proactively minimising and managing its risks?

There is risk that can be damaging in every business. Whether it's to protect people or the environment from harm, minimise the potential for financial loss of income or assets, prevent liability or safeguard your company's reputation – there's good cause to manage risks in your business, and everyone has a part to play.

All workers have a duty of care to protect their own work health and safety - and the health and safety of others. Being able to identify hazards, assess their potential risk and control the risks associated with them is a crucial part of fulfilling this duty of care.

Risk Management for Employees course is designed for all staff. It is especially appropriate for those involved in risk management activities relating to workplace health and safety.

**Learning Outcomes**

Our Risk Management for Employees course contains the foundational information applicable to everyone across your business. This course provides an understanding of:

- why work health and safety risks are managed in the workplace
- identifying hazards
- assessing risk, and
- applying, monitoring and reviewing risk controls.

## SEXUAL HARASSMENT

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**Course Duration**

25 minutes

**Subject Matter Expert**

Thomson Geer

This course has been developed to provide the learner with an understanding of how to recognise and avoid behaviour that could be considered sexual harassment, and what to do if they are being subjected to or witness this type of behaviour.

**Target Audience**

The course has been designed to provide training for all employees in Australian organisations.

**Learning Outcomes**

This course will provide an understanding of:

- how to recognise and avoid behaviour that could be considered sexual harassment, and;
- what to do if you are being subjected to or witness this type of behaviour.

## WORK HEALTH AND SAFETY FUNDAMENTALS

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**Course Duration**

45 minutes

**Subject Matter Expert**

Greencap

This course has been developed to provide an understanding of health and safety responsibilities in the workplace, how risk is managed in the workplace using the risk management process, and what you should expect to find in the workplace to help you work safely.

**Target Audience**

The course has a national focus and has been designed to provide training for all staff working in Australia.

**Learning Outcomes**

This course will provide an understanding of:

- health and safety responsibilities in the workplace
- how risk is managed in the workplace using the risk management process

- some common workplace hazards, and
- some of the steps you can take to reduce the risks associated with these hazards.