

National Workers' Compensation Summit

17 – 18 February 2020 | Swissotel Sydney

FEB

SUMMIT DAY ONE | Monday 17th February 2020

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

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**



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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.

	STREAM A: Change management and claims management	STREAM B: Psychological injury
13:20	Welcome back from Stream A Chair Nicole Meacock, <i>Senior Manager, HSE Consulting, EY</i>	Welcome back from Stream B Chair Dane Kayem, <i>Director, Modjoul, ANZ</i>
13:30	CASE STUDY It didn't happen overnight – shifting from a culture of nonreporting to recovering at work <ul style="list-style-type: none">- 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, <i>Acting Deputy Director Community Health, Physiotherapist, Hawkesbury District Health Service</i> Anna Bishop, <i>Acting Senior Occupational Health and Safety Consultant, Hawkesbury District Health Service</i>	CASE STUDY Rethinking mental health at Clayton Utz <ul style="list-style-type: none">- Re-thinking the benefits of good mental health- Re-thinking prevention- Re-thinking recovery Emma Howard, <i>Mental Health Manager, Clayton Utz</i> Julio Bara, <i>National Health and Safety Manager, Clayton Utz</i>
14:00	CASE STUDY Workers compensation & safety integration <ul style="list-style-type: none">- 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, <i>National Safety & Worker's Compensation Manager, DP World</i>	CASE STUDY A holistic approach to managing chronic psychological injury <ul style="list-style-type: none">- 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, <i>Managing Director, Prestige Health Services Australia</i>

14:30	<p>CASE STUDY Presumptive legislation for New South Wales firefighters: challenges and successes</p> <ul style="list-style-type: none"> - Identifying key challenges with implementation - Overcoming the challenges of presumptive cancer implementation - Demonstrating support for firefighters and their families through different partnerships - Adopting a multidisciplinary approach towards care and recovery <p>James Monteverdi, <i>Recovery at Work Coordinator, Fire and Rescue NSW</i> Natasha Dimitrijevic, <i>Recovery at Work Coordinator, Fire and Rescue NSW</i></p>	<p>CASE STUDY Mental Health Intervention Framework</p> <ul style="list-style-type: none"> - Early intervention approach to assist workers who cannot return to work to work early - Active Wellbeing Program AWP - Holistic approach to supporting an organisation's wellbeing - How to best Recognise, Respond, Refer and Review a person who may be experiencing a mental health issue - How a framework can form the basis for an organisation's policy and procedure for mental health and wellbeing, and its positive impact <p>Geraldine King, <i>Workplace Health, Safety & Wellbeing Manager, Citi</i> Rachel Clements, <i>Director, Psychological Services, Centre for Corporate Health</i></p>
15:00	<p>Networking and refreshment break</p>	<p>Networking and refreshment break</p>
15:30	<p>Predictions are difficult, especially about the future!</p> <ul style="list-style-type: none"> - Tools to assist in identifying which new MSD's are more likely to have a poor return to work outcome - Targeted solutions to get these injured workers back on track - 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 <p>David Brentnall, <i>Specialist Physiotherapist, AXIS Rehabilitation at Work</i></p>	<p>Developing and implementing a mental health strategy</p> <ul style="list-style-type: none"> - Advantages of developing a clear roadmap to better understand, mitigate & manage psychological risk in the workplace - Using data to better inform assumptions and create targeted interventions for end-user benefit - Team member engagement via peer support and program improvements to better integrate psychological health management strategies - Lessons learnt and how a flexible change management mindset enabled greater ease in journey <p>Alasdair Grant, <i>General Manager – Client Relations, Recovery Partners</i> Erin Judd, <i>Health Services Manager, Safety, Human Resources & Environment Division, Endeavour Energy</i></p>

16:00	<p>Preparing for and acquiring a self-insurance license</p> <p>Michael Halloran, <i>President, Safety Rehabilitation and Compensation Licensees Association</i> and <i>General Manager Injury Management, Australia Post</i></p>	<p>CASE STUDY Prevention at Western Sydney Local Health District</p> <ul style="list-style-type: none"> - Identifying key challenges with implementation - Managing and preventing psychological claims - Leveraging existing resources <p>Christey Nelson, <i>Manager, Workers Compensation and Injury Management, Western Sydney Local Health District, NSW Health</i></p>
16:30	<p>Effective claims management for long-term injured workers</p> <ul style="list-style-type: none"> - Achieving return to work outcomes for workers with long-term injuries an workers' compensation - Finding alternative employment or treatment <p>Michael Newton</p>	<p>CASE STUDY CSIRO's wellbeing journey</p> <p>Kylie Grady, <i>Executive Manager Wellbeing and Safety and Occupational Physiotherapist, CSIRO</i></p>
17:00	<p>CLOSING Closing remarks from the Chair</p>	<p>CLOSING Closing remarks from the Chair</p>

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.*

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SUMMIT DAY TWO | Tuesday 18th February 2020

08:15 CONTINENTAL & HOT BUFFET BREAKFAST

Join peers for a networking breakfast in the pre-function area before Day 2 commences

THE FUTURE OF RISK

08:50 OPENING | Opening remarks from the Chair

Gemma Murphy, *Leader, Customer Relationships and Customer Experience Programs*, **QBE**

09:00 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**

09:30 Workers compensation and the law: Significant FCA and HC decisions in the last 3 years

Rhett Slocombe, *Partner*, **Hall & Wilcox**

10:00 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)**

10:30 Networking and refreshment break

LEADERSHIP

11:00 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**

11:30 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.

	STREAM A: RTW, injury management and early intervention	STREAM B: Injury prevention and WHS
13:20	Welcome back from Stream A Chair Gemma Murphy, <i>Leader, Customer Relationships and Customer Experience Programs, QBE</i>	Welcome back from Stream B Chair Dane Kayem, <i>Director, Modjoul, ANZ</i>
13:30	CASE STUDY Recovery Blueprint Project 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. Dr Ross Iles, <i>Senior Research Fellow Health Services, Monash University</i> Jane Stevens, <i>Executive, Services Industries, WorkCover Queensland</i>	Using behavioral insights to manage psychological injury Daniel Palmer, <i>Manager, Health and Wellbeing, NSW Department of Education</i>
14:00	CASE STUDY Presumptive PTSD: the Tasmanian Experience <ul style="list-style-type: none">- Background to presumptive PTSD legislation- Implementation processes and new claims experience- Challenges and lessons learned Kiran Mudaliar, <i>Manager, Injury Management Advisory Service, Department of Police, Fire & Emergency Management TAS</i>	CASE STUDY Proactivity and reactivity: The evolution of Mind Matters at Aurecon <ul style="list-style-type: none">- How the flagship Mind Matters program has evolved to become more proactive and action-based rather than reactive- Implementing tangible actions as part of a holistic strategy- Mental Health First Aid training and how to respond in critical mental health situations Lynna Marr, <i>Health, Safety and Wellbeing Business Partner, Aurecon</i>

14:30	Behavioural insights for improving RTW outcomes for workers <ul style="list-style-type: none"> - Using research from behavioural economics, psychology and sociology to positively influence outcomes with small low-cost changes - Effectively communicating with stakeholders, including injured workers, doctors, and employers Luke Freeman, <i>Behavioural Insights</i> , QBE Insurance	Preventing psychosocial risks Linda Sheahan, <i>Workplace Engagement Manager</i> , beyondblue
15:00	CLOSING Closing remarks from the Chair	CLOSING Closing remarks from the Chair
15:10	END OF SUMMIT	END OF SUMMIT

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

TBC