

A woman with short dark hair, wearing a floral patterned shirt and a gold hoop earring, is shown in profile, looking thoughtfully to the left. Her hand is near her chin. The background is a blurred office environment with computer monitors and desks.

# DXC Claims Management Services

## Seminar Calendar

January – June 2023

# Mental health and workplace wellbeing

## Bullying and harassment in the workplace

07 March 2023, 9am – 11am

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)

## Understanding and managing workplace mental health

17 April 2023, 9.30am – 11am

This training focuses on what Mental Health is, the psychosocial risks, the impact, what constitutes a workplace mental health injury, the overlap with performance, engagement with key stakeholders, and mental health strategy / frameworks / education. E.g., WE CARE and a risk management framework on bullying & harassment.

**Click here to register:** [Book - Understanding & Managing Workplace mental Health](#)

### Pricing:

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

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

## Burnout

19 April 2023, 1pm – 3pm

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 - Burnout](#)

### Pricing:

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

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

## Creating mentally healthy workplaces

11 May 2023, 9am – 11am

This session will introduce the participants to the foundations of a mentally healthy workplace. The content will cover the pre-requisites of creating a workplace environment focused on reducing the risk of stress and mental ill-health as well as basic strategies in developing an organizational Mental Health and Wellbeing program.

**Click here to register:** [Book - Creating Mentally Healthy Workplaces](#)

### Pricing:

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

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

# Mental health and workplace wellbeing

## Having difficult conversations

05 June 2023, 1pm – 3pm

There are often conversations at work that we find difficult or challenging. This session aims to give people leaders 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)

## Managing psychological injury claims

19 June 2023, 9am – 12.30pm

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)

## Introduction to workers' compensation

03 April 2023, 9am – 12.30pm

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 - \$200pp (incl. GST)

## Understanding workers' compensation premium, PIAWE, SCE's and CWE's

14 March 2023, 9am 12.30pm

This session provides a comprehensive understanding of how workers' compensation premium is calculated and focuses on employer premium legislative requirements. The second part of the seminar provides an overview of pre-injury average weekly earnings (PIAWE) and its calculation.

**Click here to register:** [Book - Understanding Workers' Compensation Premium, PIAWE, SCE's and CWE's](#)

### Pricing:

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

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

## Return to work for managers and supervisors

18 May 2023, 9am – 12.30pm

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:

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

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

# Workplace Interventions courses



## 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** - \$430 pp (plus GST) online  
\$549 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** - \$299 pp (plus GST) eLearning package  
\$460 pp (plus GST) face-to-face

**Frequency:** Weekly online and face-to-face -twice a month

[\*\*Book Mental Health Accredited Training Courses – WorkPlace Interventions\*\*](#)

# Workplace Interventions courses

## Five-day WorkSafe approved HSR training

This course for newly elected HSRs is designed to provide them with knowledge and practical skills to effectively deal with OHS issues within their workplace.

During this program participants will learn how to:

- Interpret the OHS legislative framework and its relationship to the HSR
- Identify key parties and their legislative obligations and duties
- Establish representation in their workplace
- Participate in consultation and issue resolution
- Represent designated workgroup members in any OHS risk management process is undertaken by the appropriate duty holder(s)
- Issuing Provisional Improvement Notice (PIN) and directing cessation of work.

This course will also be beneficial to line managers, supervisors, safety officers, SME business owners, HR, RTW Coordinators and health and safety committee members.

### **Format:**

Online or face-to-face

**Pricing** -\$999 pp (plus GST) face-to-face

**Frequency:** Bi-monthly

**[HSR OHS Training Courses – 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.

A copy of the full WPI training calendar and services brochure for 2023 can be found here:

**<https://workplaceinterventions.com.au/wp-content/uploads/2022/11/WPI-TRAINING-CALENDAR-2023-.pdf>**

# Important information



DXC Claims  
Management  
Services

## Important information

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.

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.

### MELBOURNE

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