Presentations From:

Jim Kelly, Director Health and Return to Work, SafeWork NSW
Heather Smith, General Manager, Return to Work and Support, iCare
Christina Carras, Chief Customer Officer, WorkCover Queensland
Geniere Aplin, Group Executive, Personal Injury, Employers Mutual Limited (EML)
Kelly Davies, Injury Management Specialist, Virgin Australia
Michele Ghassemi, Workplace Safety & Wellbeing Leader – NSW North & NZ, David Jones
Shauna McGarry, Manager, Injury Management and Workers’ Compensation, Queensland Police Service
Louise Barry, Group Safety, Wellbeing & Injury Management Advisor, Foodstuffs
Laura Rostron, Injury and Rehabilitation Manager, Regis Aged Care
David Brentnall, Specialist Physiotherapist & Managing Partner, Axis Rehabilitation
Marc D’Amico, Organisational Excellence Manager, WorkFocus Australia
Christina Carras, Chief Customer Officer, WorkCover Queensland
Libby Roberts, Managing Director, Workplace Rehabilitation Management
Frank Imbesi, Managing Director, Occupational Rehabilitation Consultant and Physiotherapist, AMS Consulting Group

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Supporting our workers towards safe, productive and sustainable return to work

9 – 10 October 2018 | Sydney Showground

Held Concurrently with the Safety in Action and Workplace Wellness Conferences and the Safety in Action Show
Return To Work Conference
Tuesday 9 October 2018

DAY 1

8:00 Registration and welcome coffee
8:50 WELCOME Opening remarks from the Chair

EARLY INTERVENTION AND INJURY PREVENTION
9:00 Embedding Health and Wellbeing, Safety and Return to Work (RTW) in NSW Workplaces
In 2016 SafeWork NSW launched its Roadmap towards 2022 committing NSW to reduce the incidence of Fatalities, serious injuries and illnesses. As the NSW WHS Regulator, Action Area 1 of our Roadmap aims to “embed the Health and Safety landscape” in all NSW workplaces.
Jim Kelly, Director Health and Return to Work, SafeWork NSW

9:20 Psychological Risk Management and RTW
— Strategies to support employees to reduce psychological injuries
— Focus on capacity and return to work in a medical model
— Risk management of RTW
Shauna McGarry, Manager, Health, Safety & Injury Management, Queensland Police Service; Colin Anderson, Director of Safety and Wellbeing, Queensland Police Service

9:40 Preventative Mental Health: The Role of Technology in Program Design
— Identifying the cost to organisations of poor mental health
— Utilising technology and innovation as preventative measures to good health
— Strategies to eradicate the stigma tied to mental health
— How managers can better identify psychosocial risks at work
Jay Spence, CEO, Uprise™

10:00 Networking and Morning Refreshment Break

RISK AND INJURY MANAGEMENT
10:30 Implementing Healthy Work Initiatives: Intervention and Injury Prevention
— Overview of the early intervention and injury prevention program
— New developments in the Rehab Management System
— How we measure performance and ROI indicators
Kelly Davies, Injury Management Specialist, Virgin Australia

10:50 Integrating Risk and Injury Management into RTW
— Improving RTW practices and Premiums
— Reducing risk by managing personal injuries
— Early monitoring, proposed RTW plans and IME involvement
Michele Ghassemi, Workplace Safety & Wellbeing Leader – NSW North & NZ, David Jones

11:10 Delivering an Effective RTW and Injury Management Program – A Kiwi Case Study
— Injury Management in NZ – The Accident Compensation Corporation & The role of an Accredited Employer
— Reviewing the work injury management process
— The Injury Management Toolkit – Roll out and Implementation
Louise Barry, Group Safety, Wellbeing & Injury Management Advisor, Foodstuffs

11:30 Monitoring RTW and Recovery at Work for Injured Workers
— Co-ordinating a seamless injury rehabilitation and RTW process
— Developing a timely RTW and recovery at work program
— Improving the recovery process post injury/illness
Laura Rostron, Injury and Rehabilitation Manager, Regis Aged Care

11:50 DISCUSSION | Q&A Session

HEALTH AND REHABILITATION
1:30 Health & Wellbeing Strategy for Qube: Case Study of QubeCare
— Early Intervention (El) – programs linking mechanisms of injury, to existing safety programs
— Injury Response – how we care for injured employees
— Recover at Work – Injury Management including workers compensation matters
John Toohey, Group Manager Health & Well-being, Qube Holdings Limited

1:50 The Big Picture: Planning, Preparation and Performance
— Aligning your people and practices to enable performance
— Being prepared to respond with consistency and clarity
— Holistic health considerations to maximise outcomes
Alasdair Grant, General Manager - Client Relations, Recovery Partners

2:10 Risk Factors for Common Musculoskeletal Disorders in Ageing Workers
— Identifying the risk and common causes of compensable MSDs in the workplace
— Unique challenges of an ageing population to a healthy workforce
— Management options to get workers back to work after injury
David Brentnall, Specialist Physiotherapist & Managing Partner, Axis Rehabilitation

2:30 Building Recovery and Rehabilitation into RTW
— Ways to ensure efficient workplace recovery and rehabilitation
— Utilising injury management expertise
Libby Roberts, Managing Director, Workplace Rehabilitation Management

2:50 Networking and Afternoon Tea

WORKER’S COMPENSATION AND SCHEME INITIATIVES
3:20 Worker’s Compensation and the regulatory environment
— Current legislative framework
— Assessing compensable claims
Christina Carras, Chief Customer Officer, WorkCover Queensland

3:40 Creating a More Tailored Claims Management Process
— Implementing a principles based approach to claims management
— Responding to claims with unique needs
— Identifying and responding to risk factors
Heather Smith, General Manager, Return to Work and Support, iCare

4:00 Minimising the Cost of Work-related Injuries
— Overview of NWC and benefits for injured workers
— Reducing costs and improving ROI
Jillian Hamilton, Managing Director, Manage Damage

4:20 Closing remarks from the Chairperson

4:30 Networking Drinks
**Return To Work Conference**
**Wednesday 10 October 2018**

**8:00** Registration and welcome coffee

**8:50** **WELCOME** Opening remarks from the Chair

**WORKPLACE INJURY & SERIOUS ILLNESS**

**9:00** Safeguarding the Financial Sustainability of Worker’s Compensation
— Exploring the current climate for worker’s compensation insurance
— Reviewing the cost burden and impact of workplace injuries
— Working profitability and affordability into scheme liabilities
Geniere Aplin, Group Executive, Personal Injury, Employers Mutual Limited (EML)

**9:20** Reducing Injury and Illness Timeframes and Impact Upon the Business
— How a claim experience impacts on ability to RTW
— Getting better outcomes with treatment providers
— Using the Official Disability Guidelines
Carolyn Bell, State Manager – NSW, APM

**9:40** Minimising Workplace Injury Impact via a great Client Experience
— Why great client experience means a faster return to work
— Working together to engage the client in the recovery and RTW
— Best practice in improving capacity for work in the context of life
Marc D’Amico, Organisational Excellence Manager, WorkFocus Australia

**10:00** Networking and Morning Refreshment Break

**SUPPORT SERVICES AND PSYCHOLOGICAL INJURY**

**10:30** Understanding Resilience to RTW and Remain at Work
— Understanding and facilitating resilience to facilitate RTW
— Can we accurately measure resilience?
— Exploring the role of resilience training in successful RTW
— Strategies for prevention of longer term or recurring injuries
Frank Imbesi, Managing Director, Occupational Rehabilitation Consultant and Physiotherapist, AMS Consulting Group

**10:50** Understanding Workplace Bullying Psychological Injury and its Role in RTW
— What is a workplace bullying injury?
— How does workplace bullying result in psychological injury?
— How do we make a workplace safe for a bullied target to RTW?
Michael Plowright, Director, Working Well Together

**11:10** **CASE STUDY** Preventing Psychological Injury with a ‘Foot in Every Door’ – Introducing the Systems Framework Review Tool
— Overview of the systems framework review assessment tool
— Measuring effectiveness of organisational systems frameworks
— Developing strategy to impact psychological health and well-being
Traci Carse, Workplace Psychologist, SafetyWorks

**11:30** Welcome Back to Craig’s Table
— A new, personal approach to RTW
— Human-centric RTW program
— Where is Craig’s Table now?
Rosemary McKenzie-Ferguson, Founder, Craig’s Table NSW

**11:50** **DISCUSSION** | Q&A Session

**12:00** Lunch and Safety in Action Exhibition Viewing

**CASE MANAGEMENT AND THE CLAIMS EXPERIENCE**

**1:30** Legal Implications of a Workplace Injury
— Resolving claims disputes and avenues of appeal
— How businesses can protect themselves
— Statutory claims management obligations
Matt Runzi, National Health and Safety Manager, Slater and Gordon Lawyers

**1:50** **CASE STUDY** Recognising and Allowing for Individual Differences and Expectations in Injury Claims Management and the RTW process: three examples
— Example 1 – What could go wrong, did
— Example 2 – Lost time injury, preventing psychological injury
— Example 3 – We’re learning how to do things better
— Conclusion – When you think you’ve got it right
Barbara Gonda, Work Health and Safety Officer, Return to Work Coordinator, Third Sector Australia (3SA)

**2:10** **CASE STUDY** The Human Cost of WorkCover and Return to Work – Providing Compassion, Empathy and Strategies for a successful Return to Work
— How a claim experience impacts an injured worker’s ability to return to work
— Initial consultation and conversation with the injured worker
— Providing compassionate support
Kyriaki Petridis, WHS & RTW Advisor, Japara

**2:30** **DISCUSSION** | Case Management and the Claims Experience
— What the claims process means for the worker and employer
— Role of the RTW co-ordinator in the claims experience
— How a claim experience impacts ability to RTW
— Initial consultation with the injured worker

**2:50** Afternoon Tea & Coffee

**CLAIMS MANAGEMENT AND INNOVATION**

**3:20** Overcoming Worker’s Compensation Costs and Expensive Claims
— Developing an organisational commitment to manage injury risk
— Identifying common workplace injuries and reducing injury risks
— Claims management and how to reduce paperwork

**3:40** Exploring the Role of Technology for Claims Management
— How different industries can adapt their claims approach
— Using innovation to redesign claims management
Ella Jurotte, Senior Product Consultant, FINEOS

**4:00** Driving Health Innovation for Injury Management
— Innovative technologies for health promotion and injury prevention
— Utilising wearable technology to reduce injury risk
— Incentivising health in the workplace

**4:10** **CLOSING** | Closing remarks from the Chairperson

**4:30** End of Conference
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