

# Client Training Catalogue

**Prepared by:** Gallagher Bassett Services

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# Return to Work Coordinator - RTWC

## Course Overview

This course has been created to provide you with the basics of workers compensation and the Workplace Injury Rehabilitation and Compensation Act 2013. The training will provide you with an understanding of what to do when an employee injures themselves at work and the general claims process.

## Topics

- Relate the importance of Return to Work to Occupational Health and Safety
- Understand and fulfil the key responsibilities of the Return to Work Coordinator's role
- Create and complete Return to Work Arrangements

## Duration

2 Days, 9:30am - 4pm (each day)

## Price

\$400 excl GST per person

## Audience

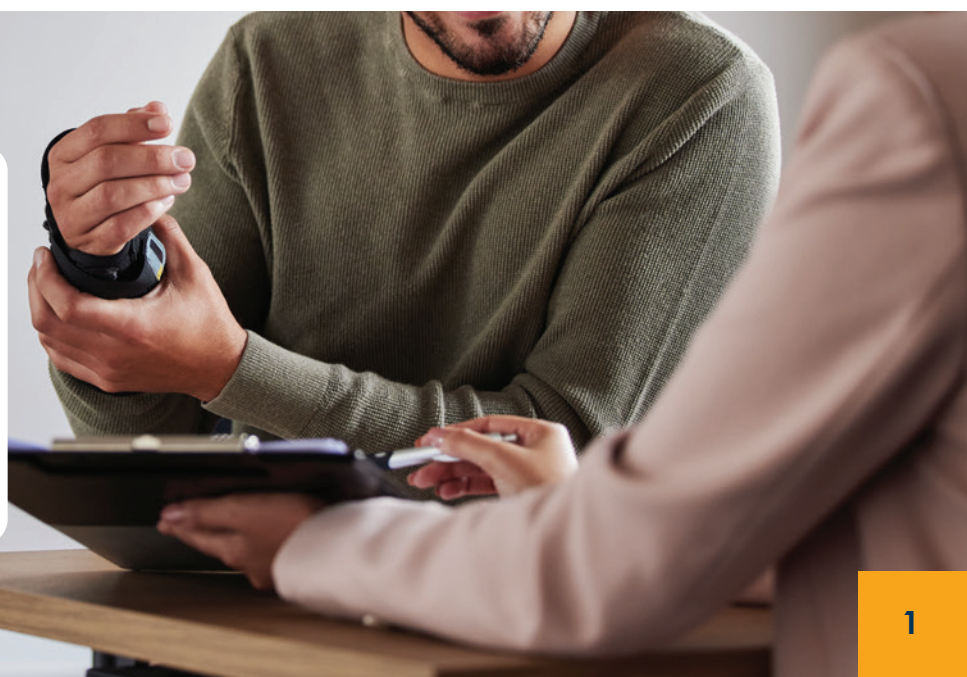
Designated Return to Work Coordinators. Would also be beneficial to HR Advisors, Payroll / Administration Officers who assist in the return to work process.

## Delivery Method

This session will be delivered digitally (via WebEx)

## Dates

- 20 & 21 March 2024
- 22 & 23 May 2024
- 24 & 25 July 2024
- 18 & 19 September 2024
- 27 & 28 November 2024



# WorkCover 101

## Course Overview

This course has been created to provide you with the basics of workers compensation and the Workplace Injury Rehabilitation and Compensation Act 2013.

The training will provide you with an understanding of what to do when an employee injures themselves at work and the general claims process.

## Topics

- Claim forms and claims lodgement
- Certificates of Capacity
- Liability
- Pre-Injury Average Weekly Earnings calculations
- Claim timeframes and roles

## Duration

Half Day - 9am to 12pm

## Cost

Free

## Audience

Anyone new into the worker's compensation scheme or anyone who would like a refresher. Would be beneficial to HR Advisors, Payroll/ Administration Officers.

## Delivery Method

This session will be delivered digitally (via WebEx)

## Dates

- 21st February 2024
- 10th April 2024
- 19th June 2024
- 14th August 2024
- 16th October 2024



# The Dispute Resolution Process

This course is designed to provide you with an overview of the conciliation process including the requirements of the injured worker, employer and Gallagher Bassett.

This session will take you through the conciliation process, this will include:

- What is conciliation?
- Conciliation attendees
- Conciliation process
- Do I need to attend conciliation?
- Attending conciliation
- Possible conciliation outcomes
- What happens next? Including the WCIRS

Following this session, you will understand the rights of a Worker when it comes to appealing a decision and how conciliation forms part of this process.



## Dates

Pre-recorded,  
coming March 2024

## Eligibility

This course is designed to provide you with an overview of the eligibility process and provide you with an understanding of how we manage a claim upon receipt.

This session will take you through the eligibility process, this will include:

- Submitting a claim
- Agents initial review
- Investigations and additional evidence
- Reviewing the claim
- Grounds for rejection
- Appeals/reviews

Following this session, you will understand how we manage a claim and determine the appropriate Workers Compensation entitlements.



### Dates

Pre-recorded,  
coming March 2024

## Overview of Premium

This session is facilitated by an experienced member of our Premium Team. The session will look at things such as statistical case estimates (SCE's) and claims experience and how these are taken in to consideration when premium is calculated.

### Duration

Half Day - 10am to 12pm



### Dates

15th May 2024



## OTHER E-LEARNNS



# Nutrition

## Course Overview

This course is designed to provide you with an outline of nutrition and portion sizes to identify how to eat healthy and avoid snack traps.

Through completion of this module you will:

- Learn about healthy eating and portion size
- Understand your food and how it affects your brain
- Build your knowledge on the important of healthy eating
- Get tips on foods to avoid or reduce

This lesson will take just 20 minutes and will give you confidence in choosing healthy foods and identifying opportunities to reduce unhealthy snacks and eat a balanced diet.



# Managing Mental Health and Wellbeing

## Course Overview

This course is designed to provide you with an outline of the continuum of mental health experience, how to identify the signs of mental health concerns and ways you can manage your mental wellbeing.

Through completion of this module you will:

- Have an increased understanding of mental health and wellbeing
- Be introduced to positive psychology
- Have an increased understanding of resilience how to harness it
- Understand how to empower positive mental wellbeing
- Be equipped with some exercise for your mind and strategies to assist you or someone you know

This lesson will take just 20 minutes and will give you confidence in understanding the mental health continuum and what steps you can take to make a lasting impact on your mental health and wellbeing.



# Fatigue and Sleep Management

## Course Overview

This course is designed to provide you with an outline of the causes and impacts of poor sleep management as well as hints and tips to prevent fatigue at work.

Through completion of this module you will:

- Learn about the impacts of fatigue
- Understand what happens when we sleep
- Be introduced to the science of sleep and sleep hygiene
- Get tips on how to prevent and manage fatigue at work

This lesson will take just 20 minutes and will give you confidence in understanding sleep and fatigue and what steps you can take to improve the quality of your sleep.





# Physical Activity and Exercise

## Course Overview

This course is designed to provide you with an outline of the benefits of exercise and physical and how to get started with simple exercise to get moving.

Through completion of this module you will:

- Understand the benefits of staying active
- Learn about types of exercise
- Get tips on staying active when working shift work
- Understand how to empower positive mental well being
- Build strategies to maintain exercise as well as see some example easy at home exercise

This lesson will take just 20 minutes and will give you confidence in starting at home exercise well as opportunities to increase your day to day activity levels.





# Positive Wellbeing, Mindfulness and Fulfilment

## Course Overview

This course is designed to knowledge in relation to positive wellbeing and fulfilment, and includes tips on how to manage stress through mindfulness activities.

Through completion of this module you will:

- Understand and be able to define mental wellbeing
- Know how to reflect upon your own mental state using the wagon wheel
- Be able to describe the elements of the cognitive behavioural therapy "Bermuda Triangle"
- Be able to list your character strengths and values
- Have a better understanding of mindfulness
- Know your challenges and pathways to new ways of thinking

This lesson will take just 30 minutes and will give you confidence in identifying thinking traps, starting simple and quick mindfulness activities as well as reflecting on your thoughts, feelings and behaviours.



# Building Confidence

## Course Overview

This course is designed to provide you with an understanding of self-confidence principles and support you to identify and leverage your strengths.

Through completion of this module you will:

- Understand what confidence is
- Know your self-efficacy strengths
- Have completed Locus of Control activities
- Identify your strengths and how to leverage them
- Enhance your independence

This lesson will take just 30 minutes and will help you to build your self-confidence skills.



# Manual Handling Principles

## Course Overview

This course is designed to provide you with an outline of manual handling principles and risk assessments, as well as an understanding of musculoskeletal system.

Through completion of this module you will:

- Learn about good manual handling practices
- How to avoid manual handling risks
- Understand the musculoskeletal system
- Tips on how to improve posture
- Application of manual handling principles
- Observe simple stretches that support mobility

This lesson will take just 20 minutes and will give you a comprehensive understanding of safe lifting techniques and posture to improve your ability undertake manual handling task safety.





# Ergonomics Principles

## Course Overview

This course is designed to provide you with an outline of the principles of good work station ergonomics and how to 'sit' safely and avoid strain or injury.

Through completion of this module you will:

- Learn about ergonomics principles
- Understand the musculoskeletal system
- Build knowledge on preventing workstation injuries
- Tips on how to set up your workstation

This lesson will take just 20 minutes and will give you confidence in reviewing your current workstation set up to make improvements on how you sit, use your equipment, and routinely get active to avoid prolonged sitting.





# Relationships and Social Connectedness

## Course Overview

This course is designed to provide you with an outline of the benefits of meaningful social connection and relationships.

Through completion of this module you will:

- Understand the health value of being socially connected
- Be able to identify your close circle
- Know how to build family and friend relationship
- Value meaningful conversations and connections

This lesson will take just 30 minutes and will give you confidence in building your social connected and identifying relationships that deliver quality over quantity.



# Managing Challenging Conversations

## Course Overview

This course is designed to provide you with key skills to manage challenging conversations and build up your communication skills.

Through completion of this module you will:

- Understand the benefits and advantages of strong communication skills
- Know the basics of tangible conversations
- Feel more comfortable managing challenging conversations
- Know how to actively listen
- Reflect on your communication style

This lesson will take just 30 minutes and will give you confidence in starting a difficult conversation, reflecting on your communication style and provide tips on planning for a conversation.



# Overcoming Adversity and Preparing for Major Life Change

## Course Overview

This course is designed to provide you with an understanding of how to prepare for adversity or negative events and tips on how to bounce back.

Through completion of this module you will:

- Understand the mental and physical aspects of adversity
- Learn to prepare for negative events (Cognitive Flexibility)
- Understand how to maintain a positive mindset despite injustice
- Learn about resilience and how to bounce back from scratches

This lesson will take just 30 minutes and will give you confidence in understanding how we experience negative events, appraise them and react, as well as how resilience can be promoted.





# Work Health and Safety-Basics

## Course Overview

This course is designed to provide you an outline of work and safety requirements and how to identify and mitigate risks.

Through completion of this module you will:

- Learn about WHS requirements
- Understand how to identify workplaces risks
- Build knowledge on engaging the workforce
- Tips on mitigating, controlling, and managing incidents and risks

This lesson will take just 20 minutes and will give you confidence addressing workplace risks proactively and effectively.





# Health and Lifestyle-Get Activated

## Course Overview

This course is designed to provide you an outline of what a health lifestyle looks like and what are most important lifestyle area reflect upon.

Through completion of this module you will:

- Learn what healthy lifestyle is
- Reflect on what your current lifestyle looks like in relation to five key areas of health; diet, physical activity, body weight, smoking and alcohol
- Tips on how to get activated

This lesson will take just 30 minutes and will give you confidence in understanding your health and lifestyle strengths and area for improvement, as well as helpful tips to get activated towards healthy change.



# Identifying and Responding to Bullying and Harassment

## Course Overview

This course is designed to provide you the knowledge and skills to identify and respond to bullying and harassment issue in the workplace.

Through completion of this module you will:

- Learn what bullying and harassment and how to identify it in the workplace
- Understand the impact of bullying and harassment on individual and organisations
- Tips on supporting leaders to help them respond to and resolve negative behaviours

This lesson will take just 20 minutes and will give you confidence in seeing the signs of bullying harassment as well as taking steps to prevent or reduce the associated individual and organisational risks.





# Injury Management Basics

## Course Overview

This course is designed to provide you with an outline of the basics in injury management and how to effectively support an employee following a workplace injury.

Through completion of this module you will:

- Learn what employees need to know in managing injuries
- Understand the role of key stakeholders in workers compensation
- Tips on how to work with support team
- Build knowledge on effective Recover/Return to Work planning
- Learn about the claim process and common entitlement

This lesson will take just 20 minutes and will give you confidence in understanding how best to support a worker, engage in the injury management process collaboratively and build effective return or recover at work plans.






# Registration, Terms and Conditions

Follow below instructions to register and enrol in a course

## How To Register

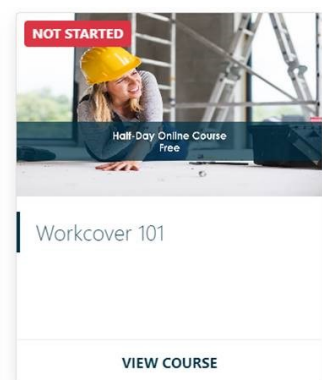
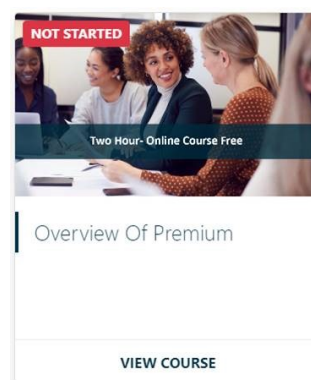
- Go to <https://mygbhub.com.au/login/index.php>
- Click “Register” under “Login” and “Course Catalogue”
- Enter your details
- When asked for the registration code enter VICCLIENT
- Wait for the confirmation email and confirm your account



The image shows the Gallagher Bassett login and registration interface. It features the company logo at the top. Below the logo are input fields for 'Username' and 'Password', followed by a 'Remember username' checkbox. A teal 'Log in' button is present, along with links for 'Is this your first time here?' and 'Create new account'. At the bottom, there is a link for 'Forgotten your username or password?', a note about cookies, and a support contact email: [mygbhubemail@gbtpa.com.au](mailto:mygbhubemail@gbtpa.com.au).

## Enrolling In A Course

- After registering, go to <https://mygbhub.com.au/login/index.php>
- Login using the Username and Password you created when you are registered
- Find the course you're interested in and click “View Course”
- Choose the session you're interested in and click “Sign-up”



## Terms And Conditions

*\* Minimum 6 participants required to enable the session to proceed.  
Each session has a maximum amount of participants before being booked out, normally 20.*

- Participants will be emailed 1 week before the course commencement date and be asked to provide details to enable Gallagher Bassett to issue an invoice.
- Invoices will be sent via email and are due within 14 days of issue.
- Participants will also see a cancel booking button after they have enrolled in the course which they can click on to cancel the booking up to 1 week before the course commencement date.
- If users wish to enrol in another session for the same course outside of the cancellation period, please email **[mygbhubemail@gbtpa.com.au](mailto:mygbhubemail@gbtpa.com.au)**
- An invoice will be issued to you closer to the session date.

## Need A Hand Getting Registered?

Please email a member of our Technical Training Team on:  
**[mygbhubemail@gbtpa.com.au](mailto:mygbhubemail@gbtpa.com.au)**