

DXC Claims Management Services

Seminar Calendar

January – June 2025



Mental health and workplace wellbeing (delivered by DXC)

Mental Health Essentials for People Leaders

5th February 2025, 9.30am –11.30am (online)

This practical module deals with the key leadership skill of addressing mental ill health within your immediate or broader team.

This session will help leaders identify and detect early warning signs of mental-ill health and ways in which we can facilitate effective and supportive care conversations with staff about their mental health and wellbeing.

Click here to register: [Register-mental-health-essentials-for-people-leaders](#)
Pricing:

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

Understanding Psychosocial Safety in the Workplace

2nd April 2025, 9.30am –11.30am (online)

With the changes in the Victorian OHS legislation, management of psychosocial risks and hazards is a necessity for all organisations.

Why Mental Health is important? What are psychosocial hazards?
Explore the systems of identifying psychosocial hazards within a workplace.

Click here to register: [Register-understanding-psychosocial-safety-in-the-workplace](#)
Pricing:

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

Positive Leadership

7th May 2025, 9.30am –11.30am (online)

This session is ideal for leaders who are wanting to create a psychologically safe culture within their team.

This topic will include information on what is positive leadership, skills and strengths for leadership, building trust and influencing, workplace benefits, and four key areas (climate, relationships, meaning & communication).

Click here to register: [Register-positive-leadership](#)
Pricing:

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

Harnessing Strengths at Work

4th June 2025, 9.30am –11.30am (online)

Research shows that knowing and growing our strengths helps us feel energised and engaged. We learn faster, perform better, and strive to do our best every day.

In this session you will learn: Why strengths matter and some of the latest research, a practical framework for realising strengths at work.

Click here to register: [Register-harnessing-strengths-at-work](#)
Pricing:

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

Mental health and workplace wellbeing

DXC Occupational Injury & Mental Health Services

Lara Smith has an extensive WorkCover knowledge and experience in both private and public sectors, including working for an agent providing early intervention, injury management and claims management expertise.

Lara will support you with education, and intervention strategies designed to create a positive safety culture physically, psychologically, and socially to improve employee engagement and wellbeing aimed at reducing the incidence of both physical and mental injuries/illnesses in the workplace.

Advice & information

We provide sound Workers Compensation Claims Management with the ability to collaborate with respect to Injury Prevention, Early Intervention and Recovery at Work strategies, Organisational Health Checks, Education, Mentoring and Guidance with a focus on solutions-based recommendations to assist/complement our employer's needs. Including a holistic, proactive, prevention-led approach to health and safety.

We provide advice and information to assist employers with managing psychosocial hazards and reduce risks to psychological health in the workplace.

Education on how to identify and act on the early warning signs of mental injury/illnesses and assist building leadership capability to lead care conversations.

Bespoke/client tailor made training programs and workshops

As a worker's compensation agent, we have a unique insight into the challenges of sustaining a safe workplace while meeting organisational demands.

DXC claims management services can help your organisation achieve best practice in workplace health and wellbeing, by supporting and assisting with building continuous improvement mechanisms into existing processes, policies, procedures, and systems to positively influence workplace culture.

Our service is tailored to address the various challenges that arise from work-related risks. Prevention, Early Intervention and Claims management & RTW requirements.

Please speak to your client partnership manager to discuss your requirements and book tailored support for your workplace.

Workers' Compensation (delivered by Workplace Interventions)

Understanding workers' compensation Premium, PIAWE, SCE's and CWE'S

30th January 2025, 1pm – 4.30pm (online)

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: [Register-understanding-workers-compensation-premium-piawes-and-cwes](#)

Pricing:

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

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

Return to Work for Managers & Supervisors

12th February 2025, 9.00am –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: [Register-return-to-work-for-managers-supervisors](#)

Pricing:

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

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

Introduction to workers' compensation

26th February 2025, 9.00am –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: [Register-introduction-to-workers-compensation](#)

Pricing:

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

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

Managing Psychological Injury Claims

4th March 2025, 1pm – 4.30pm (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: [Register-managing-psychological-injury-claims](#)

Pricing:

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

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

Workers' Compensation (delivered by Workplace Interventions)

Empowering Leaders through Psychological Health and Safety Training

26th March 2025, 9am – 12.30pm (online)

In today's evolving landscape of workplace wellbeing, it is increasingly an employer's responsibility to equip leaders with the essential skills to identify and manage psychosocial risks. This comprehensive course meets that need by providing leaders with the knowledge and practical tools to skillfully assess and manage psychosocial risks within their teams and organisation.

Leaders will develop the skills to proactively recognise psychosocial risks impacting team wellbeing and performance. Through engaging sessions and real-world case studies, participants gain a deep understanding of psychosocial hazards, their impacts, and how to implement early interventions using practical workplace controls and reasonable adjustments.

Click here to register: [Register-empowering-leaders-through-psychological-health](#)
Pricing:

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

How to develop a RTW plan for mental health injury

8th April 2025, 9.00am –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: [Register-how-to-develop-a-rtw-plan-for-a-mental-health-injury](#)
Pricing:

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

Managing Psychological Injury Claims

29th April 2025, 1pm – 4.30pm (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: [Register-managing-psychological-injury-claims](#)
Pricing:

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

Managing Occupational Violence and Aggression (OVA)

13th May 2025, 9am – 12.30pm (online)

Our Occupational Violence and Aggression (OVA) Training Program provides participants with practical skills to confidently manage incidents in workplace settings. Covering early warning signs, thorough risk assessment, and effective de-escalation techniques, the program also includes essential incident response training focused on personal safety, clear communication, and post-incident support.

This program is designed to empower participants with proactive strategies to foster a secure and respectful work environment. By developing these critical skills, you contribute to a safer workplace culture and enhanced readiness in managing challenging situations.

Click here to register: [Register-managing-occupational-violence-and-aggression](#)
Pricing:

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



Workers' Compensation (delivered by Workplace Interventions)

Understanding workers' compensation Premium, PIAWE, SCE's and CWE'S

27th May 2025, 9am – 12.30pm (online)

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: [Register-understanding-workers-compensation-premium-piawe-sces-and-cwes](#)

Pricing:

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

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

Return to Work for Managers & Supervisors

24th June 2025, 1pm –4.30pm (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: [Register-return-to-work-for-managers-and-supervisors](#)

Pricing:

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

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

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

Frequency: Monthly

[Book Return to Work Coordinator -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 recognize the symptoms of different illnesses and assess for mental health crises, equipping participants to provide immediate assistance.

Those trained as accredited MHF Aiders 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 - \$349 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](#)

Join DXC & Aegis for two free seminars aimed at supporting employers in enhancing return-to-work outcomes. Attend one or both sessions and you'll receive valuable insights to assist your business in effectively managing return to work for your workers.

Engaging Doctors & Workers

March 2025 - date tbc

Safe Work Australia data shows that Employers nationally struggle to return injured workers to work, leading to a 40% increase in average time lost for serious claims between 2009/2010 and 2018/2019. To address this, employers must take control of claims management and return to work. Key to this is engaging injured workers and their treating practitioners effectively.

This interactive workshop offers practical strategies for this crucial task.

The session will cover:

- The impact of passive/reactive management on return-to-work outcomes
- The importance of early return to work
- Strategies to effectively engage injured workers
- How to identify at risk claimants
- Why treating practitioners don't trust employers and their return-to-work coordinators
- How to effectively engage with treating practitioners
- How to dialogue with treating practitioners around ongoing incapacity

Venue for both Aegis seminars will be held at DXC Level 19, Colins St, Melbourne.

Managing RTW for Mental Injury Claims

June 2025 - date tbc

Despite increased awareness of mental health issues, claims for mental injury continue to rise in Australia's Workers' Compensation industry. Key stakeholders often lack effective methods to manage these claims, leading to difficulties in addressing their unique complexities.

This workshop offers employers an alternative approach. By improving understanding of mental injuries and offering innovative return-to-work strategies, we aim to achieve better outcomes for both workers and employers.

Through this interactive workshop, attendees will gain an understanding of:

- Common mistakes and misconceptions relating to mental injury claims
- Common mental injuries
- Appropriate treatment of mental injuries
- The difference between triggers and impairment
- Why treating practitioners don't trust employers and their return-to-work coordinators
- What to do to enhance the chances of return to work
- How to talk to return to work with treating health professionals



Important information

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.

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.

MELBOURNE

GPO Box 751 Melbourne VIC 3001
Level 19, 360 Collins Street, Melbourne, Victoria 3000
Authorised Agent for WorkSafe Victoria
DXC Integrated Services Victoria Pty Ltd
ABN 18 003 645 645

Telephone: 1800 801 070
Facsimile: 1300 572 500
Email: dcm-info@dxc.com
Website: dxc.com/au/claimsvic