

SISA April Newsletter 2023

Summary



- General Manager's Report
- New Executive Member - Ian Hutchison
- New Executive Member - Rian Carter
- Community of Practice Session 1 Round up
- Community of Practice Session 2 Round up
- Video now Available!
- Up Coming Events
- Training Session Invest in Kindness Round up
- What's Happening at Greenhill Road
- Save the Dates
- General Information
- New Advertising Specifications Page



General Manager's Report



2 - [PeopleVision](#)

From the General Managers desk

Welcome everyone and best wishes. The year is really flying past!

NEWS and VIEWS

We have livestreamed our forums and education sessions to improve accessibility for members. You can view the videos of the December 2nd, 2022, and February 10th, 2023, Friday Forums hosted by Finlaysons and Lawsons respectively, [Community of Practice Session 1](#), [Community of Practice Session 2](#), and Danielle Mik's session on Investing in Kindness. All video footage is available in the members only section of the SISA website.

SISA made a submission to the Government on the [Draft Industrial Manslaughter Bill](#) and understands that the Bill may get some further amendment. Today further correspondence on some changes to the Bill and the actual further amended Bill came through from the Minister and you can access them here. [Ministerial Correspondence & Amended Industrial Manslaughter Bill](#). Our initial submission is on the website and please let us know if you have any feedback to the further amended Bill ASAP, as we have only until 24/4/23 to provide any further SISA submissions. We will keep you updated of any further developments.

Before Christmas last year, the Ministers WHS Adviser told me they were looking at some changes to the S18 legislation. Recently he told me they were still working on proposed changes at the departmental level and there will be consultation process with Exempt Employers in due course. I anticipate we will hear more about that shortly.

SISA will run educational training sessions for members across this year as part of the professional development programme (as well as the regular Forums), on:

[The Proposed Industrial manslaughter Bill](#) - Finlaysons Lawyers - Guy Biddle and Will Snow

[Psychosocial Regulations and Code of practice](#) - Chris Sargent

[Hearing Loss Claims](#) - KJK Legal - Tracey Kerrigan

[Permanent Impairment & Assessment](#) - Gilchrist Connell - Joe Parisi

[S18 changes and implications](#) - KJK Legal - Mark Keam

[Recovery and RTW obligations](#) - Melino Legal - Tahlia Melino

[The “Stretch it Out” Program](#) - Healthmarq - Naomi Edwards

We will ensure these are online as well for those unable to attend in person so watch the website for news and announcements on these sessions.

April [SISA Forum is on Friday April 14](#), at the Pavilion and Sponsored by [WorkGain](#) Work Specific Rehabilitation.

SISA has put on our website a [Backpay Calculator](#) kindly obtained from RTWSA for your use and please note the disclaimer and caveats attached to it from RTWSA and that you need to ensure your calculations are correct for your situation.

We are well into planning the Closing the Loop Seminar. it will be held on Thursday September the 21st so “Save the Date” and more to come on that.

SISA has commenced a dialogue and meetings with RTWSA on several matters we would like to explore to do with Excess of Loss insurance, the SIICA Fund and Financial Guarantee requirements for Self-Insurers. Stay Tuned for developments.

The Attorney General is introducing into Parliament, and may have by the time you read this, the [Return to Work Corporation \(Constitution of Board of Management\) Amendment Bill 2023](#).

SISA has also upgraded a page on the website where Associate Members and Full Members can place [advertising](#) / upcoming events etc. and for information on this if you want to place some advertising, please contact our office.

We are also expanding under the [resources tab](#) on the website, a more comprehensive list of services and resources for members use/reference.

We are also upgrading the login process and website security so please be patient with us and we will provide instructions once this is finished.

Lastly, have a look for the videos of the Community of Practice sessions on the SISA website. We did them in response to your feedback for SISA to facilitate more sharing of ideas and tips amongst the members. In the first one held on 28/2/23, your colleagues from [Westpac](#), [Philmac](#), [Local Government Association Workers Compensation Scheme](#), [SkyCity](#), [Hungry Jacks](#), and [Eldercare](#) discussed their Injury Management and Safety Management Systems, how they helped instill a culture that drives safety performance and wellbeing and how to prepare for an upcoming evaluation. In the second session, [RTWSA's Nathan Conroy](#), Chris Sargeant, [Mark Keam](#), [Tahlia Melino](#) and [Guy Biddle](#) shared their years of experience and expertise working with Self Insurers, their views on good injury management and safety systems and the role of culture. They also discussed key aspects of preparing for an evaluation. See my summary of each session later on in the Newsletter.

Definitely worth having a look at those videos on our website. Please don't forget, if you need any assistance or have a question, please do not hesitate to contact us.



New Executive Member



3 - Ian Hutchison

Ian Hutchison

I started in the Workers compensation industry in 1988 just as the “new” act came in.

I contracted into Self-Insurers both Private and Government as a rehabilitation and Injury Management consultant for around 15 years, and then:

Operations Manager at Insite Injury Management group for 5 years.

Holden Health services Manager for 5 years.

GFG Health and Wellbeing Specialist for 2 years.

Konekt National Service Manager 2 years

Currently ISS Regional Manager (SA/NT) Injury Assist.



4 - [ISS World](#)



5 - Rian Carter

Office of the Commissioner for Public Sector Employment (OPSCE) Crown

I am the Principal Advisor Injury Management and Return to Work at the Office of the Commissioner for Public Sector Employment (OCPSE), which is a central agency of the Crown that provide governance, support and advice to injury management units across the Crown self-insured employers. The Crown accounts for over 113,000 employees in the State of South Australia.

I have worked in workers compensation for around 15 years, prior to joining OCPSE I worked at Return to Work SA and Employers Mutual.



Community of Practice Session 1



The Community of Practice Session held at SISA was a first for us, with our in-house facilities being put to test. The full event is now available as video content on the website. We understand there has been a delay with SISA making sure that all of the tech is ironed out. Video content is also new to the SISA website, so we have upgraded our storage and security to cope with the lengthier footage and ensure that it can be watched with ease.

A huge thank you to our guest speakers:

Melissa Verhage (Westpac), Bryan Colburn (Westpac), Joe Demasi (Hungry Jack's), Mike DeCharmoy (Sky City), Sue Wolstenholme (Philmac), Jed Shearer (Eldercare) & Matt Barton (LGAWCS).

The panel was tasked with answering three questions;

1. Talk us through and describe the injury management and safety systems that you think have really assisted your business and explain why?

Answers from the panel included user friendly, accessible and agile incident and accident reporting, be it paper systems or electronic. Ensuring delays were eradicated from your systems and that it was easy to report an incident and lodge a claim for injury. 24/7 reporting was seen as essential by the panel as well as purposeful workflow and accountability, early triage of injuries and accidents, timely accident investigations, a risk-based approach when it comes to safety systems and really being clear as a business at all levels, in terms of your risk profile and where the greatest risks were and having controls for those risks. Having supervisors and management as well as the Executive, involved, actively understanding the role they each play was seen as essential.

2. Tell us about how culturally you have achieved an organizational culture that supports and drives being a high performing self-insurer?

The panel discussed the importance of making well-being and safety part of the brand and everyday culture of the organization, publicizing and actioning it as part of the living values of the business and then that mantra and value proposition being actively backed up by management and business actions and having a consistency about that. Ensuring that there are consistent and regular activities in the business that support and drive that messaging and culture.

Management involvement and Executive / CEO visibility and involvement was seen as pivotal, as was ensuring employee involvement and engagement and a clear, palpable willingness by the business to listen to employee concerns and suggestions and injury management and safety systems that facilitate that.

Management accountability and understanding of their coaching and educational roles within the business was also seen as sometimes underdeveloped and underutilized. Safety in life as well as at work, was seen as a continuum that can successfully be promulgated across a business in promoting a well-being culture and good performance.

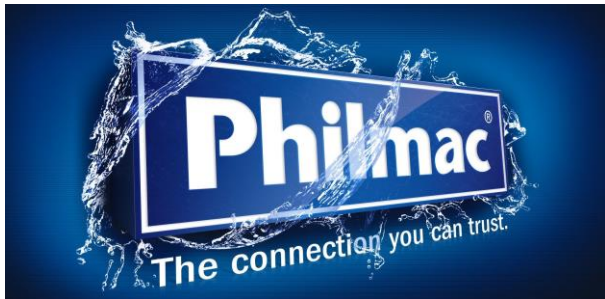
3. How would you manage the evaluation process and preparation and what advice would you give to fellow organization's coming up to an evaluation.



The panel advice was loud and clear in this regard. Close out outstanding corrective actions for the last audit, ensure you can show you have closed them out, "Perfect Preparation makes perfect!" De-Clutter your systems, ensure there is a simplicity about systems and policies/procedures, ensure you develop a good relationship with your evaluator and take the time to understand where they are coming from, your partnership plan is the key. Understand the RTWSA Code of Conduct and the Standards and review your systems as if you were the evaluator or conducting an external audit and actively look for gaps or weaknesses in your systems and documentation. If you can see the weaknesses, then why shouldn't the evaluator. Be able to demonstrate your compliance-if you cannot, why should/would an external person take your word for it?

Have a look at the video of this session on the website to get the full story!!





Eldercare



Community of Practice Session 2



SISA
Self Insurers of South Australia

Community of Practice Session 2 was a follow on from the first one, but this time with those that provide services and guidance to the self-insured community, comprising the Panel. Lawyers Tahlia Melino, Chris Sargeant, Guy Biddle and Mark Keam have a wealth of experience and enterprise in advising and assisting self-insurers over many years and were joined by Nathan Conroy from RTWSA, the regulator.

They as a panel, were asked similar questions to the panel of self-insurers in the first session, but in terms of what they had witnessed and advised their self insured clients.

1. Question 1 focused on what injury management and safety systems they had observed and would advise self-insurers to ensure they had in place as "must haves"?

They recommended injury management and safety systems that reflected the nuances of the particular business, were agile and 24/7 in operation, easily accessible, in plain English &/or languages that reflected the workforce, focused on early intervention and the process was clear and explained and understood by the workforce, that the workforce were actively engaged and consulted about the systems. They also talked about knowing when a claim should be a claim and moving into that management versus constantly debating whether it is or isn't, as delays and confusion really damage successful outcomes. An appetite for continuous improvement and review, understanding the key dangers and risks in the business and constantly risk assessing those as well as active agile accident investigations and corrective actions processes were seen as vital.

Risk Matrices and regular review were seen as needing to be well understood by the business and executives.

Employee Assistance Programmes were also seen as essential as were incident accident reporting and claims management systems that had a connectivity. Delays and confusion in both injury and safety issues were seen as they key determinants of outcomes and a positive versus negative culture.

2. The panel were asked what do the best self-insurers that they have seen, have in place for a good injury management and safety culture?

The answers included; behavior from the top down determines the culture and sets the tone in the business. They also thought culture was more than signage, but signage is helpful, empowered and open communication, a genuine desire to fix issues, and a people driven system were all good aspects and systems to have in your business. "Doing what you say you will" and regularity of review as well as a continuous improvement desire and involvement of the workforce were also seen as vital.

3. This question asked the panel about preparation for an evaluation and the key messaging from the panel was: ensure you have a "living, breathing, functioning system", records are critical, close out any previous corrective actions, policies and procedures are up to date, ensure you have done the things that your own internal audit has highlighted and says you should have done, and perfect preparation is the key. It is a essential part of your business, not simply a function, so it needs to reflect the importance and priority of it's place in the business.

4. The panel had time for a fourth question which was what tips and advice they would give to an organization contemplating self insurance. The panel talked about the organization needing to really understand the systems it would need to have in place to do this well and what that meant for all levels of the business and it's culture.

Again, please have a look at the video on our website when you have an opportunity.



Videos Available to view



SISA
Self Insurers of South Australia

Community of Practice Session 1 is available for viewing from the 28th of February click on the link below:

[Community of Practice Session 1](#)

In Case you missed this Event held on the 28th of March, it was recorded and is now available through the SISA website click the link below:

[Community of Practice Session 2](#)

Invest in Kindness - Presented by Danielle Mik from Beneficent

[Invest In Kindness](#)

SISA February 10th Forum - sponsored by Lawson

[February Forum](#)

SISA December 2nd Forum - sponsored by Finlaysons Lawyers

[December Forum](#)

Upcoming events

FINLAYSONS
LAWYERS

Will Snow and Guy Biddle, partners at Finlaysons Lawyers, will take you through the proposed industrial manslaughter legislation and explore how it will change the landscape in relation to work health and safety obligations and what that means for officer responsibility under the Work Health and Safety Act 2012 SA.

19th of April 2023

Time: 1:00pm to 3:00pm

with afternoon tea

Location: Level 1/170 Greenhill Road Parkside SA 5063

Car Parking: 10:00am until 3:00pm free on Greenhill Road or 2hr Parking in the side streets.

Click on the Link to Register below:

[Register Now!](#)

Healthmarq - Stretch it Out Program



Stretch It Out Program

Is Injury Prevention in your workplace important? Do you want to reduce injuries in your workplace? Do you want to know how to successfully manage physical and psychological claims in your workplace?

Do you want to work collectively with a trusted provider that has been in the industry for many years and has proven results? Then please consider attending our upcoming Lunch and Learn in May 2023.

Come and hear about the latest research and developments from around the world, innovative solutions and practical, easy to use frameworks for your injury prevention and management solutions.

healthmarq is a Nationally renowned Exercise Physiology Provider that has had a national footprint for 22 years, we have an extensive reach in SA in the metro and regional areas. Our comprehensive services are designed to meet the needs of any size company, and are tailored to a variety of industries, including Workers Compensation, CTP, NDIS, Aged Care, and DVA.

We would like to invite you to some upcoming information sessions. At our sessions, you will learn more about how healthmarq can help you protect your employees and create a safer workplace.

With a proven track record, we would love the opportunity to share our experiences of providing inciteful solutions and industry leading outcomes through our evidence-based service delivery model.

You will also have the opportunity to network with your peers and enjoy a complimentary lunch.

So, if you're looking for effective Injury Prevention and injury management Solutions for your workforce, we invite you to attend one of our upcoming face to face information session on May 24th, at SISA. You won't want to miss it!

We are very much looking forward to you all joining us for an interactive event that is also a great opportunity to meet everyone and network.

24th of May 2023

Time: 10:00am to 1:00pm

with light lunch

Location: Level 1/170 Greenhill Road Parkside SA 5063

Car Parking: 10:00am until 3:00pm free on Greenhill Road or 2hr Parking in the side streets.

healthmarq is looking forward to seeing you all there!!

[Register Now!](#)

Friday April 14th Forum sponsored by WorkGain

WorkGainTM

Work Specific Rehabilitation

The SISA April 14th Forum will be held at The Pavilion Adelaide, sponsored by WorkGain.

Location: Veale Gardens, cnr South Terrace & Peacock Road, Adelaide SA 5000

Time: 8:30am for a 9:00am start

Guest Speaker 1



DR. Diana Dorstyn

An Associate Professor and Registered Psychologist, with endorsement in Clinical Psychology, in the School of Psychology, Faculty of Health and Medical Sciences, at the University of Adelaide. She has published widely on the effectiveness of psychological therapies and quality of life outcomes following disability and is internationally known for her research and clinical expertise in neurological rehabilitation.

Topic: The Psychology of Return to Work

An overview of general psychology, traits, motivators, detractors and how these psychological aspects can interplay and contribute to challenges in managing people with injuries who are going through an injury management/claims process. Useful segment in the biopsychosocial rehabilitation approach. We will also discuss the results of our recent grant in collaboration with the Lifetime Support Authority, University of Adelaide and WorkGain, where we evaluated the use of the biopsychosocial rehabilitation and work simulation through WorkGain.

Guest Speaker 2

Dr Daniel Harvie



Daniel is a Lecturer in Musculoskeletal Physiotherapy and a pain scientist at the University of South Australia. His research focusses on leading-edge theories of body perception and how they might inform new approaches to chronic pain, often involving virtual reality and sensory training approaches.

Daniel and Lorimer Moseley are co-authors of the new book—*Pain and Perception: A Closer Look at Why We Hurt*—which uses stunning visual illusions to highlight nuances in the way that perception works, to promote a broader understanding and approach to the treatment of pain.

Daniel holds a Master of Musculoskeletal and Sports Physiotherapy, a chronic pain focused PhD, and serves on the education committees for the Australian Pain Society and Pain Revolution. He is also part of the *One Thing* pain science podcast team.

Topic: Understanding pain through a perception-science lens

The rules that govern what we see, hear, feel, taste, and smell are discoverable through the science and experience of illusions. With each illusion, we learn something about what the brain is doing when producing the flow of our experience. We see behind the curtain if you will. In this talk, we will dissect many different illusions to discover the processes that underlie human perception. Importantly, we will link what we discover to what science tells us about the nature of pain. In doing so, we will see the need for wholistic care in a new way and build empathy with our clients.

We hope to see you all there!

[Register Now!](#)

Permanent Impairment - Gilchrist Connell -Joe Parisi

Gilchrist Connell



“The presentation will cover important case law relating to permanent impairment claims and will provide tips and strategies for dealing with those claims, including the documents that should be provided to the assessor and the information that should be included in a report request”.

31st of May 2023

Time: 1:00pm to 3:00pm

Afternoon Tea provided.

Car Parking: 10:00am until 3:00pm free on Greenhill Road or 2hr Parking in the side streets.

Location: Level 1/170 Greenhill Road Parkside SA 5063

[Register Now!](#)

what's happening at Greenhill Road.



6 - Training space available to use contact us for details, holds 50 people in person, plus online capability.

We are updating our [resource listings page](#), if you would like to appear on the page under the categories listed, please provide your logo and a blurb about your organisation and what services you offer and we will add to the SISA website.



Save the Dates



14th of April SISA Forum sponsored by WorkGain - Boris Fedoric

19th of April The Proposed Industrial Manslaughter Bill - Finlaysons Lawyers - Will Snow and Guy Finlayson

17th of May Psychosocial Regulations and Code of Practice Session 1 - Chris Sargent

24th of May Stretch It Out Program - Healthmarq - Naomi Edwards

31st of May Permanent Impairment - Gilchrist Connell - Joe Parisi

6th of June Hearing Loss - KJK Legal - Mark Keam & Tracey Kerrigan/The Proposed Industrial Manslaughter Bill - Finlaysons Lawyers - Will Snow and Guy Finlayson

23rd of June SISA Forum sponsored by eReports - Jodie Poulton

12th of July Permanent Impairment - Gilchrist Connell - Joe Parisi

26th of July Recovery and RTW/Requirements and Ramifications - Melino Legal - Tahlia Melino

2nd of August Section 18 - KJK Legal - Mark Keam and Tracey Kerrigan

11 of August SISA Forum - sponsored by nb&a Group - Natalie Botroff

213rd of August Recovery and RTW/Requirements and Ramifications - Melino Legal - Tahlia Melino

21st of September Closing the Loop 2023 Morphetville Race Course - SISA & Access Events - Darren Mickan & Wayne Potter TBC

20th of October SISA AGM and Forum - sponsored by Melino Legal - Tahlia Melino

1st of December SISA Forum - sponsored by Finlaysons Lawyers - Will Snow and Guy Finlayson



MELINO LEGAL

Full and Associate Members

Would you like to be part of our monthly spotlight?

Each month SISA can cast a spotlight on a Full or Associate member in order to provide examples of their expertise and various benefits they have available so that we can first look in-house when we are looking for assistance in their fields.

If you would like to be included in our monthly Newsletter, please let us know - sisa@sisa.net.au

Member Updates

Have you changed address? Do you want to be included on our mailing list? Is there a new contact at your worksite? Have any details changed? Or problems accessing our website? We are constantly looking for ways to improve our service, so please let us know of any changes or if anything is not working as it should and we will investigate with our Technical Support.

Please feel free to email us with feedback or queries sisa@sisa.net.au.

Position's Vacant or Person Available

We also provide a platform for positions vacant within your organisation, please email the seek advertisement link to us at SISA and we will send out the advertisement to our members. This service is free for our full and associate members. If you also know of anyone looking for work in the appropriate fields, we can advertise them as a person available, feel free to discuss with Wayne or Amanda.

Newsletter

Is there anything that we are not reporting on that you would like to see more of in our Newsletter? We have been trialing the new format and so far, it has doubled our hits and views. Please utilise the opportunity to show case your organisation as it is a great way to network and generate interest. Send any images or showcase information to sisa@sisa.net.au

FINLAYSONS
LAWYERS