

CONFERENCE DAY ONE Tuesday 10th September 2019

(MENTAL) STATE OF THE NATION

09:00 **OPENING** | Opening remarks from the Chair
Jen Jackson, *CEO, Everyday Massive*

09:10 **Prevention of mental injury at work – where can employers best direct their efforts?**

- Work related mental injury is the second most common cause of workers' compensation claims in Australia, currently accounting for around 13% of workers compensation claims in Victoria.
- This presentation will discuss common causes of mental injury at work, and employer obligations to manage and control the risk of mental injury.
- Information will be provided on WorkSafe programs and resources supporting prevention of mental injury and promotion of mental health and wellbeing at work, including the WorkWell Toolkit.

Claire Nivarovich, *Director of Programs, WorkSafe Victoria*

09:30 **KEYNOTE** | **Every Breakdown Can Be a Breakthrough**

- Mental health is about wellness rather than illness. Ultimately, mental health is about being cognitively, emotionally and socially healthy – the way we think, feel and develop relationships - and not merely the absence of a mental health condition.
- Having suffered from PTSD and Major Depressive Disorder for 16 years, this discussion will provide a personal perspective on mental health and how to navigate the professional, and personal world, whilst quietly, or not so quietly, suffering.

Penelope Twemlow, *Principal Consultant, WSP and Co-Founder and Chairwoman, Women in Power*

10:00 **Real-time psychologist access**

How real-time access to professional help has turned around the lives of rural farmers and corporate sector workers alike.

Louise Dubois, *Director Safety and Recovery Unit, People & Culture, NSW Ambulance*

10:30 **Networking and refreshment break**

THE WORKPLACE OF THE FUTURE

11:00 **Pearson WELL – Building a culture of care**

Pearson WELL is a leader-led wellbeing strategy, and winner of the AHRI Alan Fells Mental Health Award and co-winners at the NSCA best national wellbeing program award in 2018. This session will outline:

- How Pearson WELL evolved and what sparked its development
- Lessons learnt, light bulb moments and where to now?
- Data driven strategy implemented across a remote workforce and how you can do it too

Wendy Demarte, *Health & Safety Director – Asia and Mental Health First Aid Instructor, Pearson*

11:30 **CASE STUDY** | **Walking the talk in some of Australia's WELL Certified offices**

- How the physical environment is inextricably linked to psychological health and wellbeing
- Simple and effective ways to include, engage and mobilise workers to make healthier choices
- Case studies on two WELL Certified offices in Australia, including WorkSafe Victoria's new office in Geelong

Jack Noonan, *Vice President, Australia and New Zealand, International WELL Building Institute*

12:00 **Lunch, networking break and exhibition viewing**

AT HIGHER RISK

13:30 Approaches for system and cultural change

This session outlines how one professional services firm, as part of a more traditional industry sector, is managing system and cultural change to enhance the wellbeing of their people.

Kathryn Bellion, *Head of P&D National Services*, **King & Wood Mallesons**

14:00 The Emergency Services: Strategies to improve mental health

James Maskey, *National Engagement Manager, Police & Emergency Services Program*, **Beyond Blue**

14:30 A powerful, data-driven story on transforming workplace incivility

The experience of incivility at work is a major problem for organisations, leading to high attrition, low morale and increased bullying and harassment claims. The session will:

- Examine the experience of and results from a major Victorian healthcare organisation
- Share how the SCORE intervention has created and sustained positive culture change in workplaces with high incivility

Hayden Fricke, *Managing Director*, **PeopleScape**

Professor Michael Leiter, *Special Advisor*, **PeopleScape**

15:00 Networking and refreshment break

CULTURE

15:30 Lendlease's journey to creating safe places to work

Nikki Blair, *Group General Manager EH&S*, **Lendlease**

16:00 The importance of culture on wellbeing at work

This session will share the behind the scenes journey; from L&D, training work, to safety improvements. By driving synergies between the People & Culture team with business departments, Fantastic Furniture has seen a real uplift in team members' wellbeing.

Cassie McErlean, *Recovery at Work Coordinator*, **Fantastic Furniture**

16:30 **CLOSING** | Closing remarks from the Chair

16:40 **END OF DAY ONE** | Networking Drinks

CONFERENCE DAY TWO Wednesday 11th September 2019

09:00 **OPENING** | Opening remarks from the Chair
Joy Keating, *Safety and Wellbeing Business Partner, City of Whittlesea*

PREVENTION

09:10 **Workplace bullying - current laws, practical implications...and traps for the unwary**
- Understanding laws which apply to workplace bullying and how the laws work in practice
- Dealing with workplace bullying within the current legal framework
Ben Burke, *Partner, Baker McKenzie*

09:30 **Developing a Mental Health Action Plan**
- Creating a healthy workplace
- How the Senate enquiry, national surveys, and internal reviews have underpinned current thinking
- Successfully promoting staff mental health
Dr Megan Dobbie, *Principal Psychologist, Ambulance Victoria*

10:00 **Psychological injury claims and the work environment**
Keshni Mala, *Group Workers Compensation and Wellbeing Advisor, Kings Group*

10:30 **Networking and refreshment break**

INCLUSIVE PRACTICES

11:00 **CASE STUDY** | Wellbeing of young workers in customer service roles
For many young workers their first job will be in a retail, fast food, or other customer service roles. This session shares some of the challenges, strategies, and successes in developing a customer aggression response program at The Reject Shop.
Keith Govias, *National WHS and Workers Compensation Manager, The Reject Shop*

11:30 **Driving Health: Designing interventions for Australia's most dangerous profession**
Trucks are essential to our economy and truck driving is the number 1 occupation for Australian males. Alarming truck drivers are 13 times more likely to die at work than other workers. Clearly the consequences of crashes can be devastating, however the majority of the burden of injury and disease arises outside of crashes. The *Driving Health* project is focusing on truck driver health and will co-design with industry interventions to help drivers be healthy and stay healthy at work. This presentation will summarise findings from existing data sources and describe how the project will fill important knowledge gaps about driver health.
Dr Ross Iles, *Senior Research Fellow, Health Services, Monash University*

12:00 **Lunch, networking break and exhibition viewing**

PROACTIVE HEALTH AND WELLBEING

13:30 **Developing a health and wellbeing plan from scratch**
This session shares a story of the steps taken to develop and implement a health and wellbeing plan and will cover:
- Identification of key priority areas
- Engaging employees and volunteers and empowering committee members
- Examples of easily accessible programs and initiatives
Carolyn Bohm, *Health and Wellbeing Coordinator, Western Health*

14:00 Healthy Workplaces Achievement Program: Building healthier workplaces

The Healthy Workplaces Achievement Program is a Victorian Government initiative that is supporting members to create healthier workplace environments, focusing on five key health priority areas; smoking, healthy eating, mental health and wellbeing, physical activity and alcohol and other drugs.

The presentation will cover:

- Practical strategies and workplace case studies to show how you can make healthy choices easy choices
- Characteristics of a successful workplace health program
- Building best-practice standards into your workplace's policies, culture and physical environment

Laura Paulsen, *Workplace Strategy Coordinator: Achievement Program*, **Cancer Council Victoria**

14:30 Proactive approaches to mental health

- Getting on the Road to Mental Readiness
- How to improve employees' short-term performance and long-term mental health outcomes

Carrie Leeson, *CEO, Lifeline Canberra*

15:00 Networking and refreshment break

PURPOSE

15:30 Developing a confident and competent workforce

- Identifying, capturing and transferring worker know-how
- Improving knowledge transfer and retention
- incorporating the right methodology and technology solutions to upskill your workers
- Promoting a more engaged and empowered workforce

David Broadhurst, *Chief Engagement Officer, Codesafe Solutions*

16:00 Resilience in the workplace – the transformative impact of physical and mental wellbeing combined

- Understanding resilience and its role in productivity for individuals & organisations
- Exploring the Global Resilience Report and examining the culture of a sustainable, high-performance organisation.
- Strategies and tactics to enhance physical and mental wellbeing & safety in the workplace

Stuart Taylor, *Founder & CEO, Springfox*

16:30 Bullying and sexual harassment in the workplace

- Profound effects of bullying & harassment and how to effectively address within the workplace.
- Mitigating risk & improving health & wellbeing within an organisation

Tahli Hilton, *National Manager – Workplaces, BULLY ZERO*

17:00 CLOSING | Closing remarks from the Chair

17:10 END OF CONFERENCE

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