

Client Training Catalogue

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gallagherbassett.com.au

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National eLearning Training Courses

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- Performance Management and Reasonable Management Action
- Mental Health Claims and Building Resilience
- Developing Psychologically Safe & Healthy Workplaces

Employer Online (Live) Training Calendar 2025



February 2025

Theme: Injury Management

- 12th Injury Management in Small Business
- 19th Injury Management for Supervisors & Managers
- 26th Engaging Effectively with THPs

May 2025

Theme: Mental Health

May 12-18: Mental Health Awareness Week

- 7th Strong4Life: Understanding Mental Health
- 14th Turning Tension into Teamwork
- 21st Psychosocial Hazard Prevention
- 28th Psychological Injuries –Understanding Causation in the Treatment & Recovery Pathway

August 2025

Theme: Injury Management

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November 2025

Theme: Return to Work

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- 12th Addressing Common Recovery and Return to Work Barriers
- 19th Complex Case Management: Return to Work Planning
- 26th Benefits of Early Intervention, RTW and RTW Assist (NSW)

March 2025

Theme: Employee Wellbeing

18-24 Mar: Neurodiversity Celebration Week

- 5th Strong4Life: Leading in Health & Wellness
- 12th Creating Inclusive Workplaces
- 19th Building Bridges, Not Barriers

June 2025

Theme: Return to Work

- 4th Navigating Return to Work Throughout Mental Health Recovery
- 11th Managing Directors – Unpacking when the Injured Employee is the Employer
- 18th How To Support an Injured Worker
- 25th The Benefits of Early Intervention in Return to Work

September 2025

Theme: Mental Injury

11 Sept: #RUOK Day

- 3rd Responding to Trauma and Vicarious Trauma in the Workplace
- 10th Understanding Common Mental Injuries and Recovery
- 17th Strategies for Thriving in Demanding Times
- 24th Understanding Biopsychosocial Risk Factors and Assessment

April 2025

Theme: Workplace Health and Safety

28 Apr: World Day for Health & Safety at Work

- 1st WHS for Supervisors and Managers
- 9th OHS Essentials for Managers
- 15th Strong4Life: Injury Prevention

July 2025

Theme: Workplace Health and Safety

- 2nd Hazard and Incident Investigation
- 9th Managing the Unseen
- 16th Ergonomics in the Workplace
- 23rd Foundations of a Mentally Healthy Workplace
- 30th Manual Handling

October 2025

Theme: Workplace Health and Safety

Oct: National Safe Work Month

- 1st How to Use Workplace Risk Assessments to your Advantage
- 8th A Manager's Guide to Psychosocial Hazard Prevention and Management
- 15th Fatigue Awareness
- 22nd Vulnerable Persons Training
- 29th PsychoSocial Risk Factors and Managing These Hazards at Work

Registration



How to Register:

- Email mygbhubemail@gbtpa.com.au your name, your organisation and contact information
 - A Gallagher Bassett representative will register you into our online training platform and email your login details
 - You can login and select the sessions you would like to attend
-

Terms and Conditions:

- A minimum of six participants are required for a live online training session to progress. The number of participants will be capped.
 - Participants will see a cancellation booking button after they have enrolled in the course which they can click on to cancel the booking up to one week before the course commencement date.
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Course Details

February 2025: Injury Management



Injury Management in Small Businesses: Strengthening Relationships and Building Strong Support Systems

Facilitator: Procare Group

Course Overview: This training will outline how small businesses can effectively manage workplace injuries, where resources may be limited.

This course emphasises the importance of communication, proactive support systems, and maintaining a healthy work environment during injury recovery.

Date and Time: Wednesday 12 February 2025 @ 2PM

Duration: 1 hour

Cost: Free

Injury Management for Supervisors and Managers

Facilitator: Altius Group

Course Overview: Managing injuries within the workplace benefits everyone. Workers with an injury see their prospects of recovering and returning to their former lifestyle maximised, employers retain experienced workers, productivity is restored swiftly, and claim costs are reduced.

This training will assist participants to appropriately manage workplace injuries and worker's compensation claims in order to achieve a prompt, safe and durable return to work for a worker with an injury, ideally into their pre-injury employment.

Date and Time: Wednesday 19 February 2025 @ 2PM

Duration: 1 hour

Cost: Free

Engaging Effectively with Treating Health Practitioners

Facilitator: IPAR

Course Overview: This session aims to improve participants understanding of how to effectively and efficiently engage with treating practitioners and how to run a successful case conference.

Date and Time: Wednesday 26 February 2025 @ 2PM

Duration: 1 hour

Cost: Free

PARTICIPANT FEEDBACK FROM OUR FIRST QUARTER SESSIONS

"Thank you for the informative insights. This is something we often overlook and deserves more attention in the workplace. Thanks again!"

Creating Inclusive Workplaces: Enhancing Psychological Safety for Neurodivergent Employees | KONEKT



Course Details

March 2025: Employee Wellbeing



Strong4Life: Leading in Health and Wellness

Facilitator: IPAR

Course Overview: This training outlines the principles and strategies for managing staff with mental health concerns in the workplace. The focus of this session is on the provision of support for employees by leaders.

Date and Time: Wednesday 05 March 2025 @ 2PM

Duration: 1 hour

Cost: Free

Creating Inclusive Workplaces: Enhancing Psychological Safety for Neurodivergent Employees

Facilitator: Konekt

Course Overview: This session has been designed to educate employers on workers who face challenges with organisation, maintaining focus, managing anxiety, and navigating social interactions. These experiences are common and valid, and most often stem from the way work is designed rather than the individual themselves.

Konekt's training will educate employers on:

- Introduction to psychological safety
- Identifying common issues:
- Possible workplace experiences of neurodivergent employees
- Examples of specific scenarios where psychological harm might occur
- Impact of psychological harm
- Best practices for creating a safe and inclusive environment

Date and Time: Wednesday 12 March 2025 @ 2PM

Duration: 45 mins

Cost: Free

Building Bridges, Not Barriers: Fostering Neurodiversity at Work

Facilitator: Altius Group

Course Overview: Embracing neurodiversity in the workplace can lead to a significant boost in organisational success.

In this webinar, we uncover the pivotal role neurodiversity plays in modern organisations, while addressing the challenges of understanding, integrating, and adapting to neurodiverse talents.

Gain insights, hear real-world success stories, and acquire strategies that will help your company create a welcoming environment and encourage engagement as it moves towards a more equitable future. This transformative conversation is a must for HR professionals, Diversity and Inclusion advocates, Team Leaders, and all dedicated to creating a more inclusive and innovative workplace.

Date and Time: Wednesday 19 March 2025 @ 2PM

Duration: 1 hour

Cost: Free

PARTICIPANT FEEDBACK FROM OUR FIRST QUARTER SESSIONS

"Thank you, I appreciate this session"

Strong4Life: Leading in Health and Wellness | IPAR



Course Details

April 2025: Workplace Health & Safety



Work Health and Safety for Supervisors and Managers

Facilitator: Altius Group

Course Overview: Managers and supervisors within any organisation have a responsibility to understand and implement Work Health and Safety legislation and requirements. This ensures staff are working within a safe work environment.

Participants will gain a thorough understanding of the legal requirements associated with WHS, as well as the significance of implementing comprehensive WHS policies and frameworks within an organisation.

Date and Time: Tuesday 1 April 2025 @ 2PM

Duration: 1 hour

Cost: Free

OHS Essentials for Managers

Facilitator: Konekt

Course Overview: This session has been designed to help provide people managers with the necessary knowledge, information and tools to be able to successfully manage health and safety at work. This interactive course features case studies, guidance material and specialist input.

Konekt's training will educate employers on:

- All major aspects of work health and safety including the impact of manslaughter legislation
- Effective leadership, culture and mindfulness; including a guide to the health and safety legislative framework
- Provision of suitable duties in return to work
- Incident management, duty of care, and risk assessing
- Effective consultation including issue resolution, incident investigation and identifying the appropriate risk controls.

Date and Time: Wednesday 9 April 2025 @ 2PM

Duration: 45 mins

Cost: Free

Strong4Life: Injury Prevention

Facilitator: IPAR

Course Overview: This course provides foundational manual handling and injury prevention training to ensure workplaces can appropriately manage risk.

Date and Time: Tuesday 15 April 2025 @ 2PM

Duration: 1 hour

Cost: Free

PARTICIPANT FEEDBACK FROM OUR FIRST QUARTER SESSIONS

"This was interesting. Thanks for the information."

Building Bridges Not Barriers | Altius Group



Course Details

May 2025: Mental Health



Strong4Life: Understanding Mental Health

Facilitator: IPAR

Course Overview: This module aims to improve overall understanding of all things mental health and wellbeing.

Topics include:

- Identifying ill health
- Increasing awareness
- Wellbeing theory
- Depression and anxiety
- Signs and symptoms
- Guidance on when to get help

Date and Time: Wednesday 7th May 2025 @ 2PM

Duration: 1 hour

Cost: Free

Turning Tension into Teamwork: Preventing and Recovering from Injuries Linked to Interpersonal Breakdown

Facilitator: Procare Group

Course Overview: This training explores how interpersonal conflicts can contribute to workplace injuries and how businesses can prevent, manage, and recover from these incidents.

The session focuses on building healthier team dynamics, reducing conflict-related risks, and creating a supportive environment for recovery.

Date and Time: Wednesday 14th May 2025 @ 2PM

Duration: 1 hour

Cost: Free

A Manager's Guide to Psychosocial Hazard Prevention and Management

Facilitator: Altius Group

Course Overview: In this session, managers will gain a deep understanding of psychosocial hazards, exploring their impact on individuals, teams, and organisations. We'll delve into recent Australian legislation changes, clarifying unique managerial responsibilities and guiding participants through the risk assessment and management process.

Date and Time: Wednesday 21st May 2025 @ 2PM

Duration: 1 hour

Cost: Free

Psychological Injuries – The Importance of Understanding Causation in the Treatment and Recovery Pathway

Facilitator: WorkFocus

Course Overview: This session will include:

- Understanding the different types of psychological injuries in the workplace and the prevalence of each
- Unpacking the different recovery pathways based on causation
- The role of the employer in the recovery pathway
- How to prevent psychological injuries within the workplace

Date and Time: Wednesday 28th May 2025 @ 2PM

Duration: 1 hour

Cost: Free



Course Details

June 2025: Return to Work



Navigating Return to Work Throughout Mental Health Recovery

Facilitator: Procare Group

Course Overview: Practical strategies for successfully reintegrating employees into the workplace while navigating the challenges of mental health recovery.

This session focuses on balancing recovery with work demands, maintaining mental health during reintegration, and creating a supportive environment for returning employees.

Date and Time: Wednesday 4th June 2025 @ 2PM

Duration: 1 hour

Cost: Free

Managing Directors – Unpacking when the Injured Employee is the Employer

Facilitator: WorkFocus

Course Overview: This session will include:

- Unpacking the challenges of being an injured director
- How to effectively manage your return to work
- Minimising the impact on your workforce
- Understanding what help is available

Date and Time: Wednesday 11th June 2025 @ 2PM

Duration: 1 hour

Cost: Free

How to Support an Injured Worker: Your Obligations as an Employer and Tips to Reduce Recovery Timeframes

Facilitator: Konekt

Course Overview: As policy holders the employer experiences a variety of pressures following a workplace injury. Understanding and implementing their obligations can be an area where support is required and their interaction with the employee can have a direct impact on their recovery and timeframe to return to duties.

Konekt's training will educate employers on the following topics:

- Understanding the Worker's Compensation Process
- Effect of an Injury on Business Operations
- Understanding the Injury
- Benefits of Providing Suitable Duties (to the business and to the recovering worker)

The outcome of the training is to prepare the Employers to support their Injured Workers in the early stages of a claim to remove barriers that lead to long duration claims and delayed return to work.

Date and Time: Wednesday 18th June 2025 @ 2PM

Duration: 1 hour

Cost: Free

The Benefits of Early Intervention in Return to Work

Facilitator: Altius Group

Course Overview: Research shows that early support and return to work planning significantly improves a workers' ability to recover from their injury or illness and return safely and sustainably to their job.

During this training, participants build an understanding of the key benefits of Early Intervention in Return to Work and the services to support best outcomes.

Date and Time: Wednesday 25th June 2025 @ 2PM

Duration: 1 hour

Cost: Free

PARTICIPANT FEEDBACK FROM OUR FIRST QUARTER SESSIONS

"We are managing our first claim. This was really helpful. Thank you."

Injury Management for Supervisors and Managers |
Altius Group

Course Details

July 2025: Claims Management



Hazard and Incident Identification

Facilitator: Altius Group

Course Overview: Incident investigations identify the root cause of an event enabling control measures to be put in place to avoid further incidents. By collecting incident information and analysing it within a risk management process everyone can learn and improve safety practices.

This training provides an overview of the legal requirements when reporting and investigating incidents. It will provide participants with the skills and knowledge required to plan, conduct, and report on investigations of work health and safety (WHS) incidents that have the potential to, or have resulted in, injury or damage.

Date and Time: Wednesday 2nd July 2025 @ 2PM

Duration: 1 hour

Cost: Free

Managing the Unseen: Best Practices for Non-Compensable Health Issues

Facilitator: Procare Group

Course Overview: How to effectively manage non-compensable health issues (those not covered by workers' compensation) in the workplace.

It provides practical guidance for supporting employees, minimising risk, maintaining productivity, and fostering a supportive work environment while addressing short and long term health challenges.

Date and Time: Wednesday 9th July 2025 @ 2PM

Duration: 1 hour

Cost: Free

Ergonomics in the Workplace

Facilitator: Konekt

Course Overview: Ergonomic services are designed to improve employee's workstations to ensure they are set up to minimise the risk of injury, boost health and wellbeing, and enhance productivity and performance.

Konekt's training will educate employers on:

- Health and safety benefits of ergonomics, including the economic impact of poor workstation setup
- Standard equipment recommendations for an optimal work environment
- Working from home circumstances and considerations for equipment provision
- Risk of injury when working from home (and recommendations regarding equipment recommendations)
- Employee involvement and training

Date and Time: Wednesday 16th July 2025 @ 2PM

Duration: 1 hour

Cost: Free

Foundations of a Mentally Healthy Workplace

Facilitator: WorkFocus

Course Overview: This session will include:

- The building blocks of protecting mental health in the workplace as part of your work health and safety approach.
- How to identify and manage common workplace challenges including bullying, harassment and discrimination.
- How to support people experiencing mental ill-health and distress in your workplace.
- How to help people stay at work or return to work following periods of mental ill-health.
- How to enhance mental health and wellbeing in the workplace.

Date and Time: Wednesday 23rd July 2025 @ 2PM

Duration: 1 hour

Cost: Free

Manual Handling

Facilitator: Procare – co presented with Bodyguide

Course Overview: Traditional "how to lift" training has long been considered essential for workplace safety, but research shows it may not be as effective as once believed. This session challenges outdated manual handling myths and explores modern, evidence-based approaches to reducing injury risk in the workplace.

The training will cover:

- Why traditional lifting techniques don't prevent injuries
- The latest guidance from WorkSafe & SafeWork
- How movement variability and adaptability improve safety
- The role of workplace design in reducing manual handling risks
- Practical strategies for improving movement and reducing strain

Date and Time: Wednesday 30th July 2025 @ 2PM

Duration: 1 hour

Cost: Free

PARTICIPANT FEEDBACK FROM OUR FIRST QUARTER SESSIONS

"This was a really interesting session. Thanks."

Engaging Effectively with THPs | IPAR



Course Details

August 2025: Injury Management



Understanding Common Musculoskeletal Injuries

Facilitator: IPAR

Course Overview: This session will explore common musculoskeletal injuries, evidence based rehabilitation and return to work timeframes and considerations.

Date and Time: Wednesday 6th August 2025 @ 2PM

Duration: 1 hour

Cost: Free

Managing Primary Psychological Claims and Secondary Psychological Claims

Facilitator: Altius Group

Course Overview: Recovering from a psychological or secondary psychological injury can be complex. This training focuses on navigating and supporting individuals recovering from psychological or secondary psychological injuries. Participants will learn skills to improve their confidence when dealing with psychological claims and the services available to support return to work.

Through a blend of theory and actionable tools, participants will develop the skills to positively contribute to improved outcomes.

Date and Time: Wednesday 13th August 2025 @ 2PM

Duration: 1 hour

Cost: Free

Management of Persistent Pain in Workers' Compensation

Facilitator: IPAR

Course Overview: This session with outline modern approaches to persistent pain management in workers compensation and how to improve recovery and return to work.

Date and Time: Wednesday 20th August 2025 @ 2PM

Duration: 1 hour

Cost: Free

Maximal Medical Case Conferencing

Facilitator: WorkFocus Australia

Course Overview: This session with outline:

- Standards of Practice
- Case Conference Expectations
- Essential Case Conference Agenda Items
- Benefits of Case Manager Involvement
- Matching Goals to RTW Barriers

Date and Time: Wednesday 27th August 2025 @ 2PM

Duration: 1 hour

Cost: Free



Course Details

September 2025: Mental Injury



Responding to Trauma and Vicarious Trauma in the Workplace

Facilitator: Altius Group

Course Overview: During our professional endeavours, we frequently engage with individuals who have confronted, or are currently grappling with, substantial adversities. The vicarious exposure to their distressing experiences can create a ripple effect, culminating in significant emotional and psychological challenges—a phenomenon recognized as vicarious trauma.

This session serves as a comprehensive exploration into the intricate facets of vicarious trauma, delving deeply into its nuanced manifestation and impact on individuals within various professional capacities. Our aim is to illuminate the complexities surrounding vicarious trauma, understanding its far-reaching effects on mental and emotional well-being, and provide a robust toolkit of strategies and interventions.

Through this session, we aim to equip participants with actionable insights and coping mechanisms essential for effective management and mitigation of the ramifications of vicarious trauma in professional settings.

Date and Time: Wednesday 3rd September 2025 @ 2PM

Duration: 1 hour

Cost: Free

Understanding Common Mental Injuries and Recovery

Facilitator: IPAR

Course Overview: This session will explore common mental injuries, evidence-based treatment and return to work timeframes and considerations.

Date and Time: Wednesday 10th September 2025 @ 2PM

Duration: 1 hour

Cost: Free

Strategies for Thriving in Demanding Times

Facilitator: Altius Group

Course Overview: In our fast-paced and demanding world, the need for resilience and burnout prevention has never been greater. This session is designed to equip participants with essential tools and insights to navigate the challenges of modern life while maintaining their physical, mental, and emotional wellbeing.

During this session, you will learn what resilience is and how to build on it, how to recognise burnout and its impact on your health and performance, self-care, and stress management strategies, and how to set healthy emotional boundaries to prevent burnout and maintain a balanced life.

This training session is suitable for professionals, students, and individuals from all walks of life who are looking to build resilience, prevent burnout, and lead a happier, healthier, and more balanced life.

Join us for this enlightening session and take the first step towards a more sustainable wellbeing.

Date and Time: Wednesday 17th September 2025 @ 2PM

Duration: 1 hour

Cost: Free

Understanding Biopsychosocial Risk Factors and Assessment

Facilitator: WorkFocus Australia

Course Overview: This course will provide an overview of:

- The Biopsychosocial (BPS) Model
- Using the BPS Model 'Lens'
- The Importance of BPS considerations for return to work and recovery
- Utilising support interventions
- Access to treatment
- Rehabilitation engagement
- Barriers and risk factors for delayed return to work and recovery

Date and Time: Wednesday 24th September 2025 @ 2PM

Duration: 1 hour

Cost: Free

Course Details

October 2025: Health and Safety



How to Use Workplace Risk Assessments to your Advantage

Facilitator: Konekt

Course Overview: Risk assessment does not always get the attention it deserves. Often organisations will skip the risk assessment step all together, moving straight into implementing actions to address their perceived problem areas.

Konekt's training will educate employers on:

- Outline the perils that can come with this decision, through a set of case examples that Konekt's Principal Ergonomist has experienced first-hand
- Highlight when a risk assessment can be helpful to inform safety decisions that benefit your workforce
- Review the risk to your business that can come from skipping risk assessments
- Discuss when a risk assessment can be helpful to inform safety decisions that benefit your workforce

Date and Time: Wednesday 1st October 2025 @ 2PM

Duration: 45 mins

Cost: Free

A Manager's Guide to Psychosocial Hazard Prevention & Management

Facilitator: Altius Group

Course Overview: In this session, managers will gain a deep understanding of psychosocial hazards, exploring their impact on individuals, teams, and organisations. We'll delve into recent Australian legislation changes, clarifying unique managerial responsibilities and guiding participants through the risk assessment and management process.

Date and Time: Wednesday 8th October 2025 @ 2PM

Cost: Free

Fatigue Awareness (including physical, mental and compassion/carers fatigue)

Facilitator: Altius Group

Course Overview: Join us for a discussion on fatigue awareness, where we will delve into the of understanding and managing fatigue in various aspects of life. Fatigue is a common issue affecting workers and the webinar aims to equip participants with the knowledge and tool necessary to recognise, address and mitigate the impact of fatigue.

We will cover the science of fatigue, identifying the signs and symptoms of fatigue, the impact of fatigue on productivity and wellbeing, and strategies for preventing and managing fatigue. Participants will learn how to develop personal strategies to overcome fatigue and optimise energy levels.

Date and Time: Wednesday 15th October 2025 @ 2PM

Duration: 1 hour

Cost: Free

Vulnerable Persons Training

Facilitator: Procare

Course Overview: This session equips participants with the knowledge and skills to support vulnerable individuals in the workplace and broader community. It will explore key risk factors, legal and ethical considerations, and best practices for ensuring safety, dignity, and inclusion.

The training will cover:

- Understanding vulnerability and its impact
- Recognising signs of risk and distress
- Legal and organisational responsibilities
- Strategies for providing appropriate support
- Creating a safe and inclusive environment

Date and Time: Wednesday 22nd October 2025 @ 2PM

Duration: 1 hour

Cost: Free

Psychosocial Risk Factors and Managing These Hazards in the Workplace

Facilitator: Procare – co-presented with Incheq

Course Overview: This session explores psychosocial risk factors in the workplace and how they contribute to employee wellbeing, engagement, and productivity. Participants will gain insights into identifying, assessing, and managing these risks to create a healthier and more supportive work environment.

The training will cover:

- Understanding psychosocial risk factors and their impact
- Common workplace hazards affecting mental health
- Legal and organisational responsibilities
- Strategies for risk prevention and management
- Practical steps to foster a positive workplace culture

Date and Time: Wednesday 29th October 2025 @ 2PM

Duration: 1 hour

Cost: Free

PARTICIPANT FEEDBACK FROM OUR FIRST QUARTER SESSIONS

*"Thank you for this training.
Very informative."*

Injury Management in Small Businesses: Strengthening Relationships and Building Strong Support Systems | Procare Group



Course Details

November 2025: Return to Work



The Essential Role of Allied Health in Recovery and Return to Work

Facilitator: Altius Group

Course Overview: Allied health professionals serve as indispensable pillars in the comprehensive journey of an individual's recovery and successful reintegration into the workforce post-injury, illness, or disability. Their multifaceted roles span various disciplines, encompassing occupational therapy, physiotherapy, speech pathology, psychology, exercise physiology and beyond. Their collective expertise is instrumental in addressing the intricate needs of individuals undergoing rehabilitation.

This training session aims to explore the important role of allied health professionals in the holistic process of recovery and return to work. This session will demonstrate how these experts enable individuals to regain autonomy, function, and a sense of purpose, fostering a successful transition back to work and an engaged life.

Date and Time: Wednesday 5th November 2025 @ 2PM

Duration: 1 hour

Cost: Free

Addressing Common Recovery and Return to Work Barriers

Facilitator: IPAR

Course Overview: This session aims to improve participants' confidence in identifying and addressing common recovery and return to work barriers to assist with improving return to work outcomes.

Date and Time: Wednesday 12th November 2025 @ 2PM

Duration: 1 hour

Cost: Free

Complex Case Management: Return to Work Planning

Facilitator: IPAR

Course Overview: The aims of this session is to ensure best practice strategies for facilitating recovery at work or return to work.

Date and Time: Wednesday 19th November 2025 @ 2PM

Duration: 1 hour

Cost: Free

Benefits of Early Intervention, Return to Work and RTW Assist (NSW)

Facilitator: WorkFocus Australia

Course Overview: This course will provide an overview of:

- Key factors in successful RTW
- Key objectives in early intervention
- What early intervention will entail
- When to engage rehabilitation services
- Recover at Work Assist for small and medium enterprises (SMEs)

Date and Time: Wednesday 26th November 2025 @ 2PM

Duration: 1 hour

Cost: Free



National eLearning Training Courses



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 and how to harness it
- Understand how to empower positive mental wellbeing
- Be equipped with some exercises for your mind and strategies to assist you or someone you know

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

Cost: Free

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.

Cost: Free

Ergonomic Principles

Course Overview: This course is designed to provide you with an outline of the principles of good workstation 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.

Cost: Free

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.

Cost: Free

Work Health and Safety Basics

Course Overview: This course is designed to provide you with 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.

Cost: Free

Injury Management Basics

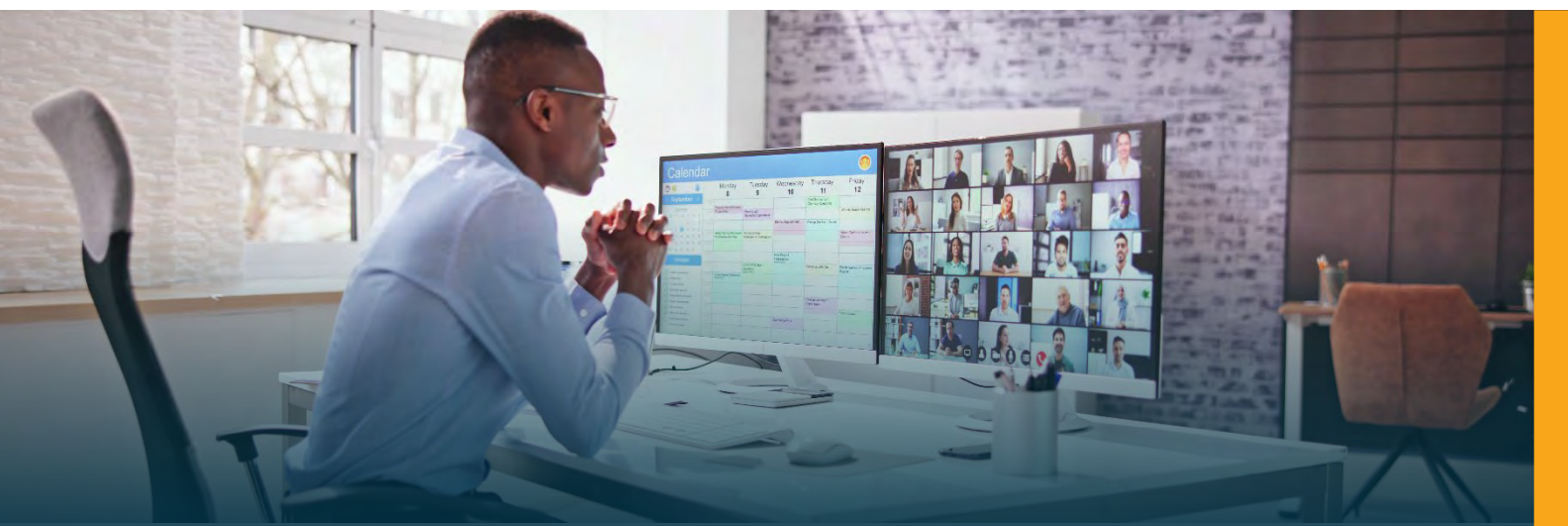
Course Overview: This course is designed to provide you with an outline of the basics in injury management and how to effectively support an employee following a workplace injury.

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 a support team
- Build knowledge on effective Recover/Return to Work planning
- Learn about the claim process and common entitlements

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.

Cost: Free



NSW Specific Online (Live) Training Courses



Email mygbhubemail@gbtpa.com.au your name, your organisation and contact information to register

Introduction to Workers' Compensation

Facilitator: Gallagher Bassett

Course Overview: This course has been created to provide you with the basics of workers' compensation within New South Wales and the Workers Compensation Act 1987.

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

Date and Time: Tuesday 13 May 2025 @ 9am

Tuesday 16 September 2025 @ 9am

Duration: 2 hours

Cost: Free

Introduction to Psychological Work Injury

Facilitator: Gallagher Bassett

Course Overview: This course has been created to provide you with the basics of psychological injuries within the New South Wales workers compensation context and the Workers Compensation Act 1987.

The training will provide you with an understating of what to do when an employee has a psychological injury at work and the general claims process.

Topics included in this course include:

- Overview of types and causes of psychological injuries
- Claim liability for psychological injuries
- Investigations for psychological injuries
- Return to work process for psychological injuries
- Prevention of psychological injuries in the workplace

Date and Time: Tuesday 29 April 2025 @ 9am

Tuesday 14 October 2025 @9am

Duration: 2 hours

Cost: Free

Return to Work Responsibilities for Managers and Supervisors

Facilitator: Gallagher Bassett

Course Overview: This course has been created to provide you with an understanding of your responsibilities and requirements for returning your injured employees to work.

This training will provide you with an understanding of your obligations and provide practical tips in a safe and sustainable return to work for your employees after injury.

Topics included in this course include:

- The employers' obligations for return to work
- Suitable duties in your workplace
- Early intervention and return to work basics
- Common barriers and challenges and how to overcome these

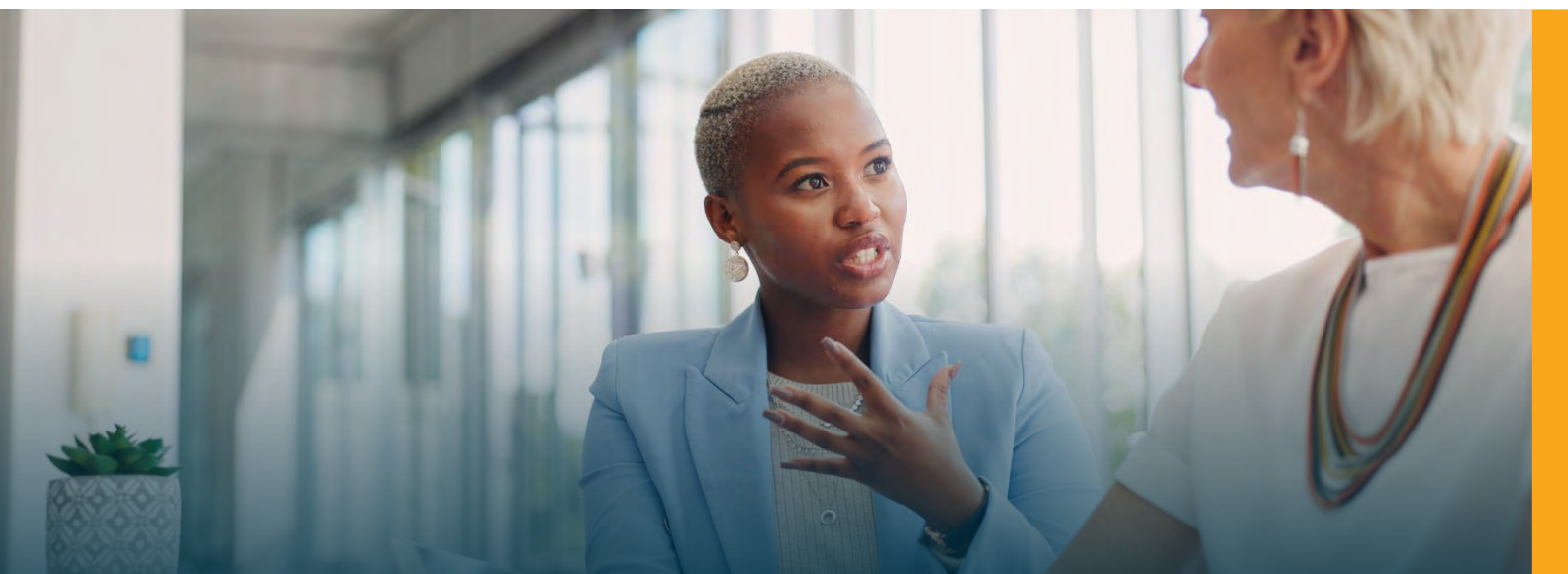
Audience: Anyone who is new to or would like to understand more about managers responsibilities of returning an injured employee to work safely and sustainably.

Date and Time: Tuesday 10 June 2025 @ 9am

Wednesday 12 November 2025 @ 9am

Duration: 3 hours

Cost: Free



VIC Specific Online (Live) Training Courses



Email mygbhubemail@gbtpa.com.au your name, your organisation and contact information to register

Return to Work Co-ordinator - RTWC

Facilitator: Gallagher Bassett

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 employees are injured at work and the general claims process.

Topics covered in this training include:

- 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)

Cost: \$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.

DATES

- 8th & 9th April (Online)
- 21st & 22nd May (F2F in GB Office)
- 23rd & 24th July (Online)
- 17th & 18th Sept (Online)
- 19th & 20th Nov (F2F in GB Office)

WorkCover 101

Facilitator: Gallagher Bassett

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 employees are injured at work and the general claims process.

Topics covered in this training include:

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

Duration: 1 day

Cost: Free

DATES

- 19 Feb @ 9am - 12pm (Online)
- 30 Apr @ 9am - 12pm (F2F GB Office)
- 25 Jun @ 9am - 12pm (Online)
- 27 Aug @ 9am - 12pm (Online)
- 29 Oct @ 9am - 12pm (F2F GB Office)

NT Specific Face to Face and Online (Live) Training Courses



Performance Management and Reasonable Management Action

Facilitator: Gallagher Bassett

Course Overview: This session will focus on how performance management links in with workers compensation:

- What is performance management
- Determination principles
- How performance management can be used as a defence in liability determinations
- Court proceedings and case studies

Course Mode: Delivered by an Industry expert face to face. A Microsoft Teams link is available for those unable to attend in person

Location: Darwin CBD – confirmation of the training venue will be sent as part of the calendar invitations

Date and Time: TBA. Please email mygbhubemail@gbtpa.com.au your name, your organisation and contact information to register your interest

Duration: 2 hours

Cost: Free

Mental Health Claims and Building Resilience

Facilitator: Gallagher Bassett

Course Overview: This interactive and practical workshop aims at providing attendees with 'real-world' resilience building strategies and solutions. Topics include:

- What is resilience
- Workplace factors that impact employees' resilience
- Building and enhancing employees' resilience
- 4 key resilience building fundamentals for optimizing psychological resilience within your organisation
- Real world resilience building strategies and solutions

Course Mode: Delivered by Gallagher Bassett's Mental Health Consultant face to face.

Location: Confirmation of the training venue will be sent as part of the calendar invitations

Date and Time: TBA. Please email mygbhubemail@gbtpa.com.au your name, your organisation and contact information to register your interest

Cost: Free

Developing Psychologically Safe and Healthy Workplaces

Facilitator: Gallagher Bassett

Course Overview: This interactive workshop is designed to provide all line managers with understanding of what makes a psychologically safe and healthy workplace. Topics include:

- Legislative definition of a psychosocial hazard
- How to identify a psychosocial hazard
- Reducing psychosocial hazards and their impacts
- Tips to developing a safe and healthy workplace

Course Mode: Delivered by Gallagher Bassett's Mental Health Consultant face to face.

Location: Darwin CBD - confirmation of the training venue will be sent as part of the calendar invitations

Date and Time: TBA. Please email mygbhubemail@gbtpa.com.au your name, your organisation and contact information to register your interest

Duration: 2 hours

Cost: Free

