

APPENDIX C. ROLE OF EQUAL OPPORTUNITY CONTACT OFFICERS

The Department's Equal Opportunity Contact Officers (EOCOs) support staff with information about equal opportunity matters and grievance processes within the context of workplace discrimination, harassment and bullying.

The role of EOCOs in the grievance process is to:

- refer staff to information and resources to:
 - determine whether there are grounds for a complaint under the Equal Opportunity Act 1984
 - consider options for grievance resolution under the Grievance Framework
 - access support available, for example, the Employee Assistance Program
- maintain records appropriately; and
- maintain confidentiality in relation to a grievance, with information kept in trust and divulged to those involved in the grievance process.

EOCOs do not:

- manage or investigate grievances;
- mediate;
- advise on a course of action; and
- solve the grievance.

Employees may contact any EOCO on the [list of EOCOs](#).