

Douglas LPT Training Series

Managing Grievances and Industrial Disputes

Melbourne IR Training Day

Wednesday 29 September 2010 8.30am – 5.00pm

RACV Club, 501 Bourke Street, Melbourne

\$1,200 plus GST

Register by Friday 24 September. Early Bird Special **only \$1,000** plus GST
(if booked prior to Wednesday 22 September)

douglaslpt

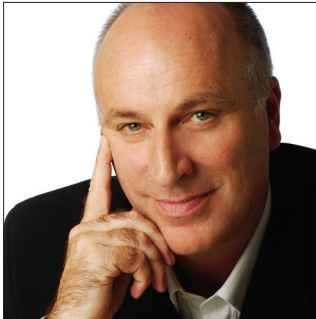
law • people • training

Douglas LPT IR Training Day

Many legal training courses focus on the sharp end legal tools to fix highly contentious disputes. However, in reality, the vast majority of HR/IR/ER work and risk arise in the more pedestrian grievances and industrial disputation that are capable of sensible resolution. The difficulty in developing sensible and livable results is shifting workers, union and even operations from narratives that simplify and polarize disagreement. Inevitably everyone loses.

The purpose of this training day is to introduce you to Commissioners and other experts, who will address how to fix problems before the dispute itself becomes the problem.

The day is split into five major parts:



What are the grievance/dispute tools every employer should have and where do you find them (Award, Enterprise Agreement, Policies and Procedures)

This will be followed by a Practical Problem

Managing an employee following misconduct allegations in a unionised workplace

Andrew Douglas, Principal, Douglas LPT

Douglas LPT is an integrated Legal, HR, Recruiting and Training Business. He is the Editor-In-Chief of the loose leaf publication the OHS Handbook and writes on workplace law issues such as Industrial Relations, Employment law, OHS, Equal Opportunity, Privacy, Surveillance and Workers' Compensation. He is the principal of the legal division of Douglas LPT and appears in courts, tribunals and Commissions throughout Australia.

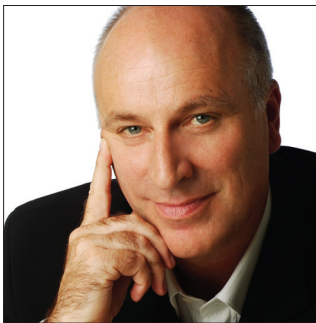
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Industrial disputes – how to prepare, what to do if it ends up in Fair Work Australia (FWA), what powers does FWA have in conciliation/arbitration and, most importantly, how to plan to avoid it.

Commissioner Roe, Fair Work Australia

Commissioner Roe has had extensive experience in industrial relations and until his appointment to Fair Work Australia in 2009, he was the national president of the Australian Manufacturing Workers Union (AMWU), starting in 2000. Prior to that he served the AMWU in various roles, including national industrial officer; assistant national secretary, technical and supervisory division; and state secretary of its Victorian branch. He has a Bachelor of Arts with honours from the Australian National University and in recent years was the chair of the Australian Apprenticeship Taskforce for the Council of Australian Government and a member of the Australian Qualifications Framework Council. He also served on the board of Superannuation Trust of Australia and on the Australian National Training Authority. Prior to becoming an official of the AMWU he was a bus driver and union delegate in the Adelaide and Melbourne public transport systems.



**Legal update for IR dispute
– current law and what it means**

Andrew Douglas, Principal, Douglas LPT

Douglas LPT IR Training Day



The General Protections Provisions – the Dispute process in FWA and, its ultimate destination, the Federal Court.

Commissioner Blair, Fair Work Australia

Commissioner Wayne Blair was appointed as a Commissioner in February 1993. Prior to taking up the appointment, Commissioner Blair was Federal Secretary for the Vehicle Builders Employees' Federation of Australia. He was a member of the Commonwealth Serum Laboratories, ACTU Executive and the ACTU Industrial Legislation Committee. Commissioner Blair is also an experienced qualified Mediator.

Court Room Drama – The Blue!

This trial will be before Commissioner Foggo from Fair Work Australia. The trial will have an experienced union industrial officer, Karen Luu from Toll in2store, Anna Palmer, HR Consultant at Provenio Consulting and other key HR specialists to assist you with implementing what you have learnt through the day into practice.



Commissioner Foggo

Commissioner Dianne Blair Foggo was appointed Commissioner to Fair Work Australia 1 July 2009 and was appointed Commissioner in the AIRC in 1992. Prior to taking up the appointment, Commissioner Foggo was Federal President to the Australian Teachers Union and Vice President to the Australian Council of Trade Unions. Commissioner Foggo is currently the acting Chancellor of Victoria University and a life member of the Industrial Relations Society of Victoria INC.

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Karen Luu, Employee Relations Manager, Toll in2store

Karen Luu is the Employee Relations Manager for Toll in2store, a dynamic and growing division of Toll Transport and a major player in the 3PL industry. Prior to her time at Toll in2store, she was an Industrial Officer for the National Union of Workers (Victorian Branch) and has worked in the union movement for 7 years in areas including organising, occupational health and safety, workers' compensation and industrial advocacy. She has worked closely with an extensive range of employers of varying industries. Karen has a Bachelor of Business (Management/HR), Bachelor of Tourism, Bachelor of Arts (Politics & International Studies), Master of Workplace and Employment Law and Certificate IV qualifications in OHS, Training and Assessment and Union Organising.



Anna Palmer, HR Consultant at Provenio Consulting

Anna has over 15 years of senior management experience in HR, IR and Organisation Development in major Australian organisations. With experience across every facet of these areas, she has in-depth experience, qualifications and insight into organisation effectiveness. Shortlisted for an AHRI Award in consulting excellence, she is adept at reading organisation needs quickly and proposing innovative and practical solutions to advance organisation objectives. She is passionate about aligning culture with organisation objectives through high quality contemporary HR and IR practices and Organisation Development initiatives.

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At the end of the day, you will have learnt:

1. What are the tools you, the employer, the employee's union and FWA have to fix grievances and disputes;
2. What are the primary areas of risk under the FWA and how to manage them;
3. How to bring management/operation in from the HR/IR wilderness;
4. How to apply the theory you have learned into practice. You will be provided with the opportunity to practice in an entertaining environment surrounded by highly skilled experts and members of FWA.

Registration Form

Contact Details

First Name: _____ Surname: _____

Position: _____ Company Name: _____

Company Address: _____

Suburb: _____ Postcode: _____ State: _____

Telephone: _____

Email: _____

Training Days

The Hidden and Forgotten Dangers – OHS and the Office

Day 1 – OHS Training Day

Date: Friday 24 September 2010

Time: 8.30am – 5.00pm

Venue: RACV Club, 501 Bourke Street, Melbourne

Cost: **\$1,200 + GST**

Managing Grievances and Industrial Disputes

Day 2 – IR Training Day

Date: Wednesday 29 September 2010

Time: 8.30am – 5.00pm

Venue: RACV Club, 501 Bourke Street, Melbourne

Cost: **\$1,200 + GST**

Please register me/my company for the following Training Days (please tick):

Day 1 OHS Training Day _____ Seats

Day 2 IR Training Day _____ Seats

You may register as a company and have different delegates attend different Training Days.

NB. When registering please identify any special dietary requirements of your delegates.

Additional Delegates

Full Name: _____ Special Dietary Requirements: Yes No

Full Name: _____ Special Dietary Requirements: Yes No

Full Name: _____ Special Dietary Requirements: Yes No

Payment options

Amount Payable: \$ _____

Please invoice my company

I have attached a cheque made payable to Douglas LPT Training

Please forward this completed form to:

Contact: Emma Edwardes at Douglas LPT

Post: PO BOX 489, Flinders Lane, Melbourne, Victoria 8009

Phone: **03 9669 1604** Facsimile: **03 9669 1654**

Email: **eedwardes@douglaslptraining.com.au**

Cancellation Policy: Should you be unable to attend a full refund will be made for cancellations provided in writing up to two (2) weeks prior to each event.

** Early Bird Special **

Book and Pay before Monday 20 September 2010

Only **\$1,000** plus GST per Training Day **OR**

Only **\$1,800** plus GST for both Training Days