

A woman with dark hair, wearing a red top, is looking down at a document or screen. The image is framed in a circular shape with a purple border.

# CGU Workers Compensation

## Injury management training for employers

Ineffective injury management can cost businesses in terms of productivity and workers' compensation claims. CGU is committed to assisting employers gain a greater understanding of injury management strategies and develop skills to effectively manage workplace injury. This will lead to a reduction in time loss injuries as well as a reduction in workers' compensation costs.

CGU Workers Compensation has developed a series of employer training packages targeted at a range of knowledge bases, to provide employers with the tips and techniques to aid injury management in the return to work process.

The three modules developed are conducted in an informal atmosphere allowing the opportunity for active participation from attendees. These training modules are targeted at human resources specialists, line managers, supervisors, small business owners and those with an interest in better understanding and managing workplace accidents and injuries.

### Module 1

#### Fundamentals of Workers' Compensation and Injury Management

This module introduces participants to the workers' compensation system, including the key stakeholders and the rights and responsibilities of each. It describes the injury management process from the very beginning of an accident or injury occurring, including the relevant forms needed to lodge a claim. Key legislative points are covered, including the requirement for an Injury Management System and Return to Work Program. Upon completion of this module participants will have a greater insight as to the importance of having a coordinated injury management approach, and a clear understanding of their legislative requirements.

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## Module 2

### Return to Work Programs

Module 2 expands on the requirement for a Return to Work Program, and provides participants with the skills and knowledge required to confidently complete a program back in their workplace. This is achieved by reviewing the key components of a Return to Work Program to ensure it is completed in accordance with the Code of Practice. As part of this module participants complete a Return to Work Program to demonstrate their understanding and learning of the key requirements. They are also introduced to workplace rehabilitation providers and the important role they can play in successful return to work outcomes.

A strong theme during this module is the role of a workplace Injury Management Coordinator, and the important role they play in ensuring Return to Work Programs are in place as required, and communication across the key parties is maintained at all times.

## Module 3

### Strategic Injury Management

This final module equips participants with practical tools they can take back to the workplace to tackle the more complex return to work scenarios. Focus is on participants being able to identify barriers early in the life of a workplace injury, and then formulating strategies to overcome these. The importance of communication has a major theme, as too does conflict resolution and the dispute resolution process. This module acknowledges the complex situations that can arise in workers' compensation claims, and encourages participants to interact in a workshop environment.

Strategies are identified, and experiences are shared within the group. Upon completion of this module participants will have the tools to confidently and successfully deal with difficult return to work situations.

### Injury management for employers 2012 training schedule

| Western Australia  | Course Code | Date                       | Time             |
|--|-------------|----------------------------|------------------|
| CGU Insurance<br>Ground Floor<br>46 Colin Street<br>West Perth 6005<br><br>Register on <a href="mailto:imtrainings@cgu.com.au">imtrainings@cgu.com.au</a><br>or by phone on (08) 9264 2430 | Module 1    | March 14 <sup>th</sup>     | 9.30am - 12.30pm |
|  | Module 2    | March 28 <sup>th</sup>     | 9.30am - 12.30pm |
|  | Module 3    | April 11 <sup>th</sup>     | 9.30am - 12.30pm |
|  | Module 1    | September 12 <sup>th</sup> | 9.30am - 12.30pm |
|  | Module 2    | September 26 <sup>th</sup> | 9.30am - 12.30pm |
|  | Module 3    | October 10 <sup>th</sup>   | 9.30am - 12.30pm |

**For Tasmania, Northern Territory and Australian Capital Territory customers please contact your CGU Office for training dates and further information**

| Tasmania  | Northern Territory  | Australian Capital Territory  |
|---|---|---|
| CGU Workers Compensation<br>Level 5, 188 Collins Street<br>Hobart TAS 7000                                      | CGU Workers Compensation<br>Level 3, 47 Mitchell Street<br>Darwin NT 0800                                       | CGU Workers Compensation<br>Level 3, 92 Northbourne Ave<br>Braddon ACT 2612                                     |
| Register on <a href="mailto:imtrainings@cgu.com.au">imtrainings@cgu.com.au</a><br>or by phone on (03) 6230 4700 | Register on <a href="mailto:imtrainings@cgu.com.au">imtrainings@cgu.com.au</a><br>or by phone on (08) 8924 0300 | Register on <a href="mailto:imtrainings@cgu.com.au">imtrainings@cgu.com.au</a><br>or by phone on (02) 6240 4790 |

**The course is free of charge for our valued CGU clients and numbers are strictly limited, so register early to avoid disappointment.**



Workers Compensation insurance for Western Australia, Northern Territory, Tasmania and the Australian Capital Territory is underwritten by Insurance Australia Limited  
ABN 11 000 016 722 trading as CGU Workers Compensation.

**...that's the CGU Advantage**