

# Injury, claims and the people in between

Local Government WorkCare Forum | Monday 11 October, 2021

## Have you ever...

- *Been frustrated that a workers' comp claim has been settled?*
- *Wondered why a claim was accepted for a pre-existing injury?*
- *Found it difficult to navigate the workers' comp system?*
- *Questioned an employee's behaviour while on workers' comp?*

At LGIS we hear these questions from member's every day. The WorkCare Forum aims to answer all of these questions and more.

Packed with speakers across a range of disciplines the forum will give you an understanding of:

- ✓ the workers' compensation system
- ✓ the parts everyone plays – the worker, the local government, LGIS, WorkCover, medical providers, rehabilitation and legal.
- ✓ why claimants act the way they do, the psychological impacts of workers' comp.
- ✓ how to effectively manage a complex workers' compensation claim.

LGIS WorkCare deals with members every day, managing their workers' compensation claims. This forum has been developed in direct response to our observations and aims to deepen attendees understanding and address the complex issues of injury, rehabilitation and return to work.

This event is a must for all local government leaders, HR and finance practitioners, people leaders and anyone involved in the workers' compensation system.

## Case study workshops

After spending the morning deepening their understanding of workers' compensation attendees will get their hands dirty in afternoon workshops exploring case studies led by specialist lawyers and LGIS claims professionals. Together participants will manage the claim, adjusting for new evidence, deciding when to call for an assessment, if they should settle or progress to mediation. Get ready for an afternoon of debate and discussion as attendees consider all factors contributing to the claim.

## Event details

The WorkCare Forum is a must for all WA local government leaders, risk and people managers. Spaces are limited so bookings are essential.

<b>Date:</b>	Monday 11 October 2021
<b>Time:</b>	9:00 am to 5:00pm (morning tea, lunch plus sundowner drinks and nibbles)
<b>Venue</b>	Botanical Rooms, Crown Perth, Burswood.
<b>Cost:</b>	Full Day (presentations and workshops) - \$230 (+GST and booking fee) per person Half Day (morning presentations only) - \$190 (+GST and booking fee) per person
<b>Bookings:</b>	Book online at <a href="https://www.trybooking.com/events/landing?embed&amp;eid=795017">https://www.trybooking.com/events/landing?embed&amp;eid=795017</a> For any queries please contact Anne Clarke at <a href="mailto:anne.clark@lgiswa.com.au">anne.clark@lgiswa.com.au</a> or call

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## WorkCare Forum

Time	Session
9:00 am	Registrations, networking, tea and coffee
9:30 am	<b>Workers' compensation and your mutual indemnity scheme</b> <i>Andrew Greig   Manager, Member Services LGIS</i> How is a mutual indemnity scheme different to traditional insurance and how does that impact workers' compensation? Join Andrew Greig as he outlines the benefits of WA local governments working together to protect their people.
9:35 am	<b>'Great expectations' – workers' compensation, what's it all about?</b> <i>Justin Dyson, Partner McCabe Curwood   Dr Joel Silbert, Managing Director OSH Group</i> Everyone enters into a workers' compensation claim with expectations of how it will unfold and conclude. Claims can be highly emotional as all sides try to achieve the 'right' outcome. Knowing the legislation and claims management process provides clarity and guidance in the life of a claim and can take some of the emotion out of the situation. Join Justin Dyson and Joel Silbert as they walk you through the legislation, principles and the process – ensuring that better outcomes are achieved for everyone.
10:15 am	<b>MORNING TEA</b>
10:35 am	<b>What do two middle aged men, their tinnee and neuroscience have to do with RTW rates?</b> <i>Lloyd D'Castro, Psychologist and Managing Director, Working Life</i> Lloyd will explore why do some injured workers engage well in the workers' compensation and injury management process and others don't, and how employers can get ahead of the game and shape these conversations early. This session will cover: <ul style="list-style-type: none"> <li>• brain anatomy,</li> <li>• work injuries - threat or reward?,</li> <li>• the 4 critical factors injured workers care most about,</li> <li>• the conversations employers should have, and</li> <li>• how employers should have them.</li> </ul>
11:30 am	<b>How to manage a complex claim – exploring the roles of all parties</b> <i>Presenters TBC</i> Managing a complex claim can be a tricky business with plenty of moving parts and interested parties. In this session we'll be joined by a claims manager, a lawyer and a local government manger to explore the role of each party. How do all three interact, what do you need to know and when should you act?
12:30 am	<b>Morning Session Q &amp; A</b> All of the morning's presenters are ready to answer your questions, reflect on your own experience, what you've learned and ask the curly questions. It's time to get to the nitty gritty details of workers' compensation. <ul style="list-style-type: none"> <li>• Barry Chaplin, WorkCare Claims Manager, LGIS</li> <li>• Lloyd D'Castro, Managing Director and Psychologist, Working Life</li> <li>• Justin Dyson, Partner McCabe Curwood</li> <li>• Dr Joel Silbert, Managing Director OSH Group</li> </ul>
1:00 pm	<b>LUNCH</b>
14:00	<b>Concurrent sessions</b> Attendees will have four cases to choose from for these hypothetical sessions led by legal experts and experienced claims managers. Balance up all of the evidence, consider the case law, will you go to mediation? Will you settle? Be ready for some passionate discussion as you consider all the facts.

## THE PRESENTERS



**Martin Dobson**  
Partner | Moray & Agnew

Martin is a partner at Moray & Agnew Lawyers. He has specialised in workers' compensation insurance for over 35 years.

He has acted for LGIS and a wide range of councils for the last 25 years, advising on workers' compensation, common law and workplace disputes.

Martin has made numerous appearances at WorkCover, as well as in the District Court, and other courts, and at Fair Work Australia regarding employment-related compensation matters.

He has played a long-standing role in training and mentoring, as well as presenting at numerous seminars for the legal profession, LGIS and councils.



**Dr Joel Silbert**  
Occupational Physician | OSH Group

Dr Silbert is a specialist in occupational medicine, with more than 15 years industry experience.

He is an Approved Medical Specialist with WorkCover WA, and an executive Fellow of the Australasian Faculty of Occupational and Environmental Medicine (WA) Council.

Dr Silbert practices all aspects of occupational medicine with a specialist interest in human capital risk management. His expertise includes early intervention injury management, medico-legal advice and independent medical opinions, pre-employment and fitness for work design, implementation and strategic planning for all aspects of occupational health.

He advises corporate entities, insurers, self-insurers, insurance lawyers and other health professionals.

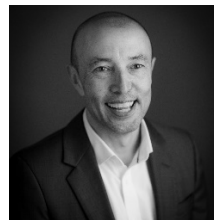


**Justin Dyson**  
Partner | McCabe Curwood

Justin represents both insurers and self-insureds across a wide range of workers' compensation matters, from smaller claims involving technical issues such as calculation of the correct rate of weekly payments, through to catastrophic injuries involving complex factual disputes.

He has acted in a number of major Western Australian litigated matters. His area of expertise includes claims involving:

- catastrophic and complex injuries
- assessment of whole of person impairment
- psychiatric injury, including workplace stress
- physical injury, including back and neck injuries, breaks and fractures, severe spinal injuries and paraplegia
- common law actions in the District Court.



**Lloyd D'Castro**  
Psychologist and Managing Director | Working Life

Lloyd has 33 years' experience in workplace psychology in the areas of injury management, employee assistance programs, critical incident management, fitness for work, team development and leadership. He is influenced by contemporary neuroscience research, the principles of positive psychology and data driven decisions.

Lloyd is a Member of the Australian Psychological Society, Member of the Australian Society of Rehabilitation Counsellors and the European Traumatic Stress Society.



**Barry Chaplin**  
Manager, WorkCare  
Claims | LGIS

Barry has over 45 years' experience in insurance, predominately in personal injury claims. He's specialised in self-insurance and has a deep understanding of workers' compensation claims management coupled with a mutual philosophy.

Barry has worked with many WA local governments having been with LGIS for over 18 years. He understands the complexity of the local government workforce.

He's a passionate advocate for self-insurance and is the Chair of the Self Insurers Association of Western Australia



**Andrew Greig**  
Manager, Member  
Services | LGIS

With over a decade's worth of experience across commercial insurance and mutual indemnity sectors, Andrew is uniquely qualified to highlight the benefits of a mutual approach.

His experience extends to managing a protection portfolio of both metro and regional Western Australian local governments, not-for-profit organisations, educational institutes and aged care facilities. He has a thorough understanding of commercial insurance and risk management principles, enabling the provision of advice for a broad range of business activities.

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