

BJS Insurance Group Workers' Compensation Breakfast Seminar – Speaker Summaries



Is the Mental Health of your Employees your greatest risk?

The mental health of employees is an area that employers ignore at their own peril. The financial, reputational and productivity implications of failing to adequately address the risks in this area are significant. Employers should be working, in consultation with their employees, to ensure that their organisation effectively manages and supports people with both work and non-work related mental health issues. At our latest seminar approaches to protect both your employees and your business were discussed and practical approaches to the management of mental health critical incidents and claims for psychological injury were outlined.

Managing Psychological Injuries

The key points Simon wants you to remember in relation to managing psychological injury are:

- Claims for psychological injury run 3 times longer and cost 2.5 times more than an average claim.
- Depression feeds on social withdrawal and inactivity. Keep injured workers at work if you can, if you can't get them back to work ASAP.
- Ensure your managers and supervisors have the skills to effectively manage and support your employees.
- Don't be afraid to manage workers with psychological injuries. Do not enable their injury related behaviour.
- Ensure that you understand the workers' triggers and incapacity. Work hard to find duties that address these factors.
- Think outside the box and explore alternate approaches to achieve a return to work or claims resolution.



Simon Booth
Aegis Risk Management Services
Manager | Workers' Compensation



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Policies, Procedures & Mental Health

The key points Andrew wants you to remember are:

- Ensure that your staff know what good looks like
- Have a code of conduct
- Follow your policies procedures meticulously
- Be consistent
- Ensure you have skilled managers and supervisors



Andrew Douglas
FCW Lawyers
Managing Principal

Maintaining a Healthy Workplace

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

- Mental Health is now the leading cause of absence
- We have a well understood process to fix physical risks, but we do little if anything to identify and address psychological risks
- The assessment of mental health risks is the same
- We avoid facing it because we are afraid
- We need to support our managers to support others
- Don't be afraid of the person who raises concerns



Jay McGrath
Aegis Risk Management Services
Senior Account Manager

Responding to Mental Health Critical Incidents

The key points Anna wants you to remember in relation to Mental Health Critical Incidents are:

- Understand frequency of risk for critical incidents to occur in the workplace
- Ideas for updating current Safety Policies and Procedures for mental health
- Understand more effective response systems for critical incidents to improve RTW
- Reduce vicarious trauma on first responders in the workplace
- Reduce stigma to encourage staff with mental health issues to report their conditions in the case of a critical incident



Anna Feringa
EML
Consultant

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Liability and Psychological Injury

The key points Adam wants you to remember in relation to liability and psychological injury are:

- Diagnosis of a psychological condition is required for an acceptable claim – more than just 'stress'
- The worker's perception is a central consideration for workers compensation eligibility
- A worker must be taken as they are by an employer once employed – pre-existing mental health issues and all!
- If a work-related mental injury is sustained, management action exclusion grounds may be applicable – management action and/or related expectations must be the whole or predominant cause of injury
- Factual evidence and employer policies and procedures key evidence relating to management action exclusion



Adam Pandelios
EML
Technical Specialist

The Conciliation Process

The key points Marguerite wants you to remember in relation to the conciliation process are:

- Take the invitation and opportunity to be at a conference seriously - be present and engaged. You have an important contribution to make, so find your own voice
- Understand your obligations pursuant to the objectives of the Act and the ministerial guidelines. Commit to meeting them
- This is a no-fault scheme. The subjective experience of an injured worker is central
- Be prepared through early engagement with your Worksafe agent. Be informed about the dispute outcome options and what they may mean for you and your employee, short and long term
- Keep an open mind at conference. Be ready to rethink your position to equip you to meaningfully assess of what "winning" and "losing" really look like



Marguerite Darmody
ACCS
Conciliation Officer



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

