

HR in Health online courses

For clinical and non-clinical staff



Expression of Interest (EOI)

Practice staff working in Aboriginal Medical Services (AMS'), Aboriginal Community Controlled Health Organisations (ACCHOs), or general practices are invited to register their interest in completing selected HR in Health online courses.

Northern Queensland Primary Health Network (NQPHN), together with HR in Health, is offering a limited number of funded licenses for online courses – [Managing Difficult and Aggressive Patients](#), and [HR Onboarding and Refresher Training](#).

[HR in Health](#) specialise in providing tailored advice, support and education to private practices in Australia to ensure compliance. They have extensive resources, including eLearning, webinars, and templates along with on-tap support to enhance your HR capabilities.

Please note: Funded licenses for these courses are limited, and each license is allocated to an individual user. Licenses will be distributed across practices to ensure equitable access. Should additional licenses be required, practices will have the option to purchase them at a PHN discounted rate of 50% off.

For additional information on these courses, please turn over.
Expressions of interest close **4pm, Friday 13 February 2026**.

Online EOI registration

forms.office.com/r/L5ZWGFDke6



HR in Health online courses

Continued



Expression of Interest (EOI)

Managing Difficult and Aggressive Patients

Overview

Occupational Violence is becoming more prevalent in healthcare settings throughout Australia, and this course aims to arm staff with the skills required to handle difficult patients.

Participants will gain insight into what occupational violence looks like in the workplace, how your environmental design can increase risk, and what response control measures they can use to de-escalate situations.

Key concepts

- What is occupational violence?
- De-escalation of aggressive telephone calls and dealing with inappropriate comments.
- Face-to-face de-escalation skills.
- Personal safety awareness.
- Post crisis intervention.
- Interpersonal relationships, stress, and burnout.

Key information

- Course duration: 1 hour, 45 minutes.
- Length of access: 6-months.
- Course value: \$199 per user.

HR Onboarding and Refresher

Overview

This onboarding and re-induction training provides staff with a clear understanding of their role, responsibilities, and expected behaviours within a private medical practice.

It helps build confidence, promotes professionalism, and ensures every team member is aligned with workplace standards.

Key concepts

- The working relationship.
- Respectful workplace behaviours including professional boundaries with colleagues, employer and patients .
- Understanding workplace bullying and harassment.
- Sexual harassment in the workplace.
- Indirect and direct discrimination.
- Workplace health and safety obligations.
- Raising concerns, complaints and grievances.
- Confidentiality and privacy.

Key information

- Course duration: 3 hours, 30 minutes.
- Length of access: 6-months.
- Course value: \$99 per user.

