

Equal Opportunity Training Video

Notes for training

Key personalities in this scene are:

Dulcie – the customer

Store manager

Sales assistant



Different Rules

Scene in two parts provides opportunity for 1) people to learn of their equal opportunity rights and how to exercise them and 2) providers of goods and services to understand fair treatment.

These notes will assist people training members of the general public to employees to providers of goods and services.

Questions:

Question 1: What was your opinion of Dulcie's complaint to the store manager?

Question 2: When Dulcie entered the store, the manager asked the sales assistant to follow her. What was that about do you think?

Question 3: What might give rights to Dulcie to complain to the EOC?

Question 4: Has the store breached EO laws by the way it treated Dulcie?

Question 5: How could Dulcie argue that it was because of her race that she was treated differently?

Question 6: What steps could the store take to reduce the possibility of managers or staff discriminating against customers?

Ideas for training staff, managers (anyone in a supervisory position) or contact officers:

Staff

- In addition to presenting the first four of the questions above to small or large groups, the trainer could have participants explore what motivates people to discriminate on the basis of a person's race ie. their colour, accent, nationality.
Note: Most people have stories of how they were 'conditioned' or socialised to view and treat people of difference - experience has shown some people will spontaneously want to tell their story, otherwise, if time permits, invite this to happen [take care - this awareness raising can trigger deeply felt and held emotions].
- Trainer may wish to have group[s] give their definitions for terms like 'prejudice' and 'stereotyping'.
- Trainer may use this scene to explore some of the complexities and processes for lodging a complaint or responding to a complaint - for example, how could Dulcie best track her rights 1] as an individual, 2] legally, and 3] in the context of her association with a cultural group.
- Compare Dulcie's treatment with the workplace's customer service charter and explore ways to treat customers without discriminating.
- The scene is based on a complaint received at the EOC and is also reflective of a number of race discrimination complaints received in the goods and services area. A typical conciliation agreement reached between the complainant and respondent from such a complaint includes a monetary amount of approximately \$1,000 and an apology. At times the agreement may include training for staff and contract workers such as security, and work placements opportunities for members of the cultural group concerned. The case where the Equal Opportunity Tribunal handed down a decision awarding an Aboriginal man compensation and an apology for being refused entry to a city hotel can be used to discuss the implications of discriminating against customers unlawfully.

For providers of goods and services

- Trainer may wish to explore the ‘business decisions’ that have been made in this scene and their ramifications, both long and short term.
- For managers working with staff who serve customers, the discussion on Question 6 could extend to strategies for working with staff to ensure all customers are treated fairly.
- Compare Dulcie’s treatment with the workplace’s customer service charter and explore ways to treat customers without discriminating. Draw comparisons between responses which have the store making decisions lawfully and unlawfully.