

DXC Claims Management Services

Seminar Calendar

January – June 2024



Mental health and workplace wellbeing

The role of leadership in managing psychosocial risks

20 February 2024, 1pm – 2.30pm (online)

This session will cover the key role of two leadership levels, the executive and general, in managing psychosocial risks at work. It will explore governance and strategy as a means of influencing cultural change in an organisation, as well as looking at the issues impacting general leadership and how workplaces can support leaders in improving their capability to address workplace mental health.

Click here to register: [Book-the-role-of-leadership-in-managing-psychosocial-risks](#)

Pricing:

DXC Customers - \$10pp (incl. GST)

Non-DXC Customers - \$200pp (incl. GST)

Understanding and managing burnout

08 May 2024, 9.30am – 11.30am (online)

Burnout is a significant issue affecting workplaces from all backgrounds. This session will look at ways organisations can manage burnout by reviewing organisational culture and workplace practices that contribute to employee burnout. We will also look at ways that we can support and educate our staff in managing burnout as a part of this overall culture-change strategy.

Click here to register: [Book-understanding-and-managing-burnout](#)

Pricing:

Customers - \$10pp (incl. GST)

Non-DXC Customers - \$200pp (incl. GST)

Bullying and harassment in the workplace

08 April 2024, 9.30am – 11.30am (online)

This session will explore the definition of bullying and harassment from a legal perspective and include 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.

Click here to register: [Book-bullying-and-harassment-in-the-workplace](#)

Pricing:

DXC Customers - \$10pp (incl. GST)

Non-DXC Customers - \$200pp (incl. GST)

Developing a Mental Health and Wellbeing Framework

28 May 2024, 1pm – 2.30pm (online)

In this session we look at ways in which organisations can set-up a framework for their mental health and wellbeing strategy based on some popular models and approaches. We will also address the capabilities around ensuring that these frameworks align to your identified psychosocial risks and how to continually review, improve and innovate your frameworks for them to remain relevant to the overarching mental health and wellbeing strategy.

Click here to register: [Book-developing-a-mental-health-and-wellbeing-framework](#)

Pricing:

DXC Customers - \$10pp (incl. GST)

Non-DXC Customers - \$200pp (incl.

Mental health and workplace wellbeing

Having difficult conversations

11 June 2024, 9.30am-11.30am (online)

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.

Click here to register: [Book-having-difficult-conversations](#)

Pricing:

DXC Customers - \$10pp (incl. GST)

Non-DXC Customers - \$200pp (incl. GST)



Tailored training sessions and wellbeing program support

For groups of 8 or more tailored training sessions are recommended to ensure industry and workplace specific scenarios can be discussed within the session.

DXC Occupational Psychologist

Daryan Rosic is a qualified psychologist with eight years' experience in this field specialising in the development and implementation of Early Intervention and Prevention programs aimed at reducing the incidence of mental illness in the workplace. Daryan is available to support you with education and intervention strategies designed to improve workplace wellness and reduce mental health injuries.

Psychosocial Assessments

By examining workplace data, we can identify potential psychosocial 'hot spots' and develop a program to assist you to reduce stress, raise morale and improve health and wellbeing in the workplace.

Please speak to your customer relationship manager to discuss your requirements and book tailored support for your workplace

Workers' Compensation (delivered by Workplace Interventions)

Introduction to workers' compensation

12 February 2024, 9am – 12.30pm (online)

Designed to provide participants with an overview of the WIRC ACT 2013, this course will equip participants with the "must know" of The Act, roles and responsibilities of key return to work stakeholders, liability for workers' compensation claims, claims settlement options and a review of rights and obligations of both the worker and the employer.

Claim liability and calculating workers' compensation entitlements activities will be included in this program.

Click here to register: [Book-introduction-to-workers-compensation](#)

Pricing:

DXC Customers - \$10pp (incl. GST)
Non-DXC Customers

Managing psychological injury claims

18 April 2024, 9am – 12.30pm (online)

Psychological injury equates to approximately 11% of claims and accounts for over 30% of claims cost. Returning to work after a psychological injury is slower, and statistically, workers are less likely to return to work than with a physical injury.

This course explores the process of employer claim lodgement and the claim liability process of psychological injury claims. Participants are introduced to strategies, resources and improved ways for responding promptly to a psychological injury. This program is designed to teach participants a best-practice, person-centred approach to the management and return to work of psychological injury claims.

Click here to register: [Book-managing-psychological-injury-claims](#)

Pricing:

DXC Customers - \$10pp (incl. GST)
Non-DXC Customers - \$200pp (incl. GST)

How to develop a RTW plan for a mental health injury

13 March 2024, 9am – 12.30pm (online)

This program offers participants the opportunity to learn practical return to work aids, supports and modifications, understanding that return-to-work plans for psychological injuries are often more complex, capturing an employer's guide of how to develop a clear, accurate and current return to work plan best to achieve a successful and sustainable return to work.

Click here to register: [Book-how-to-develop-a-rtw-plan-for-a-mental-health-injury](#)

Pricing:

DXC Customers - \$10pp (incl. GST)
Non-DXC Customers - \$200pp (incl. GST)

Return to work for managers and supervisors

13 May 2024, 9am – 12.30pm (online)

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

Managers and supervisors will also learn how to develop and document a graduated return to work plan over a set period and monitor progress. This session will incorporate a case study where managers will work through the return-to-work process and complete a return-to-work plan.

Click here to register: [Book-return-to-work-for-managers-and-supervisors](#)

Pricing:

Customers - \$10pp (incl. GST)
Non-DXC Customers - \$200pp (incl. GST)

Workers' Compensation Management Essentials: A Comprehensive Guide

19 March 2024, 11am – 1.30pm (face-to-face seminar, lunch included)

&

20 June 2024, 11am – 1.30pm (face-to-face seminar, lunch included)

Dive into the essentials of workers' compensation management in this session, covering topics from initial entitlement and employer obligations to return-to-work strategies, monthly reporting, reimbursement, yearly wage declarations, and classification reviews.

Topics covered:

- Overview of initial and ongoing entitlement
- Employer Obligations
- Basics of RTW and impact to Claims Costs
- Monthly Reporting impacting premium
- Managing Weekly Payment Reimbursement
- Managing Yearly Wage Declarations
- Reviewing Classifications for Premium

Seminar is being held at DXC's Collins Street office at:

Level 19, 360 Collins Street, Melbourne, 3000

Click here to register for 19 March 24: [Book-workers-compensation-management-essentials-a-comprehensive-guide-19 March](#)

Click here to register for 20 June 24: [Book-workers-compensation-management-essentials-a-comprehensive-guide-20 June](#)

Pricing:

DXC Customers - \$10pp (incl. GST)

Non-DXC Customers - \$200pp (incl. GST)



Two-day WorkSafe endorsed return to work coordinator training

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

A WorkSafe endorsed certificate is issued upon completion.

Topics include:

- Prepare for return to work
- Role of a Return-to-Work Coordinator
- Return an injured worker to work
- Plan for return to work
- Employer assistance
- Worker support and worker obligations
- Communication with Treating Practitioners and Occupational Rehabilitation Providers.

This course is offered face-to-face (9:00am – 4:30pm) or entirely online.

Online with a combination of Zoom and webinars *OR* Two days face-to-face

Pricing - \$499 pp (plus GST) online
\$580 pp (plus GST) face-to-face

Frequency: Monthly

[Book Return to Work Coordinator Training - Workplace Interventions](#)

Accredited Mental Health First Aid

This program is offered via;

- Face to face: 2-days face to face (in class) training session,
- Entirely online consisting of self-paced eLearning (4-7 hours) followed by 2 x 2.5 hour 'online' facilitator-led sessions,
- Blended consisting of self-paced eLearning (4-7 hours) followed by a five-hour face to face training session.

This accredited program helps employers and individuals implement a best practice early intervention approach for those 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 can be appointed as Mental Health First Aid Officers in the workplace. 3-year accreditation.

Format:

Online with a combination of 2x 2.5-hour Zoom session and eLearning *OR* Face-to-face

Pricing - \$329 pp (plus GST) eLearning package
\$499 pp (plus GST) face-to-face

Frequency: Weekly online and face-to-face monthly

[Book Accredited Mental Health First Aid - Workplace Interventions](#)

Workplace Interventions courses

Leadership in Psychological Risk Management for Workplace Wellbeing

In today's ever-evolving landscape of workplace wellbeing, it is increasingly an employer's responsibility to equip their leaders with the essential skills for identifying and managing psychosocial risks. This comprehensive course fulfils this duty by providing leaders with the knowledge and practical tools needed to skillfully identify, assess, and manage psychosocial risks within their teams and organisation.

Key Topics Covered:

- **Identifying Psychosocial Hazards and Risks:** Learn to pinpoint potential risks affecting mental wellbeing and understand the common risk controls to be implemented.
- **Recognising Early Warning Signs of Poor Mental Health:** Gain insights into detecting early signs of mental health concerns within your team.
- **Conducting Effective Mental Health Conversations:** Develop the skills necessary for engaging in sensitive and effective mental health conversations with team members, ensuring a clear separation between discussions about mental wellbeing and work performance.
- **Real-Time Skills in Mental Health Management and Workplace Adjustments:** Practise and refine the ability to manage mental health concerns in real-time situations while also mastering the art of enacting reasonable management actions, such as reasonable adjustments to address mental injuries, keeping this distinct from the mental health conversations highlighted in point 3.
- **Providing Support for Leaders Following an Intervention:** Understand the strategies for providing ongoing support and leadership post-intervention.

Format: Online

Pricing: \$249 pp (plus GST) online

[Book Leadership in Psychological Risk Management for Workplace Wellbeing - Workplace Interventions](#)



DXC Customers can access an exclusive **10% discount** on Workplace Interventions (WPI) courses and services by using the code 'DXC_CLIENT' when booking.

To see details of all WPI training on offer and to book a course, please visit their website here:

[Workplace Interventions Training Services](#)

Important information

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All training is currently scheduled to be delivered online via Microsoft Teams.

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.

Maximum 8 tickets per business.

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

Collection statement

The personal information requested when you enrol is being collected by DXC for the purposes of conducting training.

The information will be added to our customer database and will primarily be used to provide you with further information about the workers' compensation industry and related services that DXC provides (including further training).

Cancellation policy

Seminars that require a registration fee of \$10 are non-refundable.

If you are not a client of DXC and have paid \$200 to attend our training seminar, if cancellation is received in writing (via letter or email) more than seven business days prior to the seminar, the payment will be refunded to you.

Regrettably, if received in writing (via letter or email) less than seven business days prior to the seminar, no refund will be issued.

DXC has the right to cancel any seminar if the minimum number of registrations is not received.

DXC will advise registered attendees prior to the seminar and will offer an alternate date or alternate training session where possible.

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