08:15  **REGISTRATION | Light breakfast**  
Kick off the Summit by getting to know your peers during arrival tea and coffee, also serving fresh juice and yogurt

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**INTO THE NEXT DECADE**

08:50  **OPENING | Opening remarks from the Chair**  
Nicole Meacock, Senior Manager, EHS Consulting, EY

09:00  **Preventing harm in the workplaces of the future**  
- Our working environment is changing, and the effects of these changes, be they on work-life balance, or on health and wellbeing at work, are still very much unknown  
- The Centre for WHS is leveraging cutting edge research and data to prevent harm in our workplaces of the future  
- Understand how the Centre is bringing about behaviour change in work health and safety in NSW, including on crystalline silica and mental health in remote and rural communities  
Dr Michelle Veljanovska, Manager Science Outreach, Centre for Work Health and Safety

09:30  **Innovation-driven health outcomes: leveraging artificial intelligence and behavioural insights**  
- Data and science underpin QBE’s approach to helping people get their lives back together after an injury in workers compensation schemes  
- Learn from QBE’s investment in innovations and focus on people, and how this has transformed our approach to claims management  
James Hay, Head of People Risk Claims Strategy and Performance, QBE Insurance

10:00  **KEYNOTE | Understanding a national perspective in delivering work, health safety and workers compensation**  
At a time where the boundaries around our work life are blurred, schemes including Comcare need to consider how to successfully support the genuine recovery, and timely, safe and durable return to work, of workers. With many disruptors coming for our regulatory and compensation systems, Sue will share some of the initiatives that Comcare is trailing in an effort to gain a deeper understanding of evidence-based practice and what works.  
Sue Weston, CEO, Comcare

10:30  **Networking and refreshment break**
11:00 **KEYNOTE** | Key findings from WorkSafe 2: Follow-up investigation into the management of complex workers compensation claims  
Deborah Glass, *Victorian Ombudsman*

11:45 **Building resilience into your business-as-usual**  
- Learn how leading companies have successfully built up resilience in their workforce to overcome and manage change and adversity  
- Implementable solutions and tools to assess, understand and improve resilience behaviour in teams  
- Create genuine behaviour transformation  
Matt Hughes, *Managing Director and Resilience Coach*, Ripen Psychology

12:30 **Lunch and networking break**  
As part of registration please select preferred stream for each day. Delegates are able to switch between streams throughout the day.

<table>
<thead>
<tr>
<th>STREAM A: Change management and claims management</th>
<th>STREAM B: Psychological injury</th>
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</table>
| 13:20 Welcome back from Stream A Chair  
Nicole Meacock, Senior Manager, HSE Consulting, EY | Welcome back from Stream B Chair  
Dane Kayem, Director, Modjoul, ANZ |
| 13:30 **CASE STUDY** | It didn’t happen overnight – shifting from a culture of nonreporting to recovering at work  
- The steps to achieving cultural change over 2 years  
- How a significant improvement in LTIFR has been enabled by a shift in focus to Recovering at Work whilst simultaneously empowering workers to report incidents and injuries  
- The difference the support of management can make  
Tina Thew, *Acting Deputy Director Community Health, Physiotherapist*, Hawkesbury District Health Service  
Anna Bishop, *Acting Senior Occupational Health and Safety Consultant*, Hawkesbury District Health Service | **CASE STUDY** | Rethinking mental health at Clayton Utz  
- Re-thinking the benefits of good mental health  
- Re-thinking prevention  
- Re-thinking recovery  
Emma Howard, *Mental Health Manager*, Clayton Utz  
Julio Bara, *National Health and Safety Manager*, Clayton Utz |
| 14:00 **CASE STUDY** | Workers compensation & safety integration  
- Exploring DP World’s journey to integration  
- How to integrate workers compensation, injury management and prevention into the safety sphere within an organisation  
Karli Edgerton, *National Safety & Worker’s Compensation Manager*, DP World | **CASE STUDY** | A holistic approach to managing chronic psychological injury  
- Early intervention approach to assist workers who cannot return to work to work early  
- The philosophy, implementation and effectiveness of the Active Wellbeing Program  
Noni Byron, *Managing Director*, Prestige Health Services Australia |

#workerscomp20
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<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speakers</th>
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<tr>
<td>14:30</td>
<td>**CASE STUDY</td>
<td>Presumptive legislation for New South Wales firefighters: challenges and successes**</td>
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<td>- Identifying key challenges with implementation</td>
<td>James Monteverdi, <em>Recovery at Work Coordinator, Fire and Rescue NSW</em></td>
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<td>- Overcoming the challenges of presumptive cancer implementation</td>
<td>Natasha Dimitrijevic, <em>Recovery at Work Coordinator, Fire and Rescue NSW</em></td>
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<td>- Demonstrating support for firefighters and their families through different partnerships</td>
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<td>- Adopting a multidisciplinary approach towards care and recovery</td>
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<td>**CASE STUDY</td>
<td>Mental Health Intervention Framework**</td>
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<td>- Early intervention approach to assist workers who cannot return to work to work early</td>
<td>Geraldine King, <em>Workplace Health, Safety &amp; Wellbeing Manager, Citi</em></td>
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<td>- Active Wellbeing Program AWP</td>
<td>Rachel Clements, <em>Director, Psychological Services, Centre for Corporate Health</em></td>
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<td>- Holistic approach to supporting an organisation's wellbeing</td>
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<td>- How to best Recognise, Respond, Refer and Review a person who may be experiencing a mental health issue</td>
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<td>- How a framework can form the basis for an organisation's policy and procedure for mental health and wellbeing, and its positive impact</td>
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<td>Networking and refreshment break</td>
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<td>15:30</td>
<td><strong>Predictions are difficult, especially about the future!</strong></td>
<td>David Brentnall, <em>Specialist Physiotherapist, AXIS Rehabilitation at Work</em></td>
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<td>- Tools to assist in identifying which new MSD's are more likely to have a poor return to work outcome</td>
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<td>- Targeted solutions to get these injured workers back on track</td>
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<td>- Best practice for communication between healthcare professionals, employers and insurers, and their role in giving injured workers safe messages about keeping moving and recovering at work</td>
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<td><strong>Developing and implementing a mental health strategy</strong></td>
<td>Alasdair Grant, <em>General Manager – Client Relations, Recovery Partners</em></td>
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<td>- Advantages of developing a clear roadmap to better understand, mitigate &amp; manage psychological risk in the workplace</td>
<td>Erin Judd, <em>Health Services Manager, Safety, Human Resources &amp; Environment Division, Endeavour Energy</em></td>
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<td>- Using data to better inform assumptions and create targeted interventions for end-user benefit</td>
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<td>- Team member engagement via peer support and program improvements to better integrate psychological health management strategies</td>
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<td>- Lessons learnt and how a flexible change management mindset enabled greater ease in journey</td>
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<td>16:00</td>
<td>Preparing for and acquiring a self-insurance license</td>
<td>Michael Halloran, President, Safety Rehabilitation and Compensation Licensees Association and General Manager Injury Management, Australia Post</td>
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<td>16:30</td>
<td>Effective claims management for long-term injured workers</td>
<td>Michael Newton</td>
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<td>17:00</td>
<td>CLOSING</td>
<td>Closing remarks from the Chair</td>
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**CASE STUDY | Prevention at Western Sydney Local Health District**
- Identifying key challenges with implementation
- Managing and preventing psychological claims
- Leveraging existing resources
Christey Nelson, Manager, Workers Compensation and Injury Management, Western Sydney Local Health District, NSW Health

**CASE STUDY | CSIRO’s wellbeing journey**
Kylie Grady, Executive Manager Wellbeing and Safety and Occupational Physiotherapist, CSIRO

17:00   END OF DAY ONE | Networking drinks

18:00   DINNER | Adria Bar and Grill
Relax with peers at the Adria Bar and Grill, located on the sparkling Darling Harbour foreshore.

*Dinner is included in all Conference Tickets. Additional Dinner Tickets may be purchased through our Customer Service team on 02 9080 4025.*
CONTINENTAL & HOT BUFFET BREAKFAST
Join peers for a networking breakfast in the pre-function area before Day 2 commences

THE FUTURE OF RISK

OPENING | Opening remarks from the Chair
Gemma Murphy, Leader, Customer Relationships and Customer Experience Programs, QBE

KEYNOTE | Changes across the NSW Workers’ Compensation Scheme and its future
- NSW Workers Compensation System update
- The Regulatory Approach
- Future plans with a focus on what this means in practice for workers, business owners, insurers and providers
  Darren Parker, Executive Director, Workers & Home Building Compensation Regulation, State Insurance Regulatory Authority

Workers compensation and the law: Significant FCA and HC decisions in the last 3 years
Rhett Slocombe, Partner, Hall & Wilcox

Innovations and creative problem solving in Workers Compensation
Phil Jedlin, Director of Operations and Acting Workers Compensation Independent Review Officer, Workers Compensation Independent Review Office (WIRO)

Networking and refreshment break

LEADERSHIP

Understanding complex trauma
- Proactive response to responding to psychological injury claims
- Considerations and insights into complex case management
  Jade Alexander, Mental Health Claims Leader, Complex & Specialised Return to Work and Support, icare

How to influence workers compensation from a leadership level
Lana Hogno, GM Health Safety & Wellbeing, UnitingCare Queensland
12:00  **Connections and reflections**
In your tables, talk to your neighbor and reflect on the learnings of the past two days. What have been the top three key takeaways for you? What is one achievable change you think you can make to your organisation in the next three months? What are three steps you can take in the next week to start the process?

12:30  **Lunch and networking break**
*As part of registration please select preferred stream for each day. Delegates are able to switch between streams throughout the day.*

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<td><strong>13:20 Welcome back from Stream A Chair</strong>&lt;br&gt;Gemma Murphy, <em>Leader, Customer Relationships</em>&lt;br&gt;and <em>Customer Experience Programs, QBE</em></td>
<td><strong>Welcome back from Stream B Chair</strong>&lt;br&gt;Dane Kayem, <em>Director, Modjoul, ANZ</em></td>
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<tr>
<td>**13:30 CASE STUDY</td>
<td>Recovery Blueprint Project**&lt;br&gt;This project will deliver a case management tool that helps case managers match the right services to the right person at the right time. This way, we can ensure injured workers recover faster. We can also ensure workers’ compensation groups run more efficiently with increased financial sustainability.&lt;br&gt;Dr Ross Iles, <em>Senior Research Fellow Health Services</em>,&lt;br&gt;Monash University&lt;br&gt;Jane Stevens, <em>Executive, Services Industries</em>,&lt;br&gt;WorkCover Queensland</td>
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<td>**14:00 CASE STUDY</td>
<td>Presumptive PTSD: the Tasmanian Experience**&lt;br&gt;- Background to presumptive PTSD legislation&lt;br&gt;- Implementation processes and new claims experience&lt;br&gt;- Challenges and lessons learned&lt;br&gt;Kiran Mudaliar, <em>Manager, Injury Management Advisory Service, Department of Police, Fire &amp; Emergency Management TAS</em></td>
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<td>14:30</td>
<td><strong>Behavioural insights for improving RTW outcomes for workers</strong></td>
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<td>- Using research from behavioural economics, psychology and sociology to positively influence outcomes with small low-cost changes</td>
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<td>- Effectively communicating with stakeholders, including injured workers, doctors, and employers</td>
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<td><strong>Preventing psychosocial risks</strong></td>
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<td>15:00</td>
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**POST-SUMMIT WORKSHOPS**  
Wednesday 19th February 2020

**09:00 – 12:30**

**Workshop A | Complex workers compensation claims management**

The landscape of work is changing, and so too are the ways in which we manage work related, and non-work related injuries. This workshop will discuss complex case management, and the impact this has on our own wellbeing. It will provide skills and resources necessary to effectively manage the impact of Vicarious Trauma.

Jade Alexander, *Mental Health Claims Leader, Complex & Specialised Return to Work and Support, icare*
Ashley Coelho, *Mental Health Specialist, Workers Insurance, icare*

**13:30 – 17:00**

**Workshop B | Workplace wellbeing and organisational culture**

- Proactively mitigating and managing health and safety risks
- Developing a systematic risk management framework
- Implementing a holistic approach to workplace wellbeing

Deanne Boules, *Founder and Managing Director, Insync Workplace Solutions*