

# BJS Insurance Group Workers' Compensation Breakfast Seminar – Speaker Summaries



## HOW BEING NICE SAVES YOU MONEY!

How employers engage with their injured workers has a significant impact on the outcome of Workers' Compensation claims. At our latest BJS Workers' Compensation Breakfast Seminar, we worked to humanise injured workers. Employers were given an insight into the impact injuries can have – from physical, psychological, financial and employer behaviour - on injured workers. The benefits of a non-adversarial approach to interactions with injured workers were outlined along with some examples of how to improve interactions to achieve better outcomes.

### The Power of Nice

The key points Simon wants you to remember in relation to engaging with injured workers are:

1. An adversarial approach to injured workers by employers will garner an adversarial response.
2. How the key stakeholders in the Workers' Compensation system view an employer's attitude to their injured workers will drive how much they are prepared to assist the employer.
3. Return to Work Coordinators should have a non-adversarial, empathetic, proactive, consultative, solution focussed approach to injury management.
4. Employers should ensure that they understand how to accurately track their return to work performance
5. Employers should demonstrate empathy and care in their interactions with injured workers at all times



**Simon Booth**  
**AEGIS Risk Management Services**  
Manager | Workers' Compensation



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## Dignity, Respect & Common Law

The key points Andrew wants you to remember are:

1. What is a common law claim and how does it affect your premium?
2. What are the drivers for people putting in common law claims?
3. How to behave towards injured employees to get best possible outcome for injured/ill employees and business.
4. Neuropsychology of claim management.
5. Legal process of management.



**Andrew Douglas**  
**FCW Lawyers**  
*Managing Principal*

## Prevention & Management of Mental Health in the Workplace

The key points Kain wants you to remember from his presentation are:

- 1. Culture of Care**
  - Wellbeing strategy
  - Mental health strategy
  - Less talk, more action
- 2. Manager Support**
  - Manager training
  - Genuine support
  - Communication is key
- 3. Early & appropriate support**
  - EAP
  - Flexibility around RTW
  - Appropriate diagnosis & treatment
- 4. Recover vs RTW**
  - Recovery timeframes
  - Adjustment periods
  - The hard line = old school
- 5. No blanket approach**
  - Person centred works best
  - Individual approach
  - Time invested = time saved



**Kain Stratton**  
**Allianz**  
**Workers' Compensation**  
*Manager – Corporate Claims*

## Importance of Engaged Employers in the Return to Work Process

The key points Matthew wants you to remember in relation to the benefits of positive employer engagement are:

- Better health outcomes for workers
- Positive workplace environment around workplace injuries
- Opportunity to upskill workers
- Reduced impact of time loss
- Reduced claim duration

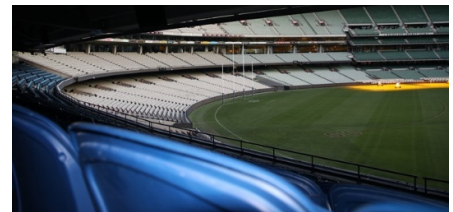


**Matthew McFillin**  
**CGU Workers' Compensation**  
*Return to Work Specialist*



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The presentation from the BJS Workers' Compensation Breakfast Seminar can be accessed [here...](#)



*The Aegis Team*

