

2018 PROFESSIONAL TRAINING SOLUTIONS

TRAINING SOLUTIONS DESIGNED TO
HELP ORGANISATIONS KEEP PEOPLE
SAFE AND HEALTHY AT WORK

IT'S OUR ONGOING COMMITMENT TO SUPPORTING OUR MEMBERS WHICH SETS US APART FROM OTHER INSURERS.

For over 100 years, EML has invested in supporting our members to create safer workplaces and help their workers get back to safe, sustainable work.

EML's range of training solutions are designed to help organisations increase understanding of workers compensation legislation, whilst also helping to minimise work, health and safety (WHS) risks and support return to work outcomes.

We have a wide range of courses and training options, from face to face, distance learning and full online delivery.

PROFESSIONAL TRAINING DESIGNED FOR YOUR ORGANISATION

Improve your understanding of workers compensation legislation and your safety obligations. Find out how to manage workplace injury, learn about work health and safety and gain the confidence to address the challenges of protecting your workforce.

From face to face, distance learning and online delivery, EML members can participate in our training courses for free or at a discounted rate.

TAILORED TRAINING

No matter what size your organisation, we can design a training program that suits your needs.

- Developing a return to work program
- Identifying suitable duties
- Engaging with your insurer
- Communicating with nominated treating doctors
- Return to work for supervisors and managers
- Ergonomics
- Manual handling
- Effective claims strategies
- Train the trainer courses

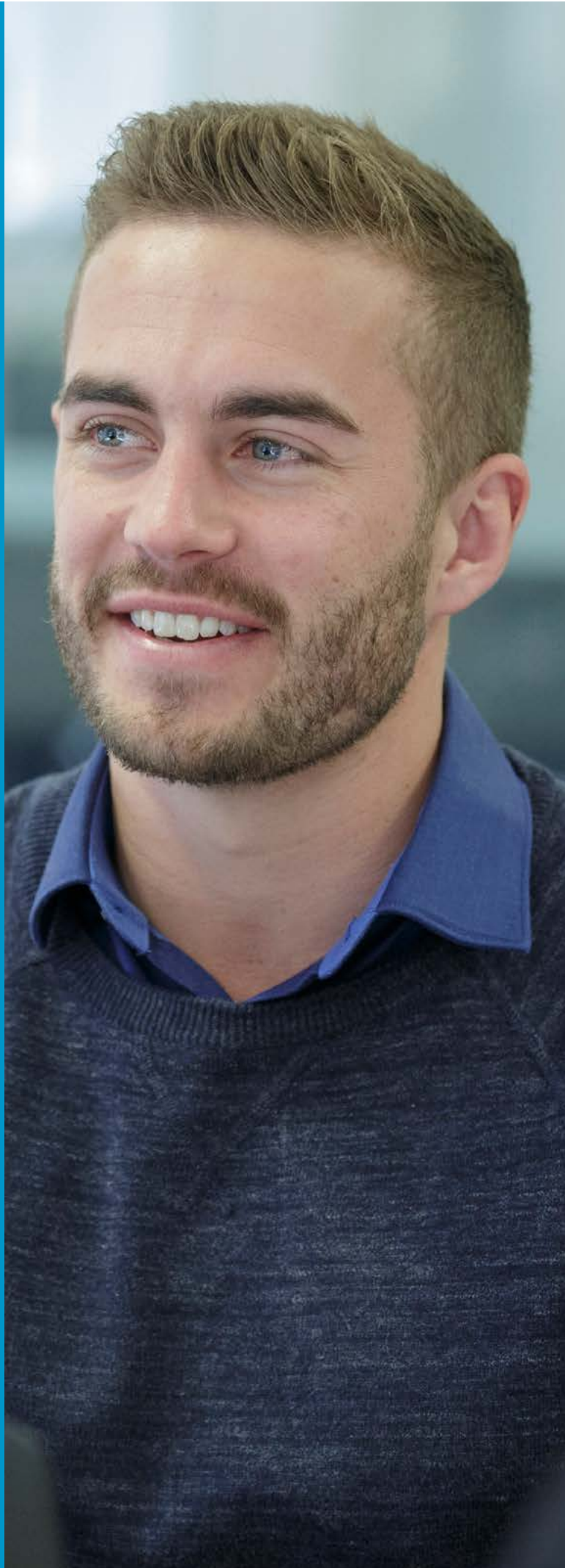
ONLINE TRAINING

EMlearning provides easy access to a suite of free online training courses. Exclusive to EML members and their staff.

GROUP BOOKINGS AND DISCOUNTS

When registering eight or more participants, we can provide a separate training session either at our facility or onsite. Group booking discounts also apply for EML members when there are three or more participants from a single organisation.

For more information visit eml.com.au/memberbenefits or email memberbenefits@eml.com.au



ONLINE TRAINING

EMLEARNING

Online learning is made easy with EMlearning's workplace training courses to help employers reduce risk, meet their compliance requirements and establish a safe workplace culture.

System features include:

- Easy access to online training programs with printable certificates upon completion
- A learning management system with reporting and management tools
- Choose from 11 free online training courses including:

Courses for Managers	Courses for Workers	Courses for Everyone
Risk Management	Risk Management	Conflict Resolution
Injury Management	Injury Management	Contractor Induction
Duty of Care	Duty of Care	Manual Tasks
Work Health & Safety Harmonisation	Work Health & Safety Harmonisation	Office Ergonomics
Bullying & Harassment	Bullying & Harassment	National Information Privacy Awareness
Managing Psychological Conditions in the Workplace		

Online Store

Registered users can also purchase additional courses up to 25% off RRP via the **EMlearning online store**, with course categories including:

- Ethics and Conduct
- Health and safety
- Health Care

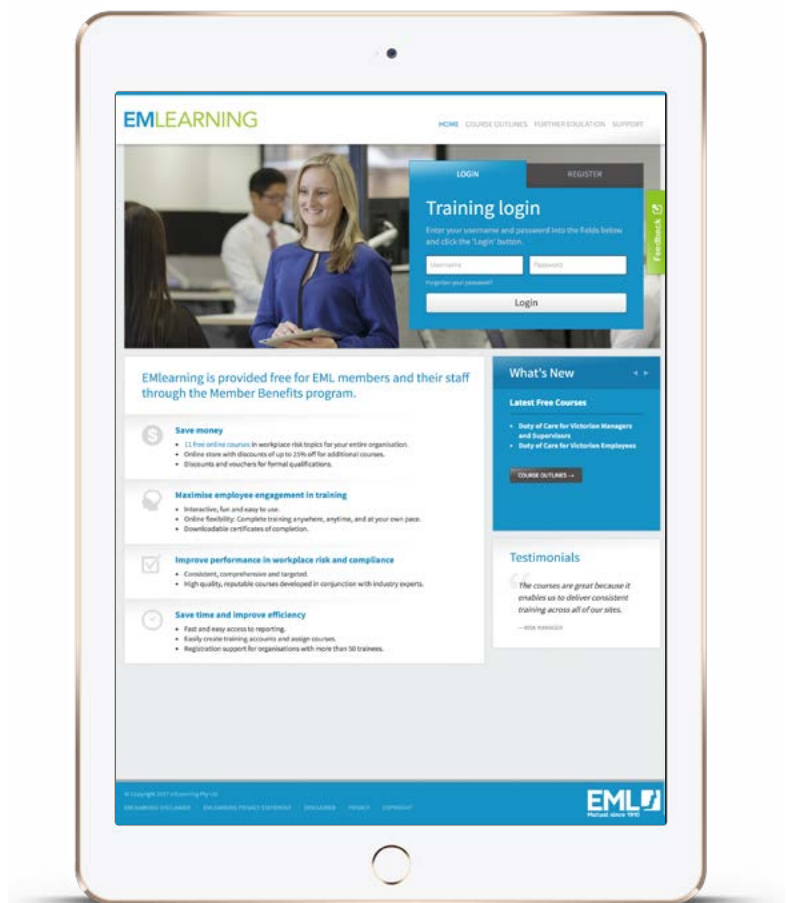
EMlearning is provided exclusively for EML members and their staff through the Member Benefits program.

Further Education

Together with Open Universities Australia, EMlearning is helping to make further education easier.

Registered EMlearning users may be eligible for up to \$500 worth of textbook vouchers when also studying through Open Universities Australia*.

*Textbook vouchers: \$60 for each of the first five undergraduate units (\$300 value) and \$100 for each of the first five postgraduate units (\$500 value).



NATIONAL TRAINING CALENDAR

COURSE NAME	LOCATION	DATE/S	TIME
FEBRUARY			
Introduction to Return to Work Coordination	Sydney	13 – 14 Feb	9:00am – 4:30pm
Return to Work Scheme Essentials	Adelaide	20 Feb	9:30am – 12:30pm
MARCH			
WHS Risk Management for Supervisors and Managers	Sydney	6 – Mar	9:00am – 4:00pm
EML Workers Compensation Essential – a Beginners Guide	Melbourne	6 Mar	9:00am – 11:00am
Understanding Psychological Conditions	Sydney	7 Mar	9:00am – 12:00pm
EML Workers Compensation Essential – a Beginners Guide	Dandenong	7 Mar	9:00am – 11:00am
EML Workers Compensation Essential – a Beginners Guide	Bendigo	8 Mar	9:00am – 11:00am
Complex Case Management	Parramatta	13 Mar	9:00am – 12:00pm
Front Line Safety Leadership	Melbourne	14 Mar	9:00am – 11:00am
Role of the RTW Coordinator	Melbourne	15 – 16 Mar	9:00am – 4:30pm
Psychological Claims Management: A guide for employers in the RTW process	Sydney	16 Mar	3:00pm – 5:00pm
EML Workers Compensation Essential – a Beginners Guide	Geelong	20 Mar	9:00am – 11:00am
Return to Work Scheme: Advanced	Adelaide	20 Mar	9:30am – 12:30pm
Introduction to Return to Work Coordination	Sydney	20 – 21 Mar	9:00am – 4:30pm
Psychological Claims Management: A guide for employers in the RTW process	Melbourne	22 Mar	3:00pm – 5:00pm
Psychological Claims Management: A guide for employers in the RTW process	Adelaide	27 Mar	3:00pm – 5:00pm
Role of the RTW Coordinator	Dandenong	22 – 23 Mar	9:00am – 4:30pm
APRIL			
Employee Care is Smart Business	Sydney	10 Apr	9:30am – 11:30am
Complex Case Management	Sydney	12 Apr	9:00am – 12:00pm
Employee Care is Smart Business	Adelaide	16 Apr	9:30am – 11:30am
Managing Non-Work Related Injuries in the Workplace	Sydney	17 Apr	3:00pm – 5:00pm
Employee Care is Smart Business	Melbourne	17 Apr	9:30am – 11:30am
Managing Non-Work Related Injuries in the Workplace	Melbourne	17 Apr	3:00pm – 5:00pm
Advanced RTW: Implementing strategies that drive results	Melbourne	18 Apr	9:00am – 2:00pm
Taking a national approach: Workers' Compensation across the jurisdictions	Melbourne	18 Apr	3:00pm – 5:00pm
Introduction to Return to Work Coordination	Parramatta	18-19 Apr	9:00am – 4:30pm
Role of the RTW Coordinator	Geelong	19-20 Apr	9:00am – 4:30pm
Keeping your ageing workforce safe at work	Adelaide	26 Apr	9:30am – 11:30am
Keeping your ageing workforce safe at work	Sydney	27 Apr	3:00pm – 5:00pm
Keeping your ageing workforce safe at work	Melbourne	27 Apr	3:00pm – 5:00pm
MAY			
WHS Risk Management for Supervisors and Managers	Parramatta	2 May	9:00am – 4:00pm
Understanding your Workers' Compensation Premium	Melbourne	3 May	9:00am – 11:00am
Creating a strategic approach to health	Sydney	4 May	9:00am – 11:00am
Role of the RTW Coordinator	Shepparton	10 – 11 May	9:00am – 4:30pm
Creating a strategic approach to health	Melbourne	11 May	9:00am – 11:00am
Complex Case Management	Adelaide	16 May	9:00am – 12:00pm
Complex Case Management	Melbourne	16 May	9:00am – 12:00pm
Introduction to Return to Work Coordination	Sydney	16 – 17 May	9:00am – 4:30pm
Mental Health First Aid Certification	Melbourne	17 – 18 May	9:00am – 4:30pm
Mental Health First Aid Certification	Sydney	21 – 22 May	9:00am – 4:30pm
Return to Work Scheme Essentials	Berri	23 May	9:30am – 12:30pm
Role of the RTW Coordinator	Melbourne	23 – 24 May	9:00am – 4:30pm
Advanced Return to Work Coordination	Sydney	31 May	9:00am – 4:30pm
JUNE			
Advanced Return to Work Coordination	Newcastle	5 Jun	9:00am – 4:30pm
Managing Non-Work Related Injuries in the Workplace	Adelaide	6 Jun	3:00pm – 5:00pm
Weekly Benefits and Work Capacity Decisions	Sydney	7 Jun	9:00am – 1:00pm
EML Workers Compensation Essential – a Beginners Guide	Melbourne	19 Jun	9:00am – 11:00am
Introduction to Return to Work Coordination	Newcastle	19 – 20 Jun	9:00am – 4:30pm
Taking a national approach: Workers' Compensation across the jurisdictions	Adelaide	20 Jun	3:00pm – 5:00pm
WHS Risk Management for Supervisors and Managers	Newcastle	27 Jun	9:00am – 4:00pm
JULY			
Return to Work Scheme: Advanced	Mt Gambier	18 Jul	9:30am – 12:30pm
Role of the RTW Coordinator	Melbourne	19 – 20 Jul	9:00am – 4:30pm

FEBRUARY TO DECEMBER 2018

COURSE NAME	LOCATION	DATE/S	TIME
AUGUST			
Psychological Claims Management: A guide for employers in the RTW process	Sydney	2 Aug	3:00pm – 5:00pm
Understanding Psychological Conditions	Parramatta	8 Aug	9:00am – 12:00pm
Advanced RTW: Implementing strategies that drive results	Melbourne	8 Aug	9:00am – 2:00pm
EML Workers Compensation Essential – a Beginners Guide	Bendigo	14 Aug	9:00am – 11:00am
Advanced Return to Work Coordination	Parramatta	15 Aug	9:00am – 4:30pm
EML Workers Compensation Essential – a Beginners Guide	Geelong	16 Aug	9:00am – 11:00am
EML Workers Compensation Essential – a Beginners Guide	Dandenong	17 Aug	9:00am – 11:00am
Mental Health First Aid Certification	Adelaide	21-22 Aug	9:00am – 4:30pm
Introduction to Return to Work Coordination	Sydney	22-23 Aug	9:00am – 4:30pm
EML Workers Compensation Essential – a Beginners Guide	Sydney	30 Aug	9:00am – 1:00pm
Mental Health First Aid Certification	Melbourne	30-31 Aug	9:00am – 4:30pm
SEPTEMBER			
Managing Non-Work Related Injuries in the Workplace	Sydney	4 Sep	3:00pm – 5:00pm
Managing Non-Work Related Injuries in the Workplace	Melbourne	4 Sep	3:00pm – 5:00pm
WHS Risk Management for Supervisors and Managers	Sydney	5 Sep	9:00am – 4:00pm
EML Worker Compensation Essential – a Beginners Guide	Melbourne	6 Sep	9:00am – 11:00am
Role of the RTW Coordinator	Dandenong	6-7 Sep	9:00am – 4:30pm
Courageous Conversations: How to have a difficult chat	Sydney	10 Sep	9:30am – 11:30am
Courageous Conversations: How to have a difficult chat	Melbourne	11 Sep	9:30am – 11:30am
Weekly Benefits and Work Capacity Decisions	Parramatta	12 Sep	9:00am – 1:00pm
Complex Case Management	Adelaide	12 Sep	9:00am – 12:00pm
Role of the RTW Coordinator	Melbourne	12-13 Sep	9:00am – 4:30pm
Psychological Claims Management: A guide for employers in the RTW process	Adelaide	14 Sep	3:00pm – 5:00pm
Courageous Conversations: How to have a difficult chat	Adelaide	18 Sep	9:30am – 11:30am
Return to Work Scheme: Advanced	Berri	19 Sep	9:30am – 12:30pm
Complex Case Management	Melbourne	20 Sep	9:00am – 12:00pm
Introduction to Return to Work Coordination	Sydney	19-20 Sep	9:00am – 4:30pm
Complex Case Management	Newcastle	26 Sep	9:00am – 12:00pm
OCTOBER			
WHS Risk Management for Supervisors and Managers	Parramatta	3 Oct	9:00am – 4:00pm
Front Line Safety Leadership	Melbourne	4 Oct	9:00am – 1:30pm
Taking a national approach: Workers' Compensation across the jurisdictions	Sydney	4 Oct	3:00pm – 5:00pm
Influencing Behaviour Change Through Positive Reinforcement	Adelaide	9 Oct	9:30am – 1:30pm
Complex Case Management	Parramatta	10 Oct	9:00am – 12:00pm
Introduction to Return to Work Coordination	Sydney	17-18 Oct	9:00am – 4:30pm
Health is not a silo	Melbourne	18 Oct	9:00am – 11:00am
Role of the RTW Coordinator	Geelong	18-19 Oct	9:00am – 4:30pm
Introduction to Return to Work Coordination	Newcastle	22-23 Oct	9:00am – 4:30pm
Keeping your ageing workforce safe at work	Sydney	24 Oct	3:00pm – 5:00pm
Keeping your ageing workforce safe at work	Melbourne	24 Oct	3:00pm – 5:00pm
Keeping your ageing workforce safe at work	Adelaide	24 Oct	9:30am – 11:30am
Psychological Claims Management: A guide for employers in the RTW process	Melbourne	25 Oct	3:00pm – 5:00pm
Advanced RTW: Implementing strategies that drive results	Adelaide	30 Oct	9:00am – 2:00pm
Advanced Return to Work Coordination	Sydney	31 Oct	9:00am – 4:30pm
NOVEMBER			
Weekly Benefits and Work Capacity Decisions	Newcastle	1 Nov	9:00am – 1:00pm
Health is not a silo	Sydney	13 Nov	9:00am – 11:00 am
Mental Health First Aid Certification	Melbourne	15-16 Nov	9:00am – 4:30pm
Role of the RTW Coordinator	Shepparton	15-16 Nov	9:00am – 5:00pm
Taking a national approach: Workers' Compensation across the jurisdictions	Melbourne	20 Nov	3:00pm – 5:00pm
Front Line Safety Leadership	Adelaide	21 Nov	9:00am – 1:30pm
Introduction to Return to Work Coordination	Parramatta	22-23 Nov	9:00am – 4:30pm
Role of the RTW Coordinator	Melbourne	22-23 Nov	9:00pm – 4:30pm
WHS Risk Management for Supervisors and Managers	Sydney	27 Nov	9:00am – 4:00pm
Advanced RTW: Implementing strategies that drive results	Melbourne	30 Nov	9:00am – 2:00pm
DECEMBER			
EML Workers' Compensation Essential's – a Beginners Guide	Geelong	11 Dec	9:00am – 11:00am
EML Workers' Compensation Essential's – a Beginners Guide	Bendigo	13 Dec	9:00am – 11:00am

NEW SOUTH WALES COURSES

Introduction to Return to Work Coordination

This two day SIRA accredited course provides Return to Work Coordinators with knowledge about the workers compensation system to enable them to develop and facilitate the return to work process.

Sydney:	Tuesday 13 and Wednesday 14 February 2018 Tuesday 20 and Wednesday 21 March 2018 Wednesday 16 and Thursday 17 May 2018 Wednesday 22 and Thursday 23 August 2018 Wednesday 19 and Thursday 20 September 2018 Wednesday 17 and Thursday 18 October 2018
Parramatta:	Wednesday 18 and Thursday 19 April 2018 Thursday 22 and Friday 23 November 2018
Newcastle:	Tuesday 19 and Wednesday 20 June 2018 Monday 22 and Tuesday 23 October 2018
Time:	9:00am - 4:30pm
Cost:	\$420 for EML members \$400 for group EML members (min of 3 people)

Advanced Return to Work

This one day SIRA accredited course provides experienced Return to Work Coordinators with the skills they need to better support complex claims management.

Sydney:	Thursday 31 May 2018 Wednesday 31 October 2018
Parramatta:	Wednesday 15 August 2018
Newcastle:	Tuesday 5 June 2018
Time:	9:00am - 4:30pm
Cost:	\$270 for EML members \$250 for group EML members (min of 3 people)

Complex Case Management

Some claims are more difficult than others to manage - you might be facing difficulties with the Doctor, the worker may not want to talk to you or any combination of issues that are delaying a recovering. Our team will discuss some of the options you have available so you can start gaining traction on the claim and achieve a better result for all involved.

Sydney:	Thursday 12 April 2018
Parramatta:	Tuesday 13 March 2018 Wednesday 10 October 2018
Newcastle:	Wednesday 26 September 2018
Time:	9:00am - 12pm
Cost:	Free for EML members

Courageous Conversations: How to have a difficult chat

At times we are required to have conversations within our workplaces that require some courage and occasionally we may put these off in order to delay the inevitable. To help you improve your skills and confidence in discussing tough topics Michael Stoddart of Aumento Consulting will host a session that will give you the practical skills to approach these conversations calmly and confidently. Michael will provide a number of sure fire techniques to help you discuss tricky topics by covering themes such as effective feedback, the CATSIP & STAR Models and preparing, initiating and succeeding at a difficult conversation.

Sydney:	Monday 10 September 2018
Time:	9:30am - 11.30am
Cost:	Free for EML members

NEW SOUTH WALES COURSES

Weekly Benefits & Work Capacity Decisions

This session is designed to assist employers in their understanding of weekly benefits work capacity assessments. Participants will learn about the relevant sections of the Act including total incapacity, partial incapacity, claiming weekly benefits, contributing factors to increasing claim costs and controlling premiums. It also provides detail around work capacity assessments and their role within icare NSW Scheme.

Sydney:	Thursday 7 June 2018
Parramatta:	Wednesday 12 September 2018
Newcastle:	Thursday 1 November 2018
Time:	9:00am – 1:00pm
Cost:	Free for EML members

Creating a strategic approach to health

Understand why some health programs work and why others fail. In this practical session you will learn the essentials of creating a strategic and successful health and wellbeing program, learn from the success of others through case studies and apply the knowledge against your current (or future) health program to see what improvements you could make.

Sydney:	Friday 4 May 2018
Time:	9:00am – 11:00am
Cost:	Free for EML members

EML Workers Compensation Essentials - A Beginners Guide

EML WC Essentials is designed to develop a practical working knowledge of the handling and management of workers compensation. The course will look at the fundamentals of the claims lodgement process, what happens next, employer obligations and how EML will support the injured worker and employer. The course is suitable to practitioners wanting to gain a better understanding of the workers compensation process and how to get the best out of their workers' insurances

Sydney:	Thursday 30 August 2018
Time:	9:00am – 1:00pm
Cost:	Free for EML members

Employee Care is Smart Business

This session will hear from Michael Stoddart as he shares a personal story of his own workplace injury and the importance of the Care Approach his employer took to ensure that he returned to work and to his active life as a partner, father and volunteer. Michael's return to work not only had him return to his workplace, but was the key driver in him becoming the National Manager for Workers Compensation at Woolworths, Echo Entertainment Group and now the Head of Injury Management for Lendlease Australia. He will share with you the very practical and realistic approach he has taken in many businesses to ensure Care is at the forefront of having our people return to work after an injury or illness. No matter what business you are in, the size of the workforce or the types of injuries facing your organisation, Michael will work with you in this session on a holistic Care Approach to injury management and return to work.

Sydney:	Tuesday 10 April 2018
Time:	9:30am – 11:30am
Cost:	Free for EML members

NEW SOUTH WALES COURSES

Health is not a silo

Physical Health and Mental Health are closely linked, while Health and Safety go hand in hand. Gain a great understanding in regards to the link between physical health, mental health and safety. Walk away with some tips that you can apply to your own business to create an integrated holistic approach to reduce risk across your business.

Sydney: Tuesday 13 November 2018
Time: 9:00am – 11:00am
Cost: **Free for EML members**

Keeping your ageing workforce safe at work

With Australia's workforce ageing and approaching retirement, employers need to implement strategies to retain, recruit and support mature workers. This course is designed to provide an overview of Australia's current and future workforce demographics as well as describing the challenges and practical strategies for managing the ageing workforce.

Sydney: Friday 27 April 2018
Wednesday 24 October 2018
Time: 3:00pm – 5:00pm
Cost: **Free for EML members**

Managing Non-Work Related Injuries in the Workplace

Many employers do not understand their return to work obligations when an employee is injured in a non-work related incident. This session will discuss the importance of providing appropriate support and assistance to an employee with a non-work related injury, giving consideration to employee requests and your legal requirements during a period of non-work related injury. We will also recommend a few solutions that employers can look into to further to enhance their ability to manage this category of injury in the workplace.

Sydney: Tuesday 17 April 2018
Tuesday 4 September 2018
Time: 3:00pm – 5:00pm
Cost: **Free for EML members**

Mental Health First Aid

This two day nationally accredited course provides practical information about key mental illnesses and first aid processes for crisis and non-crisis interventions, which can be applied to someone experiencing any of the following: • Depression, including suicidal thoughts, feelings or behaviours • Anxiety, including panic attacks • Psychosis, including severe psychotic episodes • Effects of alcohol or substance disorder, including high levels of intoxication. Upon course completion, participants receive nationally recognised certificate qualifications as a mental health first aider provided by Mental Health First Aid Australia.

Sydney: Monday 21 and Tuesday 22 May 2018
Time: 9:00am – 4:30pm
Cost: **\$450**

NEW SOUTH WALES COURSES

Psychological Claims Management: A guide for employers in the RTW process

Workplace psychological claims are becoming more and more common. The objective of this session is to provide an overview of common workplace psychological injuries, early identification, treatment and Recover at Work process. Participants will also be provided with strategies for minimising risk of psychological conditions in the workplace.

Sydney: Friday 16 March 2018
Thursday 2 August 2018
Time: 3:00pm – 5:00pm
Cost: **Free for EML members**

Taking a National Approach: Workers' Compensation across the jurisdictions

It can be frustrating for companies operating across states to understand the different legislations in each jurisdiction. This session will incorporate an overview of the key similarities and differences between the Victorian, New South Wales and South Australian workers' compensation schemes. We will cover the areas of liability, excess, stakeholder responsibilities and timeframes to ensure that you can manage your claims efficiently and effectively across the regulated states.

Sydney: Thursday 4 October 2018
Time: 3:00pm – 5:00pm
Cost: **Free for EML members**

Understanding Psychological Conditions

An advanced look at psychological conditions and how they affect your employees. We recommend that you have attended the "Psychological Claims Management: A guide for employers in the RTW process". The objective of this session is to provide an overview of common psychological injuries sustained in the workplace, the early identification, overview on treatment and what employers can do to support the Recover at Work process. Participants will also be provided with strategies for minimising risk of psychological conditions in the workplace.

Sydney: Wednesday 7 March 2018
Parramatta: Wednesday 8 August 2018
Time: 9:00am – 12:00pm
Cost: **Free for EML members**

WHS Risk Management for Managers and Supervisors

This one day course provides managers and supervisors with the knowledge and skills necessary to apply risk management principles as part of an effective health and safety Management system

Sydney: Tuesday 6 March 2018
Wednesday 5 September 2018
Tuesday 27 November 2018
Parramatta: Wednesday 2 May 2018
Wednesday 3 October 2018
Newcastle: Wednesday 27 June 2018
Time: 9:00am – 4:00pm
Cost: **\$220**

SOUTH AUSTRALIA COURSES

Return To Work Scheme Essentials

This course aims to deliver entry-level knowledge of claims management and an overview of the South Australian Return to Work Scheme. This course is essential to anyone new to ReturnToWorkSA practices, or as an informative refresher. Content provides an overview of the new South Australian scheme, the role of key stakeholders, what you can expect when a claim is made, calculation of average weekly earnings, income support and weekly payment reimbursement requests, and the rights and responsibilities of employers and injured workers.

Adelaide: Tuesday 20 February 2018
Berri: Wednesday 23 May 2018
Mt Gambier: Tuesday 17 April 2018
Time: 9:30am – 12:30pm
Cost: **Free for EML members**

Return to Work Scheme Advanced

For participants who have completed our Return to Work Scheme Essentials course or who possess an in-depth knowledge of the South Australian Return to Work scheme, this course covers advanced technical concepts under the Return to Work legislation and provides an in-depth working knowledge of injury and claims management practices. Content focuses on best practice recovery and return to work considerations, lump sum entitlements, review of employer obligations pursuant to sections 18 and 20 of 'The Act', discontinuance and reductions, weekly payment reimbursement requests and the dispute resolution process.

Adelaide: Tuesday 20 March 2018
Berri: Wednesday 19 September 2018
Mt Gambier: Wednesday 18 July 2018
Time: 9:30am – 12:30pm
Cost: **Free for EML members**

Advanced RTW: Implementing Strategies that drive results

This course has been developed by EML's claims specialists who will provide an in-depth discussion on how employers can put themselves in the best position to achieve a positive return to work outcome for their workers and as a result themselves. Content discussed will include early evidence gathering for liability, reasonable management action, risk profiling claims and how to prepare in the event a claim becomes a legal matter. This session will be informative and engaging with insightful and practical advice provided by our in-house experts.

Adelaide: Tuesday 30 October 2018
Time: 9:00am – 2:00pm
Cost: **Free for EML members**

SOUTH AUSTRALIA COURSES

Keeping your ageing workforce safe at work

With Australia's workforce ageing and approaching retirement, employers need to implement strategies to retain, recruit and support mature workers. This course is designed to provide an overview of Australia's current and future workforce demographics as well as describing the challenges and practical strategies for managing the ageing workforce.

Adelaide:	Thursday 26 April 2018 Wednesday 24 October 2018
Time:	9:30am – 11:30am
Cost:	Free for EML members

Employee Care is Smart Business

This session will have us hear from Michael Stoddart as he shares a personal story of his own workplace injury and the importance of the Care Approach his employer took to ensure that he returned to work and to his active life as a partner, father and volunteer. Michael's return to work not only had him return to his workplace, but was the key driver in him becoming the National Manager for Workers Compensation at Woolworths, Echo Entertainment Group and now the Head of Injury Management for Lendlease Australia. He will share with you the very practical and realistic approach he has taken in many businesses to ensure Care is at the forefront of having our people return to work after an injury or illness. No matter what business you are in, the size of the workforce or the types of injuries facing your organisation, Michael will work with you in this session on a holistic Care Approach to injury management and return to work.

Adelaide:	Monday 16 April 2018
Time:	9:30am – 11:30am
Cost:	Free for EML members

Managing Non-Work Related Injuries in the Workplace

Many employers do not understand their return to work obligations when an employee is injured in a non-work related incident. This session will discuss the importance of providing appropriate support and assistance to an employee with a non-work related injury, giving consideration to employee requests and your legal requirements during a period of non-work related injury. We will also recommend a few solutions that employers can look into to further to enhance their ability to manage this category of injury in the workplace.

Adelaide:	Wednesday 6 June 2018
Time:	3:00pm – 5:00pm
Cost:	Free for EML members

SOUTH AUSTRALIA COURSES

Mental Health First Aid

This two day nationally accredited course provides practical information about key mental illnesses and first aid processes for crisis and non-crisis interventions, which can be applied to someone experiencing any of the following:

- Depression, including suicidal thoughts, feelings or behaviours
- Anxiety, including panic attacks
- Psychosis, including severe psychotic episodes
- Effects of alcohol or substance disorder, including high levels of intoxication

Upon course completion, participants receive nationally recognised certificate qualifications as a mental health first aider provided by Mental Health First Aid Australia.

Adelaide:

Tuesday 21 and Wednesday 22 August 2018

Time:

9:00am – 4:30pm

Cost:

Free for EML members

Psychological Claims Management: A guide for employers in the RTW process

Workplace psychological claims are becoming more and more common. The objective of this session is to provide an overview of common workplace psychological injuries, early identification, treatment and Recover at Work process. Participants will also be provided with strategies for minimising risk of psychological conditions in the workplace.

Adelaide:

Tuesday 27 March 2018

Friday 14 September 2018

Time:

3:00pm – 5:00pm

Cost:

Free for EML members

Taking a National Approach: Workers' Compensation across the jurisdictions

It can be frustrating for companies operating across states to understand the different legislations in each jurisdiction. This session will incorporate an overview of the key similarities and differences between the Victorian, New South Wales and South Australian workers' compensation schemes. We will cover the areas of liability, excess, stakeholder responsibilities and timeframes to ensure that you can manage your claims efficiently and effectively across the regulated states.

Adelaide:

Wednesday 20 June 2018

Time:

3:00pm – 5:00pm

Cost:

Free for EML members

SOUTH AUSTRALIA COURSES

Courageous Conversations: How to have a difficult chat

At times we are required to have conversations within our workplaces that require some courage and occasionally we may put these off in order to delay the inevitable. To help you improve your skills and confidence in discussing tough topics Michael Stoddart of Aumento Consulting will host a session that will give you the practical skills to approach these conversations calmly and confidently. Michael will provide a number of sure fire techniques to help you discuss tricky topics by covering themes such as effective feedback, the CATSIP & STAR Models and preparing, initiating and succeeding at a difficult conversation.

Adelaide: Tuesday 18 September 2018
Time: 9:30am - 11:30am
Cost: **Free for EML members**

Front Line Safety Leadership

The purpose of this training is to build and apply the leadership skills that engage and sustain a high performing safety culture within the workplace. Participants will explore the practical application of the 5 keys to safety leadership plus understand the process for conducting effective safety interactions 'in the field'.

Adelaide: Wednesday 21 November 2018
Time: 9:30am - 1:30pm
Cost: **Free for EML members**

Influencing Behaviour Change Through Positive Reinforcement

Participants will explore how large and small organisations have used behaviour based recognition programs and positive reinforcement to inspire employees, change behaviour and ultimately improve safety culture and performance.

Adelaide: Tuesday 9 October 2018
Time: 9:30am - 1:30pm
Cost: **Free for EML members**

Complex Case Management

Some claims are more difficult than others to manage - you might be facing difficulties with the Doctor, the worker may not want to talk to you or any combination of issues that are delaying a recovering. Our team will discuss some of the options you have available so you can start gaining traction on the claim and achieve a better result for all involved

Adelaide: Wednesday 16 May 2018
Wednesday 12 September 2018
Time: 9:00am - 12:00pm
Cost: **Free for EML members**

VICTORIA COURSES

Role of the Return to Work Coordinator

This 2-day course has been developed by WorkSafe Victoria and assists participants meet the "competency" requirement of the Workplace Injury Rehabilitation and Compensation Act 2013. The course covers the obligations of employers and workers as well as an overview of the compensation scheme and the functions of the Authority and self-insurers under the Act. Participants will be provided the information and skills to support their employer facilitate the successful RTW of injured workers, including: • How to coordinate the RTW of an injured worker and how to develop, implement and monitor effective RTW plans; • The importance of RTW goals and measuring the effectiveness of RTW plans; • How to communicate effectively with the injured worker, their treating health practitioner and others involved in the RTW process RTW Coordinators nominated and appointed for the purpose of meeting the employer's obligations under the Act.

Melbourne:	Thursday 15 and Friday 16 March 2018 Wednesday 23 and Thursday 24 May 2018 Thursday 19 and Friday 20 July 2018 Wednesday 12 and Thursday 13 September 2018 Thursday 22 and Friday 23 November 2018
Geelong:	Thursday 19 and Friday 20 April 2018 Thursday 18 and Friday 19 October 2018
Dandenong:	Thursday 22 and Friday 23 March 2018 Thursday 6 and Friday 7 September 2018
Shepparton:	Thursday 10 and Friday 11 May 2018 Thursday 15 and Friday 16 November 2018
Time:	9:00am - 4:30pm
Cost:	\$400 for EML members

Advanced RTW: Implementing strategies that drive results

This course has been developed by EML's claims specialists who will provide an in-depth discussion on how employers can put themselves in the best position to achieve a positive return to work outcome for their workers and as a result themselves. Content discussed will include early evidence gathering for liability, reasonable management action, risk profiling claims and how to prepare in the event a claim becomes a legal matter. This session will be informative and engaging with insightful and practical advice provided by our in-house experts.

Melbourne:	Wednesday 18 April 2018 Wednesday 8 August 2018 Friday 30 November 2018
Time:	9:00am - 2:00pm
Cost:	Free for EML members

Complex Case Management

Some claims are more difficult than others to manage - you might be facing difficulties with the Doctor, the worker may not want to talk to you or any combination of issues that are delaying a recovering. Our team will discuss some of the options you have available so you can start gaining traction on the claim and achieve a better result for all involved.

Melbourne:	Wednesday 16 May 2018 Thursday 20 September 2018
Time:	9:00am - 12:00pm
Cost:	Free for EML members

VICTORIA COURSES

Courageous Conversations: How to have a difficult chat

At times we are required to have conversations within our workplaces that require some courage and occasionally we may put these off in order to delay the inevitable. To help you improve your skills and confidence in discussing tough topics Michael Stoddart of Aumento Consulting will host a session that will give you the practical skills to approach these conversations calmly and confidently. Michael will provide a number of sure fire techniques to help you discuss tricky topics by covering themes such as effective feedback, the CATSIP & STAR Models and preparing, initiating and succeeding at a difficult conversation.

Melbourne: Tuesday 11 September 2018
Time: 9:30am - 11:30am
Cost: **Free for EML members**

Creating a strategic approach to health

Understand why some health programs work and why others fail. In this practical session you will learn the essentials of creating a strategic and successful health and wellbeing program, learn from the success of others through case studies and apply the knowledge against your current (or future) health program to see what improvements you could make.

Melbourne: Friday 11 May 2018
Time: 9:00am - 11:00am
Cost: **Free for EML members**

EML Workers Compensation Essentials - A Beginners Guide

EML WC Essentials is designed to develop a practical working knowledge of the handling and management of workers compensation. The course will look at the fundamentals of the claims lodgement process, what happens next, employer obligations and how EML will support the injured worker and employer.

Melbourne: Tuesday 6 March 2018
Tuesday 19 June 2018
Thursday 6 September 2018
Geelong: Tuesday 20 March 2018
Thursday 16 August 2018
Tuesday 11 December 2018
Dandenong: Wednesday 7 March 2018
Friday 17 August 2018
Bendigo: Thursday 8 March 2018
Tuesday 14 August 2018
Thursday 13 December 2018
Time: 9:00am - 11:00am
Cost: **Free for EML members**

VICTORIA COURSES

Employee Care is Smart Business

This session will have us hear from Michael Stoddart as he shares a personal story of his own workplace injury and the importance of the Care Approach his employer took to ensure that he returned to work and to his active life as a partner, father and volunteer. Michael's return to work not only had him return to his workplace, but was the key driver in him becoming the National Manager for Workers Compensation at Woolworths, Echo Entertainment Group and now the Head of Injury Management for Lendlease Australia. He will share with you the very practical and realistic approach he has taken in many businesses to ensure Care is at the forefront of having our people return to work after an injury or illness. No matter what business you are in, the size of the workforce or the types of injuries facing your organisation, Michael will work with you in this session on a holistic Care Approach to injury management and return to work.

Melbourne: Tuesday 17 April 2018
Time: 9:30am - 11:30am
Cost: **Free for EML members**

Health is not a silo

Physical Health and Mental Health are closely linked, while Health and Safety go hand in hand. Gain a great understanding in regards to the link between physical health, mental health and safety. Walk away with some tips that you can apply to your own business to create an integrated holistic approach to reduce risk across your business.

Melbourne: Thursday 18 October 2018
Time: 9:00am - 11:00am
Cost: **Free for EML members**

Keeping your ageing workforce safe at work

With Australia's workforce ageing and approaching retirement, employers need to implement strategies to retain, recruit and support mature workers. This course is designed to provide an overview of Australia's current and future workforce demographics as well as describing the challenges and practical strategies for managing the ageing workforce.

Melbourne: Friday 27 April 2018
Wednesday 24 October 2018
Time: 3:00pm - 5:00pm
Cost: **Free for EML members**

Managing Non-Work Related Injuries in the Workplace

Many employers do not understand their return to work obligations when an employee is injured in a non-work related incident. This session will discuss the importance of providing appropriate support and assistance to an employee with a non-work related injury, giving consideration to employee requests and your legal requirements during a period of non-work related injury. We will also recommend a few solutions that employers can look into to further to enhance their ability to manage this category of injury in the workplace.

Melbourne: Tuesday 17 April 2018
Tuesday 4 September 2018
Time: 3:00pm - 5:00pm
Cost: **Free for EML members**

VICTORIA COURSES

Mental Health First Aid

This two day nationally accredited course provides practical information about key mental illnesses and first aid processes for crisis and non-crisis interventions, which can be applied to someone experiencing any of the following:

- Depression, including suicidal thoughts, feelings or behaviours
- Anxiety, including panic attacks
- Psychosis, including severe psychotic episodes
- Effects of alcohol or substance disorder, including high levels of intoxication

Upon course completion, participants receive nationally recognised certificate qualifications as a mental health first aider provided by Mental Health First Aid Australia.

Melbourne: Thursday 17 and Friday 18 May 2018
Thursday 30 and Friday 31 August 2018
Thursday 15 and Friday 16 November 2018
Time: 9:00am – 4:30pm
Cost: **\$450**

Psychological Claims Management: A guide for employers in the RTW process

Workplace psychological claims are becoming more and more common. The objective of this session is to provide an overview of common workplace psychological injuries, early identification, treatment and Recover at Work process. Participants will also be provided with strategies for minimising risk of psychological conditions in the workplace.

Melbourne: Thursday 22 March 2018
Thursday 25 October 2018
Time: 3:00pm – 5:00pm
Cost: **Free for EML members**

Taking a National Approach: Workers' Compensation across the jurisdictions

It can be frustrating for companies operating across states to understand the different legislations in each jurisdiction. This session will incorporate an overview of the key similarities and differences between the Victorian, New South Wales and South Australian workers' compensation schemes. We will cover the areas of liability, excess, stakeholder responsibilities and timeframes to ensure that you can manage your claims efficiently and effectively across the regulated states.

Melbourne: Wednesday 18 April 2018
Tuesday 20 November 2018
Time: 3:00pm – 5:00pm
Cost: **Free for EML members**

Front-line Safety Leadership

The purpose of this training is to build and apply the leadership skills that engage and sustain a high performing safety culture within the workplace. Participants will explore the practical application of the 5 keys to safety leadership plus understand the process for conducting effective safety interactions "in the field"

Melbourne: Wednesday 14 March 2018
Thursday 4 October 2018
Time: 9:00am - 1:30pm
Cost: **Free for EML members**

Understanding Your Workers' Compensation Premium

This session will provide an overview of the factors that are included when calculating workers compensation premium within the WorkSafe Victoria managed fund scheme. The seminar includes detailed industry classifications, wage definitions, claims experience, premium drivers and strategies on how to reduce workers compensation premiums.

Melbourne: Thursday 3 May 2018
Time: 9:00am – 11:00am
Cost: **Free for EML member**

2018 TRAINING REGISTRATION FORM

If you would like to register for one or more of these courses, please complete the following details and return this form by email or fax. Alternatively, you can register online at eml.com.au/training

Contact Details

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Dr Other _____

First Name _____ Last Name _____

Position _____

Company Name _____

Postal Address _____

Suburb _____ State _____ Postcode _____

Work Phone _____ Fax _____

Email _____

Member Details

☐ EML Policy Holder Policy No./ Employer Registration No. _____

☐ Non-Policy Holder

Course Details

Course Name _____

Date _____ Location _____

Course Name _____

Date _____ Location _____

Course Name _____

Date _____ Location _____

EMLEARNING

To register for EMlearning visit emlcom.au/emlearning

Find out more

For more information about EML training or to discuss your organisation's training needs, please contact the Client Services team in your state:

NSW

T: 02 8251 9000
1800 469 931 (toll free)
F: 02 8251 9495
E: clientservices@eml.com.au

SA

T: 08 8127 1400
1300 365 105 (toll free)
F: 08 8127 1200
E: clientservicesSA@eml.com.au

VIC

T: 03 7000 0700
1800 365 842 (toll free)
F: 03 7000 0701
E: clientservicesVIC@eml.com.au

Booking Policy

Bookings can be made by completing the Training Registration Form online or by returning the completed form via email or mail.

We require bookings and full payment (where applicable) to be made for all sessions no later than 10 days prior to the course commencing.

Unless specified, all courses are GST-free and are exempt from GST.

Upon receipt of your registration form, an invoice will be forwarded to you and payment can be made via cheque or EFT.

Please note we do not accept payment via credit card.

EML EFT Details

Name of Bank: **NAB**
BSB: **082-001**
Account No.: **509019409**

Confirmation and Cancellations

Courses require a minimum of 10 participants to run. If less than 10 participants are registered, we will contact you to discuss alternative arrangements.

A booking confirmation outlining the session date, time, address details and any other information relevant to the session will be sent via email. A reminder email will also be sent no later than one week prior to the scheduled session date.

- Payment is required in advance of the scheduled course date to confirm the booking.
- Cancellation received no less than 10 days prior to the scheduled course date will receive a full refund.
- Cancellation received less than 10 days prior to the scheduled course date will incur a 50% cancellation fee.
- Cancellations received less than 7 days prior to the scheduled course date for the Mental Health First Aid course will incur a 100% cancellation fee.
- Courses may be cancelled due to insufficient numbers. Participants will be offered a transfer to another course or a full refund.
- Substitution of participants is allowed at any time prior to course commencement.

Group Bookings & Discounts

If there are 8 or more participants from one organisation then EML may be able to provide a separate training session, either in our offices or onsite. Group booking discounts also apply for EML members when you have three or more participants from the one organisation.

Please contact us to discuss your group booking.

Training Venues

Sydney

Level 3, 345 George Street
Sydney NSW 2000

Parramatta

Level 7, 18 Smith Street
Parramatta NSW 2150

Adelaide

Level 15, 26 Flinders Street
Adelaide SA 5000

Melbourne

Level 6, 385 Bourke Street
Melbourne VIC 3001

Bendigo, Geelong, Shepparton, Dandenong and Traralgon

Please contact ClientServicesVIC@eml.com.au for more details on the venues in these locations.

CONTACTS

NEW SOUTH WALES

A: Level 3, 345 George Street, Sydney NSW 2000
T: 1800 469 931 (toll free)

VICTORIA

A: Level 6, 385 Bourke Street, Melbourne VIC 3000
T: 1800 365 842 (toll free)

SOUTH AUSTRALIA

A: Level 15, 26 Flinders Street, Adelaide SA 5000
T: 1300 365 105 (toll free)

E: memberbenefits@eml.com.au
W: eml.com.au/memberbenefits