

Introduction

Anti-Discrimination Guidelines for Hoteliers

These guidelines have been produced by the Australian Hotels Association (NSW) and the Anti-Discrimination Board of NSW. Both organisations share a strong commitment to helping hoteliers and their employees understand their responsibilities under anti-discrimination law. The aim is to minimise discrimination and harassment, and lower the number of complaints of discrimination lodged against hotels.

Discrimination and harassment are issues no hotelier can afford to ignore. The consequences of discrimination against staff or customers can be low productivity and morale, high staff turnover, poor customer service, loss of reputation and costly legal actions.

Hotels that are striving to eliminate discrimination and harassment provide better customer service and a better workplace for their staff. Following the information in these guidelines makes good business sense.

Please take some time to view the guidelines on this CD. If you wish to discuss any of the issues dealt with in these guidelines, please don't hesitate to contact either the AHA (NSW) or the Anti-Discrimination Board of NSW. Our addresses and phone numbers are at the back of the guidelines.



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