

Mental Health MiniLUCA

SYDNEY

Tuesday 15th October 2024

Venue: Zurich, Level 2,

118 Mount Street, Nth Sydney

1:00pm – 7:00pm



AGENDA

1:00 pm

REGISTRATION

Level 2, 118 Mount Street, Nth Sydney

1:30 pm

Mental Health Forum panel discussion facilitated by Carmel Twist, ALUCA Board Director

2:30 pm

Burnout and Mental Health
Alana Roberts, Sana & SCOR

3:35 pm

AFTERNOON TEA

Networking and connecting

4:05 pm

Towards The Pain

Mitch Wallis, Founder Heart on My Sleeve

5:05 pm

Closing Address

Amanda McKernan, ALUCA CEO

5.15 pm

NETWORKING DRINKS

On Level 27. Enjoy canapes and drinks with time to connect with industry colleagues

7:00 pm

END OF FORUM

AGENDA

1.00 pm **REGISTRATION**

1.35 pm **Mental Health Forum panel discussion**

Andrew Beevors, Chief Claims Officer, MLC,
Jennifer Faglioni, Head of Product, Zurich,
Claudine Martijn, Clinical Psychologist, ClearView
Host: Carmel Twist, ALUCA Board Director

The last twelve months have presented many challenges to the Life insurance industry and are continuing to do so in 2024 and beyond. We all have the common goal of playing an important role in safeguarding individuals' financial well-being and we face new challenges relating to Australia's evolving mental health (MH) landscape. MH is a major cause on life insurance disability related claim benefits and impacts many Australians.

This special opening Mental Health panel discussion has been designed to discuss the current industry challenges specific to mental health and how we currently mitigate them, but also look to the future so we can navigate these changes - ensuring risk mitigation that is informed, but compassionate and fair, and to continue to offer meaningful protection for customers who are at the heart of all that we do. They will also touch on how the younger generation of today is impacted as they are our future insurance customers. There will be time for questions and answers.

2.35 pm **Burnout and Mental Health**

Alana Roberts, Co-founder Sana Psychology

With increasing rates of burnout being reported post the COVID-19 pandemic in the research literature, and being mirrored in the experience of underwriting and claims teams, it is more important than ever before to understand - *What is burnout?* And the implications of the Burnout Syndrome in the life insurance industry, so we can better understand how we can stay ahead of the curve with insights for the life insurance market.

In this interactive session brought to you by SCOR's Consultant Psychologist Alana Roberts, she will explore diagnostic features of the burnout syndrome, it's overlap with mental-ill health diagnoses, and the personal and workplace risk factors that may contribute to the development of symptoms of burnout. The session will also provide an update on current treatment approaches and interventions for burnout and will assist life insurance Claims, Rehabilitation and Underwriting professionals to contemplate how they can improve customer experience for those with a current or prior burnout presentation.

3.35 pm **AFTERNOON TEA**

4.05 pm **Towards the Pain**

Mitch Wallis, Founder “Heart on My Sleeve” and Mental Health Ambassador

In this closing keynote session hear from Mitch Wallis, a leader in the wellbeing space with a mission to transform the lives of 1 billion people to be more mentally healthy. A former advisor to the United Nations on youth mental health, and first-ever ambassador for the Australia & New Zealand Mental Health Association with 20 years of lived experience with mental ill health including anxiety, depression and OCD.

Mitch will share and explore the darkest yet most insightful moments of his mental health journey (and its impact on his personal and professional life). He pairs this with systemic and social challenges and psychological neuroscience. Mitch aims to provide perspective through his own lived experience - sharing how he got out of the "stuck cycle" towards growth with a range of tactical resilience techniques and tools that improved his nervous system and the # 1 call-to-action that motivated him to step forward and take charge of his Internal world. This interactive session will provide strong insights for life insurance claims management, underwriting and rehabilitation considerations and an opportunity to ask questions and share perspectives

5.15 pm **NETWORKING DRINKS and CANAPES (Level 27)**

7.00pm **CLOSE**

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