



"Fantastic variety of talks - Great to see different solutions to similar problems", Weng Ho, Pilbara Iron

9th Annual

# National Workers Compensation Summit 2008

26-29 February, 2008 | Sofitel Hotel, Gold Coast, Queensland

Your Golden Opportunity to Take Control of Key Workers' Compensation Issues

## Pre-Conference Hypothetical – Tuesday 26 February, 2008

Conciliating Bullying and Harassment Claims - To what extent is your organisation liable?

### International Speakers:



**Dr Cameron Mustard,**  
*President and Senior Scientist,*  
Institute of Health and Work,  
Toronto, Canada



**Dr Greg Krohm,**  
*Director,* International Association  
of Industrial Accidents Board and  
Commission, Wisconsin, USA

### Pre-Conference Hypothetical

Tuesday 26 February, 2008

### Main Conference

Wednesday 27-28 February, 2008

### Post-Conference Workshops

Thursday 29 February, 2008



### Benefit from attending the National Workers Compensation Summit:

- Get back to basics with claims management and update your knowledge with new approaches to best practice
- Gain direct access to the policy shapers
- Find out how the progress of national harmonisation and scheme developments affect you
- Lower your premiums and increase your workers compensation performance
- Achieve maximum results on your injury management programs and your Return to Work plans
- Network and share information on the latest news and developments during the roundtable discussions
- Develop and maintain better communication between yourself, your occupational physician and your employees
- Understand your legal obligations and discover how corporate social responsibility can make a difference to your workers compensation claims

### Tailor your experience by choosing from 6 afternoon streams

- Hear from the inspiring John Brogden and develop your understanding of issues surrounding living and working with clinical depression
- Learn from our expert faculty that includes the WorkCover Authorities, Employers and other industry leaders
- Take advantage of our new networking opportunities

### 4 Concurrent Post-Conference Workshops

Friday 29 February, 2008

- A:** Effective Hazard Management: What Does It Mean for Your Organisation?
- B:** The Evidence Based Management of Psychological Injuries
- C:** Measuring Your Company's Workers Compensation Performance
- D:** Managing Consciousness - An Exciting New Approach to Developing People, Building Relationships, Reducing Stress and Maximising Productivity

### Features Workers Compensation Industry Leaders Including:

- Alcoa Australia
- Australian Chamber of Commerce and Industry
- BMA Broadmeadow
- Bracton Consulting Services Pty Ltd
- Department of Correctional Services NSW
- Manchester Unity
- National Australia Bank
- National Council of Self Insurers
- NT WorkSafe
- Optus
- Pacific National
- Safety Institute of Australia
- Victorian WorkCover Authority
- SA Emergency Services
- National Centre for Education and Training on Addiction
- National Australia Bank
- ACT Health

Silver Sponsor



Endorsed by:



TO REGISTER CALL TRACY HART NOW! TEL: (02) 9080 4081 FAX: (02) 9290 2519 EMAIL: tracy.hart@iir.com.au

Researched & Developed by



## PROGRAM AT A GLANCE

## PRE-CONFERENCE HYPOTHETICAL : CONCILIATING BULLYING AND HARASSMENT CLAIMS | Tuesday 26th February, 2008

John Wallace, *Partner*, Sparke Helmore Lawyers

5.00 Conference pre-registration beach barbeque and networking drinks

## DAY 1 | Wednesday 27th February, 2008

- 8.30 Registration and Coffee  
8.50 Opening Remarks from the Chair
- 9.00 **Setting the Stage - Challenges for Australian Workers Compensation Schemes of the 21st Century**  
Alan Clayton, *Principal*, Bracton Consulting Services Pty Ltd
- 9.40 **A National Workers Compensation Scheme and the Powers of the Commonwealth and the States & Territories**  
John Wallace, *Partner*, Sparke Helmore Lawyers
- 10.10 Morning Tea
- 10.40 **Trends in Canadian Workers Compensation: Successes and Challenges in Policy Development**

## Claims Management Stream

- 11.25 **What should treatment providers be doing with chronic claims?**  
Dr Peter Tuchin, *Senior Lecturer*, Macquarie University
- 11.55 **Case Study: Managing and evaluating stress prevention within the claims process**  
Celia Prosser, *Project Coordinator Stress RTW*, WorkSafe Victoria

## Psychological Factors Stream

- 11.25 **Identifying Psychological Risk Factors for Delayed RTW**
- 11.55 **Stress, Drugs and Alcohol Related Consumption Patterns**  
Dr Ken Pidd, *Deputy Director*, National Centre for Education and Training on Addiction

## Injury Prevention Stream

- 11.25 **Room for Improvement in OHS**  
Dr Geoff Dell, *National President*, Safety Institute of Australia
- 11.55 **Challenge What You Know About Ergonomics - Why your office ergonomics programme needs a change**  
Marina Ciccarelli, *Lecturer*, Curtin University

## Lunch Break and Networking Opportunity – 12:30

- 1.30 **Case Study: Managing staff on long term workers compensation - A Case Study of SA Emergency Services -**  
Judy Arthur, *Manager Health Safety & Welfare* and Alison Chesser, *Claims Administrator*, SA Emergency Services
- 1.30 **Case Study: Managing Psychological Health Issues in high Risk Organisations**  
Julius Cordell, *Forensic Psychologist*, NSW Department of Corrective Services
- 1.30 **What do you need: More lifting devices or more injury proof workers?**  
John Toomey, *Senior Consultant and Avatar*, Life & Balance

## 2.10 Roundtable Discussions and Networking Opportunity

- Injury Prevention
- Injury Management
- Self Insurance
- Psychological Factors
- Claims Management

## 2.45 Afternoon Tea Break

- 3.05 **Overview to Effective and Efficient Safety Rehabilitation and Compensation Systems - When do these systems fail injured workers and organization?**  
Dr Ian Low, *Director*, OHS Systems Pty Ltd
- 3.45 **Promoting Happiness at Work - a Positive Approach to Preventing Stress and Depression**  
Dr Tim Sharp, *Clinical Psychologist*, The Happiness Institute
- 4.25 **A Personal Account of Living with Depression - John Brogden's Story**  
John Brogden, *CEO*, Manchester Unity Australia
- 5.00 Closing Remarks from the Chair  
7.00 Conference Dinner

## DAY 2 | Thursday 28th February, 2008

- 9.00 Opening remarks from the Chair
- 9.10 **Rethinking the Prevention and Management of Work Related Stress: Why legislation is not working**  
Dr Rob Guthrie, *Professor* and Marina Ciccarelli, *Lecturer*, Curtin University
- 9.45 **Are Employers Looking for a national Workers Compensation Scheme?**  
Peter Anderson, *Director Workplace Policy*, Australian Chamber of Commerce and Industry
- 10.25 Morning Tea and Networking Opportunity
- 10.45 **Workers Compensation Performance in the USA - How do we compare?**  
Dr Greg Krohm, *Executive Director*, International Association of industrial Accident Board & Commission (IAIBFC)
- 11.25 **PANEL DEBATE: Is a National Workers Compensation System What Australia Needs?**
- 12.05 Lunch Break and Networking Opportunity

## Self Insurance Stream

- 1:05 **Case Study: Achieving Self-Insurance**  
Elizabeth Wotherspoon, *National Health and Safety Manager*, Optus
- 1:40 **Case Study: Overcoming the Difficulties in Centralising an Injury Management Service**  
Belinda Loh, *Regional Coordinator*, Flinders Medical Centre

## Ageing Workforce Stream

- 1:05 **Case Study: Managing an Ageing Workforce - Baptist Community Services NSW/ACT**  
Jeff Wright, *Employee Relations & Risk Manager*, Baptist Community Services NSW/ACT
- 1:40 **Case Study: Initiatives to Retain, Extend and Attract a Highly Skilled and Maturing Workforce**  
Angela Green, *Senior Manager Diversity & Inclusion*, National Australia Bank

## Injury Management Stream

- 1:05 **Case Study: Best Practice Rehabilitation and RTW Programs - Measuring Outcomes & Achieving Accountability**  
Lynne Brodin and Sue English, *Rehabilitation Coordinators*, Alcoa Australia
- 1:40 **Case Study: ACT Health: A case study in achieving better results for your employees and improving your bottom line at the same time**  
Peter Pharaoh, *Director of Injury Prevention & Management*, ACT Health

## AFTERNOON TEA BREAK AND NETWORKING OPPORTUNITY – 2:20

- 2:35 **Case Study: To Self Insure or Not to Self Insure**  
Peter Lenehan, *National Workers Compensation Manager*, Pacific National
- 2:35 **Case Study: Improving the Safety of an Ageing Workforce**  
Steven Champion, *OHS & Injury Management Coordinator*, Anglican Retirement Villages
- 2:35 **Case Study: Digging Deeper into Injury Management**  
Bobbie Walker, *Occupational Therapist*, Broadmeadow Mines
- 3.10 **Case Study: The Benefits of Self Insuring Under a National Scheme**  
Dean Cipolla, *Group Safety Manager*, John Holland Group
- 3.50 **Developing and Managing Effective Partnerships with the Occupational Physician**  
Dr Steven Ng, *Occupational Physician*, Private Practice
- 4.30 Closing remarks from the Chair  
5.00 Conference Closing Function

## POST-CONFERENCE WORKSHOPS | Friday 29th February, 2008

9.30am - 12.30pm

## WORKSHOP A: Effective Hazard Management: What Does it Mean for your Organisation?

Dr Geoff Dell, *Protocol Safety Systems Pty Ltd*

## WORKSHOP B: The Evidence Based Management of Psychological Injuries

Dr Rod Gutierrez, *Managing Consultant*, Injury Management Solutions

1.30pm - 5.00pm

## WORKSHOP C: Measuring Your Company's Workers Compensation Performance

Dean Taylor & Steward Allen, *Senior Risk Consultants*, Lawson Risk Management Services Pty Ltd

## WORKSHOP D: Managing Consciousness - An exciting new approach to developing people, building relationships, reducing stress and maximising productivity.

John Toomey, *Senior Consultant*, Life & Balance



Dear Executive,

Australia's leading Workers Compensation event continues to grow and deliver you the most comprehensive and cutting edge information available.

For 2008, we move the 9th Annual Workers Compensation Summit to the glorious sun-drenched beaches of Queensland's Gold Coast. The move underscores the focus on workers compensation issues at a national level and provides you with an even more structured programme than previous years. We will get you back to basics with claims management, scheme updates; give you direct access to the policy shapers and present exciting solutions to the key issues concerning you.

### Some of the many highlights for 2008 include:

- Alan Clayton, Principal of Bracton Consulting Services Pty Ltd, as a key advisor on policies and regulation to the various schemes will report the latest updates and changes to the Australian labour market and how this affects the progress towards national harmonisation
- Peter Anderson from the Australian Chamber of Commerce and Industry will offer insights to what employers want from their schemes and solutions to how we can achieve this.
- Dr Cameron Mustard from the Institute of Work and Health in Canada will provide an overview and comparison of the Canadian schemes and offer suggestions to further improve Australia's own workers compensation systems
- Dr Greg Krohm from the International Association of Industrial Accidents Board & Commission will provide a US update with examples of how we can monitor Australian industry performance and change
- Gain insight from former NSW Leader of the Opposition, John Brogden's personal account of living with undiagnosed clinical depression and how it affected his career and personal life

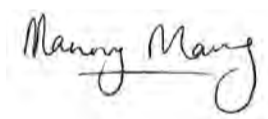
### Some Key Benefits from attending this event:

- Benchmark your injury management systems and learn how the heavy industry have been achieving their results
- Develop your knowledge on psychological illness and learn to adopt a positive psychology approach
- Find out what treatment providers should really be doing with chronic pain claims
- Reduce and manage long term workers compensation claims
- Enhance networking opportunities with your peers and colleagues by attending the free conference dinner and networking sessions

The National Workers Compensation Summit is well established as the leading workers compensation event, so make sure that you take advantage of the experience and knowledge of the speakers in our 2008 program. This event raises the bar for the workers compensation debate and is not to be missed!

The Chairs, Speakers and I look forward to seeing you at the beautiful Gold Coast in February, 2008.

Kind Regards



Manny Maung,  
*Conference Manager,*  
National Workers Compensation Summit 2008

## The Sofitel Gold Coast

The Sofitel Gold Coast exudes five-star luxury and sophistication combined with decadent comfort and state of the art technology. With a range of room styles and sizes, leisure, business and conference guests can be assured of the perfect room or suite to accommodate their needs.

### Features of the Hotel

- 295 Rooms with Balconies
- Tour Desk
- Restaurant
- 24 Hour Room Service
- Extensive conference facilities
- Underground Car Parking
- Beach Access
- Monorail Link to Jupiters Casino
- Jacuzzi
- Walking Distance to Multitude of Restaurant, Cafes and Bars
- Two Swimming Pools
- Close to Pacific Fair Shopping Centre
- Day/Night Tennis Court
- Adjoins the 110 Store Oasis
- Shopping Centre
- Close to the Gold Coast Convention and Exhibition Centre

For further details visit <http://sofitelgoldcoast.com.au>



## NETWORKING AND SOCIAL EVENTS

### ALL Conference registration prices include Conference Dinner and networking opportunities

The National Workers Compensation Summit 2008 also provides you with the perfect environment to network and conduct business in a relaxed setting. It's not all hard work, there's also plenty of time to socialise and take time out. Why not extend your stay and make the most of the beautiful Gold Coast with its numerous attractions and miles of golden sands.

### Welcome Beach BBQ

Your introduction to the Australia's largest and longest established workers compensation conference begins with our pre-event welcome BBQ. Hit the beach and enjoy the Gold Coast's beautiful golden sands whilst meeting and getting acquainted with your fellow attendees. This is the perfect ice breaker combining a sumptuous BBQ with an informal networking environment.

### Official Dinner

The National Workers' Compensation Summit 2008 Official Gala Dinner takes place on the evening of the first day of the conference. This formal event provided delegates with the opportunity to do business with their peers and clients whilst enjoying a lavish dinner and drinks reception.

### Closing Function

The 9th Annual National Workers' Compensation Summit ends in style with the closing function held at a prime Gold Coast venue. Take some well deserved time out to celebrate and relax with your colleagues after a productive 3 days of learning, networking and conducting business. The conference closing Function is the perfect end to your **The National Workers' Compensation 2008 experience.**



## DAY 1 | Wednesday 27th February, 2008

8.30 Registration and Coffee

8.50 Opening Remarks From the Chair

9.00 **Setting the Stage - Challenges for Australian Workers Compensation Schemes of the 21st Century**

- Labour market changes
- Demographic changes
- Progressing towards national harmonisation - is it going to happen and, if so, how soon?

**Alan Clayton, Principal, Bracton Consulting Services Pty Ltd**

Alan Clayton is the principal of Bracton Consulting Services Pty Ltd, an independent research and consulting organisation, in the area of occupational health and safety and accident compensation. He has undertaken work for a wide range of bodies including the International Labour Office, the Institute for Work and Health and many Australian accident compensation regulators. He has published widely in the field of accident compensation. He was formerly manager of Policy and Research in the Victorian WorkCover Authority and Executive Officer of the Heads of Workers Compensation Authorities (HWCA).

9.40 **A National Workers Compensation Scheme and the Powers of the Commonwealth and the States & Territories**

The recent decisions of the High Court in the Workchoices Case and the Optus Case have highlighted the tension between State

and Commonwealth powers in making laws that affect all Australians, not just corporations. The desire for a single national workers compensation scheme remains high on the political agenda - but can it be achieved having regard to perceived limitations on Commonwealth power?

- Does the Commonwealth Government have the power to create a truly National Workers Compensation Scheme?
- Are there limitations to the Commonwealth Governments powers in this important area?
- If so, what are those limitations and how will they affect eligibility to participate in such a scheme?
- Can, through mutual co-operation, the Commonwealth and the States & Territories overcome constitutional constraints and effectively 'harmonise' Commonwealth, State & Territory workers compensation schemes?

**John Wallace, Partner, Sparke Helmore Lawyers**

10.10 Morning Tea

10.40 **Trends in Canadian Workers Compensation: Successes and Challenges in Policy Development**

The Institute for Work and Health is an independent, not for profit organisation whose mission is to conduct and share research with workers, labour, employers, clinicians and policy makers to promote, protect and improve the health of working people.

The many similarities between provincial workers compensation systems in Canada and state systems in Australia invite comparisons. Dr Mustard, will provide an overview of trends in Canadian workers' compensation with a focus on three areas of policy development:

- Primary prevention of work related injury, illness and disease
- The purchase and delivery of health care services
- Supporting optimal return-to-work practices

This presentation will highlight successes and challenges in contemporary workers compensation in Canada and offer comparisons to the state of policy development in Australia.

**Dr Cameron Mustard, President and Senior Scientist, Institute of Work and Health, Toronto, Canada**

Dr Mustard has a background in public health sciences, with an emphasis on epidemiology, health policy and behavioural sciences. Dr Mustard is the Principal Investigator for the OPLES study, evaluating the effectiveness of \$60M investment in patient lifting equipment in preventing musculoskeletal injuries among workers in long-term care facilities. He was a Fellow of the Population Health Program of the Canadian Institute for Advanced Research (1998-2003) and a past recipient of a CIHR Scientist award (1998-2003).

## Make your way to your streams

Claims Management Stream	Psychological Factors Stream	Injury Prevention Stream
<p>11:25 <b>What should treatment providers be doing with chronic claims?</b></p> <ul style="list-style-type: none"> <li>• Insights to why some cases become chronic claims</li> <li>• Maximising treatment outcomes and effects</li> <li>• Evidence based treatments with proven results</li> <li>• Recommendations to what treatment providers should be doing</li> </ul> <p><b>Dr Peter Tuchin, Senior Lecturer, Macquarie University</b></p> <p>11:55 <b>Case Study: Managing and evaluating stress prevention within the claims process</b></p> <p>Following musculoskeletal disorders, work related stress is the second most compensated illness/injury in Australia. In Victoria and particularly in the public sector, claims related to stress have experienced significant growth.</p> <ul style="list-style-type: none"> <li>• WorkSafe Victoria's strategy for work related stress - a three pronged approach</li> <li>• Incorporating prevention</li> <li>• Assessing eligibility for compensation</li> <li>• Assisting injured workers to return to work</li> <li>• Findings resulting from the projects</li> </ul> <p><b>Celia Prosser, Project Coordinator Stress RTW, WorkSafe Victoria</b></p> <p>Celia commenced working with VWA in July 2006 as Project Co-ordinator for the Stress RTW Project. The primary objective of this project is to work with 3 large Budget Sector employers to improve the return to work experience for workers with a psychological injury or illness. Celia has previous experience in Occupational Rehabilitation and Injury Management within Agents and industry. Celia's previous role was working in a large manufacturing company co-ordinating the Return to Work of Injured Workers and holds qualifications in Health Science.</p>	<p>11:25 <b>Identifying Psychological Risk Factors for Delayed RTW</b></p> <ul style="list-style-type: none"> <li>• Identifying risk factors - what are they?</li> <li>• Intervening before they become a problem</li> <li>• Options for dealing with them</li> </ul> <p>11:55 <b>Stress Drugs and Alcohol Related Consumption Patterns</b></p> <p>A substantial proportion of the Australian workforce engages in illicit drug and/or heavy alcohol use. Much of this alcohol and other drug use is associated with work stress. That is, workers self-medicate with alcohol or other drugs to relieve work stress. There is strong evidence to indicate self-medication with alcohol and other drugs can have a longer-term negative impact on physical and psychological well-being. This presentation will:</p> <ul style="list-style-type: none"> <li>• Examine the relationship between work stress, alcohol and other drug use</li> <li>• Examine the relationship between alcohol and other drug use and worker well-being</li> <li>• Examine alcohol and other drug use and work stress in the health industry</li> <li>• Provide practical suggestions for employers to minimise work stress and address the relationship between alcohol and other drug use and work stress</li> <li>• Offer practical suggestions for employees to manage their individual levels of work stress</li> </ul> <p><b>Dr Ken Pidd, Deputy Director, National Centre for Education and Training on Addiction</b></p>	<p>11:25 <b>Case Study: Room for Improvement: OHS</b></p> <ul style="list-style-type: none"> <li>• Identifying common failures in current OHS systems</li> <li>• What is needed to improve current practice?</li> <li>• Translating OHS into insurance premiums</li> </ul> <p><b>Dr Geoff Dell, National President, Safety Institute of Australia</b></p> <p>Dr Dell is the Managing Director of Protocol Safety Management Pty Ltd. He is a career systems safety, risk management and accident investigation specialist with over 28 years experience spanning most industries including airline flight and ground operations, airport operations, rail operations, mining, off-shore oil and gas exploration and production, pulp and paper manufacturing, forestry, industrial diving and building construction.</p> <p>11:55 <b>Challenge What you Know About Ergonomics - Why your office ergonomics programme needs a change</b></p> <p>Despite our better understanding of the health risks associated with work in the computerised office, many office workers around the world continue to develop work-related muscular disorders. Ergonomics interventions often aim to improve the physical layout of workstations through a variety of 'ergonomically designed' equipment, however these strategies often fall short of the mark.</p> <ul style="list-style-type: none"> <li>• Research based evidence from office environments - separating fact from common beliefs</li> <li>• Why task, postural and muscle variation is key to maintaining the musculoskeletal health of all workers</li> <li>• How to implement these strategies when returning injured office staff back to work</li> <li>• Embedding ergonomics into your workplace culture</li> </ul> <p><b>Marina Ciccarelli, Lecturer, Curtin University</b></p>

## Lunch Break and Networking Opportunity – 12:30

<p>1:30 <b>Case Study: Managing staff on long term workers compensation claims - A Case Study of SA Emergency Services</b></p> <ul style="list-style-type: none"> <li>• Managing approximately 20,000 volunteering staff in emergency services</li> <li>• Managing the South Australian legislative requirements for volunteers</li> <li>• Processing claims and communicating requirements to the primary and substantive employer</li> <li>• Provision of rehabilitation and return to work programs</li> <li>• Reducing and managing long term workers compensation claims</li> <li>• The relationship between the welfare program and workers compensation</li> </ul> <p><b>Judy Arthur, Manager Health Safety &amp; Welfare, and Alison Chesser, Claims Administrator, SA Emergency Services</b></p>	<p>1:30 <b>Case Study: Managing Psychological Health Issues in High Risk Organisations</b></p> <ul style="list-style-type: none"> <li>• Early identification of psychological health issues</li> <li>• Establishing support frameworks for early intervention and specialist intervention</li> <li>• Identifying and managing barriers to sustainable return to work</li> <li>• Building strategic partnerships in the development of a comprehensive Employee Support System</li> </ul> <p><b>Julius Cordell, Forensic Psychologist, NSW Department of Corrective Services</b></p>	<p>1:30 <b>What do you need: More lifting devices or more injury proof workers?</b></p> <p>For years we have seen a move to more and more automated lifting systems and a reduction in the intensity of manual tasks in an effort to avoid injury and the consequent pain and suffering and financial burden to both worker and employer. But are we going too far? Are some injuries purely a result of employees who lack the musculo-skeletal capacity to do their work? Can we do more in this area to further reduce injury risk at work and in recreation, whilst making a positive contribution to the longevity of the individual?</p> <p><b>John Toomey, Senior Consultant and Avatar, Life &amp; Balance</b></p>
---	---	--

## Roundtable Discussions and Networking Opportunity – 2:10

Injury Prevention

Injury Management

Self Insurance

Psychological Factors

Claims Management

## Afternoon Tea Break – 2:45



## Plenary Session Resumes

### 3:05 Overview to Effective and Efficient Safety Rehabilitation and Compensation Systems - When do these Systems Fail Injured Workers and Organisations?"

- Features of effective systems
- Equity and workers' compensation systems
- Types of claimants the systems fail
- The impact of workers compensation systems on social security and other income protection systems
- Deficiencies in liability assessments
- Issues related to the role of medical assessments and practitioners in compensation or income protection systems

Dr Ian Low, *Director, OHS Systems Pty Ltd*

### 3:45 Promoting Happiness at Work - a Positive Psychology Approach to Preventing Stress and Depression

- Fundamental principles from the exciting science of positive psychology
- Boosting positivity and optimism
- Identifying and utilising core strengths (in themselves and others)
- Building strong and effective teams
- Applying these principles in their team and/or organisations

Dr Tim Sharp, *Clinical Psychologist, The Happiness Institute*



Dr Tim Sharp is highly regarded in both the academic world (with a number of scientific publications and a formal appointment at the Universities of Sydney and NSW), as well as among his clinical peers. Dr Sharp has developed a strong standing in the business community and is the author of several published works. More recently, Dr Sharp's passion and energy has shifted away from traditional clinical psychology towards "positive psychology", an exciting area of contemporary mental health and a powerful approach to well-being and happiness.

### 4:25 A Personal Account of Living with Depression - John Brogden's story

- Personal insight and experience from living with clinical depression
- How much did the workplace culture affect your illness?
- How did the attitudes of your colleagues affect you?
- How did depression affect your productivity or ability to work?
- Suggestions to how stress and depression can be handled better by the employer
- Suggestion to effectively returning employees who have claimed a psychological "injury" back into the workplace

John Brogden, *CEO, Manchester Unity Australia*



John Brogden is the Chief Executive Officer of Manchester Unity Australia. Manchester Unity was founded in Australia in 1840 and today operates as a modern mutual company, providing health insurance to over 180 000 Australians in addition to retirement living, aged care and financial services. Manchester Unity is ranked by BRW in the top 300 private companies in Australia. He is also the Chair of ABACUS - Australian Mutuals, the industry association representing Australia's credit unions and building societies, a Director of the Australian Health Insurance Association and a Director of the Australian Friendly Societies Association, and Patron of Lifeline NSW. From 1996 to 2005 John was the Member for Pittwater in the NSW Parliament. In March 2002, on his 33rd birthday, he was elected Leader of the Opposition - the youngest person ever to hold the position in NSW.

### 5:00 Closing Remarks from the Chair

### 7:00 Conference Dinner

## DAY 2 | Thursday 28th February, 2008

### 9:00 Opening Remarks From The Chair

### 9:10 Rethinking the Prevention and Management of Work-Related Stress: Why Legislation is Not Working

- Survey of stress provisions across all Australian jurisdictions
- Examination of some key cases
- Considerations of recent statistics in relation to stress claims
- Considerations of recent amendments to the Commonwealth legislation
- The evidence for organization risk management strategies that have been successful in the prevention and management of work related stress
- Discussion about why a corporate social responsibility approach may be more effective than simply fulfilling statutory obligations
- Possible scenarios for the future management of stress claims

Dr Rob Guthrie, *Professor, Curtin University*  
Marina Ciccarelli, *Lecturer, Curtin University*

### 9:45 Are Employers Looking for a National Workers Compensation Scheme?

The Australian Chamber of Commerce and Industry's member network has over 350,000 businesses represented through Chambers of Commerce in each State & Territory and a nationwide network of industry associations, making it the most represented business association in Australia.

- How are the current schemes affecting businesses across Australia?
- What do employers want from their schemes?
- Where do they hope the schemes go to in terms of national harmonisation?
- Areas where ACCI see room for improvement
- Solutions/suggestions from ACCI in addressing these concerns

Peter Anderson, *Director of Workplace Policy, Australian Chamber of Commerce and Industry*



Peter Anderson joined ACCI in the beginning of 2002. Prior to this Peter was senior advisor to two Federal Ministers for Employment and Workplace Relations for over four years, Peter Reith and Tony Abbott. Peter helped shape SA's industrial relations, workers compensation, health and safety and shop trading reforms in the early 1990's. He acted as Chief of Staff to the SA Premier in 1996.

### 10:25 Morning Tea and Networking Opportunity

### 10:45 Workers Compensation Performance in the USA - How do we compare?

The IAIABC is an association of government agencies that administer and regulate their jurisdiction's workers compensation acts. Along with these entities, various private organisations involved in the delivery of workers compensation coverage and benefits participate in the IAIABC.

- Overview and comparison of the US Workers Compensation Schemes
- Why some schemes in the US are decidedly better than others
- Comparative performance of private insurance and state sponsored insurance
- Work environments and the state of the labour market in the US
- Key problem areas and attractive solutions for current problems
- Applying transferable principles into the Australian arena

Dr Greg Krohm, *Executive Director, International Association of Industrial Accident Board & Commission (IAIABC)*



Prior to his position at the IAIABC, Dr Krohm served as the Administrator for Workers Compensation and the Deputy Commissioner of Insurance for the State of Wisconsin. Dr Krohm holds numerous active positions within the arena of insurance and workers compensation, including Reviewer for the Workers Compensation Research Institute.

### 11:25 PANAL DEBATE: Is a National Workers Compensation System What Australia Needs?

- Moderator
- Heads of Self Insurance
- VIC, NT Workcovers
- Insurer
- National Employer
- State Employer

## LUNCH BREAK AND NETWORKING OPPORTUNITY - 12:05

### Self Insurance Stream

#### 1:05 Case Study: Achieving Self-Insurance

- Reasons for moving towards self insurance under the national scheme
- Processes and methods undertaken when implementing the changes
- Results achieved from self insurance under Comcare
- Future directions - where are we looking to further improve?

Elizabeth Wotherspoon, *National Health and Safety Manager, Optus*

#### 1:40 Case Study: Overcoming the Difficulties in Centralising an Injury Management Service

- Logistics of relocating staff
- Implementing new procedures
- Notifying key stakeholders about the new systems and practices

Belinda Loh, *Regional Coordinator, Flinders Medical Centre*

### Ageing Workforce Stream

#### 1:05 Case Study: Managing an Ageing Workforce - Baptist Community Services NSW/ACT

- Positive Discrimination in the aged care industry
- Basic fundamentals in managing Baptist Community Services
- Addressing culture change and management issues
- Reducing the costs of claims through practical and innovative initiatives

Jeff Wright, *Employee Relations & Risk Manger, Baptist Community Services NSW/ACT*

#### 1:40 Case Study: Initiatives to Retain, Extend and Attract a Highly Skilled and Maturing Workforce

- Understanding the business case - solving the problem of not having enough workers
- How to leverage the skills, experience and knowledge of your Maturing Workforce
- The Mature Age Strategy - How did NAB develop and implement this strategy?
- Developments and improvements to the strategy - what is further required?

Angela Green, *Senior Manager Diversity & Inclusion, National Australia Bank*

### Injury Management Stream

#### 1:05 Case Study: Best Practice Rehabilitation and RTW Programs - Measuring Outcomes & Achieving Accountability

- Rehabilitation outcome measures
- Cost and statistical analysis to influence management support
- Gaining buy-in to process from treating practitioners
- Processes and evaluation of training in process for line management

Lynne Brodin and Sue English, *Rehabilitation Coordinators, Alcoa Australia*

#### 1:40 Case Study: ACT Health: A case study in achieving better results for your employees and improving your bottom line at the same time

- How to take back control of your workers compensation system
- Features of an empowerment system and manager buy in
- Targeting hotspots for your results
- Identifying what are your problems and how to fix them
- How to use corporate governance to drive performance
- Does your safety management system support your business?

Peter Pharaoh, *Director of Injury Prevention & Management, ACT Health*

## AFTERNOON TEA BREAK AND NETWORKING OPPORTUNITY - 2:20

### 2:35 Case Study: To Self Insure or Not to Self Insure

- Moving to self insurance - what are some practical considerations
- Overcoming challenges and problems faced
- Pacific National's final decision on becoming self-insured under Comcare
- How was this decision made?

Peter Lenehan, *National Workers Compensation Manager, Pacific National*

### 2:35 Case Study: Improving the Safety of an Ageing Workforce

- How age related change effects work ability - assessing health and fitness
- Understanding risk factors
- Targeting a change in work practices
- Improving OHS communication
- Managing claims to successful outcomes

Steven Champion, *OHS & Injury Management Coordinator, Anglican Retirement Villages*

### 2:35 Case Study: Digging Deeper into Injury Management

- Rehabilitation challenges in the mining industry
- "Pre-habilitation" - the role of early intervention in preventing injury and recurrence
- Strategies to prevent and proactively manage injuries in heavy industry

Case Study: Broadmeadow projects to reduce strain and sprain injuries on-site  
Bobbie Walker, *Occupational Therapist, BMA Broadmeadow*

## Plenary Session Resumes

### 3:10 Case Study: The Benefits of Self Insuring Under a National System

- Evaluating opportunities to reduce costs and gain benefits
- Key motivators in moving to Comcare
- Analysing the costs and related risks
- Measuring the benefits

Dean Cipolla, *Group Safety Manager, John Holland Group*

### 3:50 Developing and Maintaining Effective Partnerships with the Occupational Physician

- Identifying communication problems with your occupational physician
- Speeding up the process - how do we receive more efficient and effective treatment?

- What information should be provided by referrers?
  - Case study examples of effective and useful processes
- Dr Steven Ng, *Occupational Physician, Private Practice*

### 4:30 Closing Remarks from the Chair

### 5:00 Conference Closing Function

**PRE-CONFERENCE HYPOTHETICAL | Tuesday 26th February, 2008****1:30pm - 4:00pm****Conciliating a Bullying and Harassment Claim**

The intersection of an employer taking "reasonable administrative or disciplinary action" and an allegation of "bullying and harassment" made by an employer subject to performance review, provide significant difficulties in bringing a successful resolution of a claim for psychological injury that meets statutory requirements. These are required to be met by all affected stakeholders and regulatory compliance including OHS prosecution issues and questions of legal professional privilege. These issues will be explored in a "hypothetical conciliation" where you will actively explore the various issues raised.

**John Wallace, Partner, Sparke Helmore Lawyers**

John Wallace possesses specialist legal expertise in the areas of Commonwealth administrative law, employment law, workers' compensation, personal injury law, medical negligence and constitutional law and trade practices. John has been providing strategic advice to major national employers on the reduction of liability for long term workers' compensation claims and the liability for the payment of damages in recovery actions commenced by State and Territory workers' compensation authorities against those employers.

**POST-CONFERENCE WORKSHOPS | Friday 29th February, 2008****9:30am - 12:30pm****WORKSHOP A: Effective Hazard Management: What Does it Mean for your Organisation?**

People often make risk mitigation decisions which have very little impact on the particular hazard. This leads to inadvertent increases in the residual risk that needs to be managed and can lead to catastrophic events.

**Learn to:**

- Avoid making common mistakes
- Avoid making crucial judgement errors and take control of the situation
- Apply the essential principles of AS/NZ4360 (2004) effectively into your workplace, to create a safer environment

**Dr Geoff Dell, Protocol Safety Systems Pty Ltd**

Dr Geoff Dell has led hundreds of accident investigations which have seen ineffective hazard control due mostly to poor risk management, some of which have led to significant failures and loss of life. Learn directly from the man who is a member of Standards Australia OB-007 Risk Management Committee, the committee responsible for development and maintenance of Australian Standard AS/NZ4360:1999 Risk Management.

**WORKSHOP B: The Evidence Based Management of Psychological Injuries**

Psychological injuries cost NSW employers in excess of \$90 million per year and 200 million nationally. The incidence and cost of claims continues to rise despite many attempts to curtail the problem. New research into psychological injury claims shows that distress in workers is not caused by traditional job related factors but rather due to the breakdown of human relations at work. This workshop is the first to apply empirical research evidence to the prevention and management of "stress claims".

- What is stress versus what is psychological injury?
- Why do workers become distressed
- Fostering social support at work
- Isolating and managing conflict: Why are managers in denial?
- Understanding the 3 major psychological dysfunctions at work
- Intervention: one size does not fit all
- Managing mediation and resolving conflict in the rehabilitation/workplace context

**Dr Rod Gutierrez, Managing Consultant, Injury Management Solutions**

Dr Gutierrez has 10 years experience as a Rehabilitation Case Manager having worked both as a Rehabilitation Counsellor and Clinical Psychologist in public and private sectors. He also completed a 5 year PhD thesis, a project which is the first in Australia to access psychological injury claimants directly and provides substantial insights into this growing social and workplace problem.

**1:30pm - 5:00pm****WORKSHOP C: Measuring Your Company's Workers Compensation Performance**

Do you know if your auditing and measuring systems are efficient and delivering effective outcomes that support your business? This is an important question in a climate where business costs are escalating and stakeholders are eager for growth and good corporate governance.

Find out what the correct measuring tools are and practically measure your OHS, rehabilitation and claims management performance monitors and evaluations. Learn to achieve KPI's in accordance with policy and meet objective targets for your organisation. This workshop will allow you to better communicate, measure, monitor and evaluate performance in consultation between employees/employers/insurers and take corrective action when necessary.

**Dean Taylor and Stewart Allen, Senior Risk Consultants, Lawson Risk Management Services Pty Ltd**

Dean Taylor has over 22 years of experience and has operated in both private and public sectors. Dean brings 7 years as an Occupational Health and Safety Inspector and 12 years knowledge of working with self-insured employers in the role of Account Manager and Program Manager

Stewart Allen also combines both qualifications and 21 years experience in consulting and practice in risk management. He has operated in both private and public sectors and in a wide range of industries.

**WORKSHOP D: Managing Consciousness - An exciting new approach to developing people, building relationships, reducing stress and maximising productivity.**

Have you ever wondered how a person's view of the world impacts on how their world turns out? People who hold beliefs about themselves that are limiting and restrictive, experience those limitations and restriction in their life. Understanding how Consciousness works is an exciting step forward in managing, leading and inspiring people. This workshop will take you on a journey into your own personal belief systems and give you a discovery as to how they impact on your life. This workshop is not religious in nature, just an exciting and captivating exploration of consciousness. You will receive some valuable tools that will allow you to make positive changes in your workplace.

**John Toomey, Senior Consultant & Avatar, Life & Balance**

## SPONSORSHIP AND EXHIBITION OPPORTUNITIES

**The National Workers' Compensation Summit 2008** is your unique and unrivalled means of tapping into the multi billion dollar workers compensation industry. Now in its 9th year, **The National Workers' Compensation Summit** will see everyone who will shape the future of the industry descend on The Gold Coast to proudly demonstrate to key partners, clients, government and international organisations the projects, products, services and technical expertise which makes your organisation one of the key players in the industry.

### Becoming a sponsor of The National Workers' Compensation Summit 2008 is the perfect way to:

- Increase your company profile and awareness
- Demonstrate your products, answer questions, help overcome challenges and meet your market face to face
- Build outstanding relationships with your leading clients
- Promote your support for the sector
- Create lasting impressions with our range of tailored sponsorship and exhibition packages

### Previous Years Sponsors included:

- Cambridge Integrated Services
- Allianz
- CGU
- Fineos
- Sinergy
- Medico-legal Opinions
- MSBC
- IMO
- Milne & Associates
- Maurice J. Kerrigan & Associates
- Verifact
- Workstreams
- SBC
- Mental Health @ Work
- Specialist Reporting Services

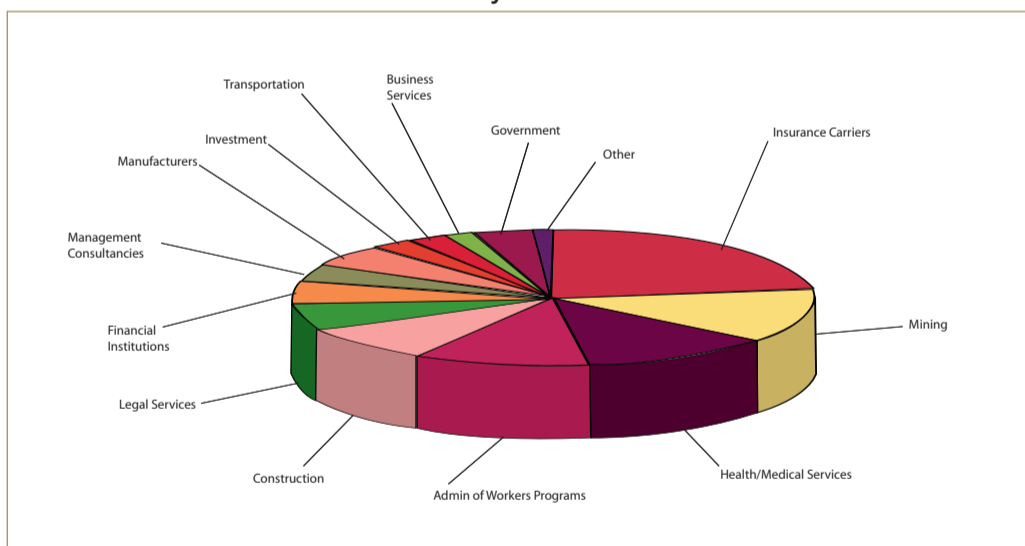
## Capturing Business Opportunity

**Position your business at the heart of developments as they happen.**

For further details on how we can tailor a package to meet your needs please contact **Megan Rogulski** on Tel +61 2 9080 4030 or email [mrogulski@iir.com.au](mailto:mrogulski@iir.com.au)

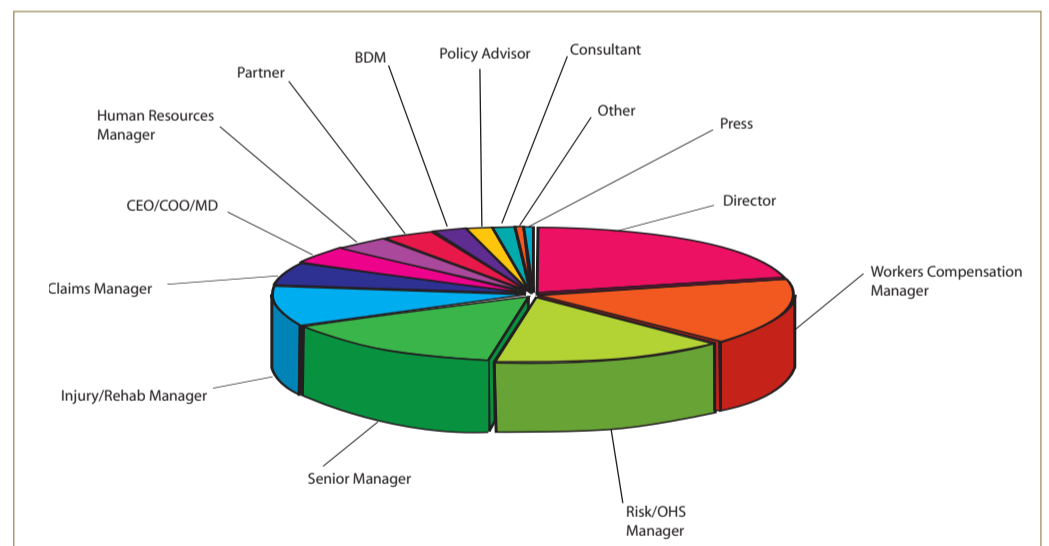
## Who Should Attend:

Industry Breakdown



Source National Workers Compensation 2007

Job Title Breakdown



## Past attendees include:

- |                                  |                                 |  |
|----------------------------------|---------------------------------|--|
| • Alcan Gove Pty Ltd             | • Energex Ltd                   | • QSuper Insurance Management            |
| • Alcoa World Alumina            | • Exxon Mobil Australia Pty Ltd | • Rio Tinto Aluminium                    |
| • Allianz Australia Insurance    | • GIO Australia Ltd             | • Rio Tinto Coal & Allied Industries Ltd |
| • Australia Post                 | • Goodman Fielder Ltd           | • Rocla Pty Ltd                          |
| • BHP Billiton                   | • IAG                           | • Shell Company of Australia Ltd         |
| • Bluescope Steel Ltd            | • Konekt Ltd                    | • Telstra                                |
| • BP Australia Ltd               | • KPMG                          | • Thiess Pty Ltd                         |
| • CGU Workers Compensation       | • Macquarie Bank Ltd            | • Westpac Pty Ltd                        |
| • Coal Services Pty Ltd          | • National Australia Bank Ltd   | • Woolworths Ltd                         |
| • Commonwealth Bank of Australia | • Nestle                        | • Xstrata Copper                         |
| • Dairy Farmers                  | • NIB Health Funds Ltd          | • ...and many more!                      |



