

# Procare Group Workplace Facilitated Discussion Services.

## Integrated Solutions Provider

The Procare Group provides tailored and effective services in the field of rehabilitation, injury management, wellbeing and treatment. We offer a range of solutions targeted at scheme/legislative requirements that are tailored to all stages in the claim spectrum. Our practices evidence a biopsychosocial approach to injury and disease management, addressing all relevant factors of treatment, workplace, environment and lifestyle for each and every client. Our team of experts achieve optimal early intervention through collaborative strategies.

Insurers and employers are changing their approaches to the management of workplace issues and conflict. This is in response to a broader changing understanding around workplace mental health, as well as growing awareness of the cost of psychological injuries.

Our workplace facilitated discussion service can help resolve workplace issues and provide early intervention support for proactive claims management in a timely and cost effective manner.

## Workplace Facilitated Discussion

A workplace facilitated discussion is a brief intervention when there is a workplace relationship issue impacting the worker's recovery through work. The purpose is to resolve issues raised by the worker and/or the employer, assist parties to identify an appropriate plan and reach a workable agreement for recovery at work. Returning to healthy work is the goal for all injured workers.



### Gaining Support

Participants will have the opportunity to listen and be heard. Any agreement or outcome that is reached is decided by the participants.



### No Judgement

The workplace facilitator acts as a neutral third party, without making judgement or decisions on behalf of the participants.



### Moving Forward

The facilitated discussion is not about the past. It allows participants to discuss issues and engage in collaborative problemsolving and think positively about their future workplace interactions.



### Completely Voluntary

Participants have the right to choose to engage in the process. Participants go into this with an open mind and in good faith of working towards a resolution.

Quick Guide

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## 100% Confidential

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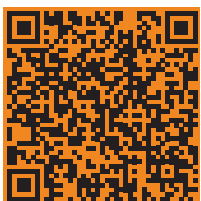


## Prompt/ Timeliness

Generally, services are between 8–12 hours, depending on the complexity of the issues. This includes preliminary meetings with individual participants, liaison and updates to all parties, the facilitated discussion meeting and report.

**Our facilitated discussion service addresses workplace challenges efficiently, offering early intervention to support proactive claims management.**

- Early resolution of workplace disputes
- Support a return to healthy work
- Enhanced wellbeing in the workplace
- Early intervention support for proactive claims management
- Effective way to allow both participants to speak, be heard and achieve resolution
- Help participants reach an agreement about future workplace interactions
- Where facilitated discussion is not the solution, early identification of other rehabilitation or return to work strategies.
- SIRA-approved workplace facilitators with injury management and return to work expertise
- Avoid further damage, costs and possible litigation
- Cost effective



## Get in touch

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