

MELBOURNE SEMINAR CALENDAR 2021

WorkCover / Return to Work

Course: **Introduction to Workers' Compensation** *online training delivering via Microsoft Teams

28 September 2021, 9:00am – 12:00pm

Description

New starters in the industry will benefit from this introduction to workers' compensation in Victoria.

The session provides participants with an overview of current legislation and employer and worker responsibilities.

Register here for 28 September 2021 course:

<https://www.eventbrite.com.au/e/131566060629>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Understanding Workers' Compensation Premium & Statistical Case Estimates (SCE'S)** *online training delivering via Microsoft Teams

3 August 2021, 9:00am – 10:30am

Description

This session provides a comprehensive understanding of how workers' compensation premium is calculated and focuses on employer premium legislative requirements.

The second part of the seminar provides an overview of Statistical Case Estimates (SCE's) and how this can impact your premium.

Register here for 3 August 2021 course:

<https://www.eventbrite.com.au/e/131567198031>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Understanding Workers' Compensation Pre-Injury Average Weekly Earnings (PIAWE) and Current Weekly Earning (CWE's)** *online training delivering via Microsoft Teams

16 July 2021, 9:00am – 10:30am 14 October 2021, 9:00am – 10:30am

Description

This session will provide you with an understanding of how pre-injury average weekly earnings and current weekly earnings are calculated against a claim.

Register here for 16 July 2021 course:

<https://www.eventbrite.com.au/e/131567531027>

Register here for 14 October 2021 course:

<https://www.eventbrite.com.au/e/131567735639>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Return to Work for Managers and Supervisors** *online training delivering via Microsoft Teams

16 September 2021, 9:00am – 12:00pm

Description

Managers and supervisors will learn the importance of being involved in the return to work process, being proactive from the moment a workplace injury occurs, identifying suitable duties, and supporting and monitor worker progress.

Register here for course: <https://www.eventbrite.com.au/e/130346609217>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Mental Health

Course: **Bullying and Harassment in the Workplace** *online training delivered via Microsoft Teams

18 November 2021, 9:00am – 11:00am

Description

Through this session, we will explore the definition of bullying and harassment through both legal eyes and through some practical examples.

It will also cover the more modern aspects of bullying and harassment as a feature of a workplace relationship breakdown and how this can lead to an upheld psychological injury claim.

Register here for 18 November 2021 course:

<https://www.eventbrite.com.au/e/131789908163>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Having difficult conversations** *online training delivered via Microsoft Teams

12 October 2021, 9:00am – 12:00pm

Description

There are often conversations at work that we find difficult or challenging.

This session aims to give people leaders some simple tips and tools to manage these conversations with their staff.

From performance management to dealing with complex mental health issues, we will explore some practical ways to support our staff during these difficult times.

Register here for 12 October 2021 course:

<https://www.eventbrite.com.au/e/131790991403>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST
included) for non-
Xchanging customers

Course: **Mental Health in the Workplace** *online training delivered via Microsoft Teams

27 July 2021, 9:00am – 12:00pm 30 November 2021, 9:00am – 12:00pm

Description

This session will explore the statistics and information regarding workplace mental health.

It will go over the main causes for mental ill-health and increase our awareness of mental health issues, whilst also discussing the current stigma surrounding mental health.

We can then determine how to practically address mental health as a concept in organisations.

Register here for 27 July 2021 course: <https://www.eventbrite.com.au/e/131791065625>

Register here for 30 November 2021 course:
<https://www.eventbrite.com.au/e/131791535029>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST
included) for non-
Xchanging customers

Course: **Managing Organisational Change** *online training delivered via Microsoft Teams

16 August 2021, 9:00am – 12:00pm

Description

Organisational change is a very complex and delicate process, so this module will focus on key steps of planning for and implementing successful organisational change.

We will discuss how the process can be a journey that the whole organisation can embark on, while also addressing the inherent difficulties in change management and resistance to change.

Register here for course: <https://www.eventbrite.com.au/e/130633120179>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Mental Health Essentials for Supervisors / Managers** *online training delivered via Microsoft Teams

23 August 2021, 9:00am – 12:00pm 4 November 2021, 9:00am – 12:00pm

Description

This practical module deals with a key leadership skill of addressing mental ill health within your immediate or broader team.

The session will go over the two main mental health conditions, detection of early warning signs of mental ill health and finally discuss ways in which we can facilitate effective and supportive conversations with staff around their mental health and wellbeing.

Register here 23 August 2021 course: <https://www.eventbrite.com.au/e/131791627305>

Register here for 4 November 2021 course:
<https://www.eventbrite.com.au/e/131791892097>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST
included) for non-
Xchanging customers

Course: **Managing Psychological Injury Claims** *online training delivered via Microsoft Teams

27 August 2021, 9:00am – 12:00pm

Description

This program will provide participants with an understanding of:

- how an agent determines liability on primary mental injury claims
- understanding the common mental injury diagnoses in the WorkSafe scheme
- how early intervention can assist with the management of workers with psychological injuries
- current Agent-funded interventions and best practices
- how secondary psychological injuries can develop and how to mitigate development of these secondary injuries

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Register here for course: <https://www.eventbrite.com.au/e/130634510337>

Course: **Psychological First Aid** *online training delivered via Microsoft Teams

31 August 2021, 9:00am – 12:00pm

Description

Dealing with workplace incidents, psychological trauma, or cumulative stressors can be a challenge for many workplaces.

Psychological First Aid is a method by which we can look after our staff following a workplace incident.

This course will cover the principles of the Psychological First Aid model and how they are applied to support staff following a traumatic experience at work.

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST
included) for non-
Xchanging customers

Register here for course: <https://www.eventbrite.com.au/e/130635158275>

Course: **Introduction to Mental Health First Aid** *online training delivered via Microsoft Teams

10 September 2021, 9:00am – 12:00pm

Description

This introductory session on Mental Health First Aid, will provide an overview of what MHFA is about and how it could work within your organisation.

We will discuss the key concepts of MHFA and how they are applied as well as the main benefit of having MHFA trained staff in your organisation.

Register here for course: <https://www.eventbrite.com.au/e/130636197383>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST
included) for non-
Xchanging customers

Course: **Creating a mentally healthy workplace** *online training delivered via Microsoft Teams

30 September 2021, 9:00am – 12:00pm

Description

This session will introduce the participants to the foundations of a mentally healthy workplace. The content will cover the pre-requisites of creating a workplace environment focused on reducing the risk of stress and mental ill-health as well as basic strategies in developing an organisational Mental Health and Wellbeing program.

Register here for course: <https://www.eventbrite.com.au/e/130636925561>

Cost

\$10 pp (GST included) registration for all Xchanging customers
\$200 pp (GST included) for non-Xchanging customers

Course: **Managing Occupational Violence & Aggression** *online training delivered via Microsoft Teams

26 October 2021, 9:00am – 12:00pm

Description

In this module, we will discuss ways to manage Occupational Violence and Aggression incidents at work from a psychological perspective. It will cover the process from the start, in making the OVA process more meaningful for staff and organisations, as well as intervention strategies following an incident and how we can support staff from a psychological perspective.

Register here for course: <https://www.eventbrite.com.au/e/130637924549>

Cost

\$10 pp (GST included) registration for all Xchanging customers
\$200 pp (GST included) for non-Xchanging customers

Course: **Self-Care for People Leaders and Employees** *online training delivered via Microsoft Teams

12 November 2021, 9:00am – 12:00pm

Description

Looking after our mental health is something that is becoming increasingly important both at work and at home.

This module will cover the Bio-Psycho-Social model and increase our awareness of the regular, daily impacts on our mental health and then discuss practical ways that we can implement active self-care strategies to reduce the risk of mental ill health.

Register here for course: <https://www.eventbrite.com.au/e/130973223437>

Cost

\$10 pp (GST included) registration for all Xchanging customers
\$200 pp (GST included) for non-Xchanging customers

Health & Safety

Course: **Ageing Workforce and Safety** *online training delivered via Microsoft Teams

14 July 2021, 9:00am – 12:00pm 1 October 2021, 9:00am – 12:00pm

Description

This topic will cover;

- as an employer how to manage an ageing worker?
- as an employee what is an ageing worker's safety responsibility?
- what is to expect when dealing with aging phase in life and how does that correlate with workplace safety?
- what are the statistics telling us?

Please note, this training will be delivered across two days with the allocated time. Work will be required to be completed after the session and will be discussed the following day.

Register here for 14 July course: <https://www.eventbrite.com.au/e/131794917145>

Register here for 1 October course: <https://www.eventbrite.com.au/e/131795938199>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Fit for Work** *online via Microsoft Teams

23 September 2021, 9:00am – 12:00pm

Description

This training session will cover;

- the areas of promoting health & wellbeing at your workplace, physical fitness and nutrition, work life balance and fatigue management.
- gain a further understanding of the definitions, current status,
- how these are affecting workplaces
- the benefits of having these controls in place and what it can have for your organisation.

Register here for course: <https://www.eventbrite.com.au/e/131136630191>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Managing and Controlling Workplace Hazards & Risks** *online training delivered via Microsoft Teams

18 October 2021, 9:00am – 12:00pm

Description

Provides participants with an understanding of;

- how to proactively address all types of workplace hazards
- how organisations can identify and assess the risk of both psychological and physical hazards
- how organisation can effectively control the risk of hazards
- how organisations can prevent workplace injuries

Register here for course: <https://www.eventbrite.com.au/e/131138064481>

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Course: **Safety for Managers and Supervisors** *online training delivered via Microsoft Teams

9 & 10 November 2021, 9:00am – 11:30am

Description

This session will provide Managers and Supervisors with;

- an understanding of their OHS legal obligations, and if faced within the workplace, how to manage the hazards and risks.

This topic will discuss:

- case studies,
- HSRs,
- WorkSafe Inspectors,
- Safety Culture and Notifiable Incidents
- an introduction to facilitating return to work for employees.

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Register here for course: <https://www.eventbrite.com.au/e/131142146691>

Continuous Improvement

Course: **Dealing with Challenging Behaviours** *online training delivered via Microsoft Teams

20 July 2021, 9:00am – 12:00pm

Description

We often encounter situations where another person, colleague, customer or client is displaying a challenging behaviour.

These behaviours lead to a reaction and often end up in a conflict, which can make our work experience more difficult.

There are ways that we can deal with these behaviours in a more constructive and effective way to ensure that we get the best chance of preventing conflict and fostering a good working relationship.

Cost

\$10 pp (GST included)
registration for all
Xchanging customers

\$200 pp (GST included)
for non-Xchanging
customers

Register here for course: <https://www.eventbrite.com.au/e/131143390411>



WorkCover / Return to Work

Course: **Role of a Return to Work Coordinator – WorkSafe Endorsed**

Description

Following the principles of effective injury management this course is designed to equip RTW Coordinators with the tools to effectively meet the return to work obligations under the WIRC Act 2013, including the steps required to facilitate a sustainable return to work. This course will also be useful for those managing non work-related injuries.

A WorkSafe-endorsed certificate will be issued upon completion. This course is offered via face to face (9.00am -4.30pm) or fully online.

Online Format: 9.00am -3.30pm (both days)

| | |
|----------------------|----------------------|
| 9.00 am to 10.45 am | Pre-recorded webinar |
| 11.00 am to 12.30 pm | Live online session |
| 1.00 pm to 2.00 pm | Pre-recorded webinar |
| 2.00 pm to 3.30 pm | Live online session |

Book a Course Date:

<https://workplaceinterventions.com.au/virtual-return-to-work-coordinator-training/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Course: **Two-day Advanced WorkCover & Return to Work (Part 1)**

Description

This intensive course has been designed to improve and upskill experienced Return to Work Coordinators, and senior leaders responsible for Workers' Compensation and injury management.

Part 2 of this advanced program covers the following topics:

- 1) The role of emotional intelligence (EQ) in RTW,
- 2) Reaching Resolution: Participating in the Dispute Resolution Process
- 3) Mental Health: Improving Pre and Early Claims Management Skills
- 4) Treating Practitioners: Strategies for Engaging Challenging GPs

Book 18/19 November Course: <https://workplaceinterventions.com.au/event/2-day-advanced-workcover-return-to-work-part-2-18-19-november/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Course: **How to develop a Return to Work Plan for a Physical Injury**

Description

Designed to improve and upskill experienced RTW Coordinators and those responsible for Workers' Compensation.

Part 1 of this advanced program covers the following topics:

- 1) New and Emerging Trends in Workers' Compensation,
- 2) How to Implement a Positive Return to Work Culture,
- 3) The Role of Supervisors and Managers in the Return to Work Process,
- 4) Managing Complex Claims, and
- 5) Understanding Premium – Through Strategic Claims Management

Offered face to face (9.00am -4.30pm) or fully online (9.00-3.30pm).

Book 18/19 October Course: <https://workplaceinterventions.com.au/event/2-day-advanced-workcover-return-to-work-part-1-18-19-october/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Mental Health

Course: **Mental Health First Aid Accredited Training – Community or Workplace Version (CPD points available)**

Description

This program is offered via a 2-day face to face in class training session or fully online consisting of self-paced eLearning (4-7 hrs), followed by 2 x 2.5 hr 'online' facilitator led sessions.

This accredited program helps employers and/or individuals implement a best practice early intervention approach for those who may be experiencing poor mental health. Participants will learn how to recognise the symptoms of different illnesses and assess for mental health crises, equipping participants to provide immediate assistance.

Those trained as accredited MHFAiders are eligible to be appointed as Mental Health First Aid Officers in the workplace. 3-year accreditation.

Book a Course Date: <https://workplaceinterventions.com.au/mental-health-accredited-virtual-training/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Course: **Refresher Mental Health First Aid Accredited Training**

Description

Offered as a face to face in class session (4 hrs) or fully online (4.5 hrs).

This course allows people who have previously completed the standard MHFA course to refresh their knowledge and skills and enables a further 3 years of accreditation.

This course gives participants an opportunity to

- Gain an understanding of the latest research in the mental health field
- Refresh/discuss 3 key actions for helping someone who is suicidal
- Work through complex mental health first aid interactions
- Practice mental health first aid skills.

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Book a Course Date: <https://workplaceinterventions.com.au/online-refresher-mental-health-first-aid-accredited-training/>

Health & Safety

Course: **Five-day Health and Safety Representatives (HSR) Initial OHS** *WorkSafe Approved Course

Description

This course for newly elected HSRs is designed to provide them with knowledge and practical skills to effectively deal with OHS issues within their workplace.

During this program participants will learn how to:

- Interpret the OHS legislative framework and its relationship to the HSR
- Identify key parties and their legislative obligations and duties
- Establish representation in the workplace
- Participate in consultation and issue resolution
- Represent designated workgroup members in any OHS risk management process is undertaken by the appropriate duty holder(s)
- Issuing Provisional Improvement Notice (PIN) and directing cessation of work.

This course will also be beneficial to line managers, supervisors, safety officers, SME business owners, HR, RTW Coordinators and health and safety committee members.

Book a Course Date: <https://workplaceinterventions.com.au/virtual-hsr-ohs-training-courses/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Continuous Improvement

Course: **Emotional Intelligence (EI) for Managers**

Description

EI has been demonstrated to be positively related to job performance especially those jobs that demand a high degree of social interaction. Leadership is about social interaction and EI has been demonstrated to be present in highly effective leaders. The term, EI, was coined by Daniel Goleman and includes psychological attributes such as self-awareness, self-regulation, influence, empathy, and social skills.

The course will also explore the link between EI and culture transformation, active listening, decision making, resilience and self-confidence. Session activities will include role-playing as well as reflecting on the application of EI attributes in the manager's role.

Book 15 November Course: <https://workplaceinterventions.com.au/event/emotional-intelligence-ei-for-managers-15-november/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Course: **Conflict Resolution**

Description

A successful organisation is an engaged workforce with strong communication abilities and a capacity to resolve conflict situations. Improving these skills amongst clients within the workers' compensation and insurance industries has significant flow-on benefits for every organisation. This course aims to improve participants awareness of conflict and provides strategies to manage conflict situations, so they become an opportunity to solve problems and seek solutions.

Book 9 December Course: <https://workplaceinterventions.com.au/event/conflict-resolution-9-december/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Course: **Leadership Development**

Description

For those currently in a leadership position or new to a leadership role, this session will provide participants with the insight, awareness, and techniques to lead more effectively.

This one-day professional development program will provide participants with crucial skills like creating and communicating a vision, use of appropriate body language, emotional intelligence, giving formal and informal feedback, using the art of persuasion, creative problem solving and decision making, and encouraging personal and professional growth.

Book Course: <https://workplaceinterventions.com.au/event/leadership-development-6-september/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

Course: **Performance Management to Achieve Better Results**

Description

We are only as good as the people who work for us. Managing people performance well is the key to enriching the experience at work and contributing to a more effective workplace.

This session will equip participants with the following skills to ensure you get the best out of your people. How to have ongoing conversations with staff on their performance:

- identifying underlying causes of performance issues
- following a "Growth" feedback model
- maintaining a positive environment

Book Course:

<https://workplaceinterventions.com.au/event/performance-management-to-achieve-better-results-29-november/>

Cost

Click on the link to book a course and view the cost

Enter code 'Xchanging' to receive a 10% client discount

E-Learning blast courses (15-20 minutes)

Course: **Becoming a Confident Leader**

Description

The bite size session will take participants through evidence-based strategies to build internalised confidence to be prepared for and working through challenging behaviours/situations.

Cost

Click on the link to book a course and view the cost

Enter code
2021Training to receive a 10% client discount

Course: **Leadership Activities**

Description

Leadership plays an important role in the workplace as well as other community organisations. Learning key leadership activities will offer many benefits to people leaders and businesses, including the ability to drive increased performance, productivity, and wellbeing.

Cost

Click on the link to book a course and view the cost

Enter code
2021Training to receive a 10% client discount

Course: **Communication Strategies**

Description

This course provides a great introduction to person-centred communication strategies and includes an overview of an evidence based 'Effective Communication' framework (OARS – Open questions, Affirmations, Reflections, Summaries).

Cost

Click on the link to book a course and view the cost

Enter code
2021Training to receive a 10% client discount

For more related services see the following links:

We have a suite of eLearning facilitator led programs available via

<https://wpielearning.com.au/>

[Please use coupon code: **2021Training** for 10% off our eLearning programs!](#)

IMPORTANT INFORMATION

All training is currently scheduled to be delivered online via Microsoft Teams. This may change to be in line with the Victorian Government regulations due to the COVID-19 restrictions.

HOW TO ENROL

If you would like to enrol, you can do so online by clicking on the registration link provided under each training seminar.

Payments are required at the time of all registrations.

We are not able to provide invoices for payment of any training seminars.

If you have any queries, please contact our Key Accounts Project Officer:

By email: XRSVP@au.xchanging.com

MELBOURNE

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