

INJURY MANAGEMENT



BOOK
EARLY &
SAVE UP TO
\$550!

29th - 31st August 2011 • The Grace Hotel, Sydney

KEY BENEFITS OF ATTENDING

UNDERSTAND Australia's work health and safety legislation

CULTIVATE a pioneering safety culture to reduce your company's risk

ESTABLISH systems that effectively assess the risk of workplace injuries

ENGAGE employees in the safety process with tried, tested and unique interaction strategies

PROMOTE resilience in your injury management process

INITIATE effectual approaches for maintaining a sustainable return to work strategy

INSTILL commercial successful protocols for managing workplace injuries

HEAR FROM EXPERT SPEAKERS:

- **Wayne Creaser**, Branch Manager, Work Health and Safety, **SAFE WORK AUSTRALIA**
- **John Watson**, General Manager Work Health and Safety Division, **WORKCOVER NSW**
- **Tracey Byrne**, WesSAFE Claims Manager – Victoria, **COLES GROUP LIMITED**
- **Bill Nevin**, Manager Xtra Care, **XSTRATA**
- **Mike Siomiak**, NSW Managed Fund General Manager, **ALLIANZ**
- **Shaleigh Lennox**, NSW Injury Manager, Workers Compensation, **ONESTEEL**
- **Paul Farrell**, Senior Risk Advisor, **CALTEX**
- **Becky Lloyd**, Workers Comp Case Management Advisor, **VIRGIN BLUE**
- **Brian Rose**, OHSIM Manager, **ANGLICAN RETIREMENT VILLAGES**
- **Dr Caron Jander**, National Medical Officer, **AUSTRALIAN RACING BOARD**
- **Gemma Harrison**, General Manager - Injury Management, **NSW POLICE FORCE**
- **Natasha Hallifax**, OHS Coordinator and Acting Risk Manager, **NSW AMBULANCE SERVICE**
- **Raelene Smith**, Team Leader Return to Work, **FIRE & RESCUE NSW**
- **Mike Armitage**, Director Communication & External Liaison Rehabilitation & Entitlements Policy Group, **DEPARTMENT OF VETERANS AFFAIRS**
- **Robert Sams**, Senior Manager, Group Health and Safety, **NRMA**
- **Deborah Schofield**, Professor and Chair - Health Economics, **NHMRC CLINICAL TRIALS CENTRE, UNIVERSITY OF SYDNEY, NSW**
- **Emily Callander**, Research Associate, **NHMRC CLINICAL TRIALS CENTRE, UNIVERSITY OF SYDNEY, NSW**

PLUS DON'T MISS OUT ON THESE ESSENTIAL WORKSHOPS:

WORKSHOP A:

How to tailor a return to work strategy for those suffering non-physical injury

Dawn Piebenga, Managing Director/Occupational Therapist, **IMR**

WORKSHOP B:

Developing a strategy to battle an ageing workforce

Paul Marsh, Director, **P2 Group Pty Ltd**

Endorsed by:



NSCA Work Health & Safety. Solved.
National Safety Council of Australia Ltd



Return to Work Matters
The power of partnerships

Exhibitor:

CLAIMTRAK™
INCIDENT AND INJURY MANAGEMENT SYSTEM

Researched by:

TONKIN CORPORATION

Ranked #26 on the
BRW Fast 100 2010

CONFERENCE DAY ONE

Monday, 29th August 2011

8:30 Registration, morning coffee and tea

9:00 Opening remarks from the chair
Bill Nevin, *Manager Xtra Care, XSTRATA*

NATIONAL WORKERS COMPENSATION PROCEDURE CHANGES

9:10 **Safe Work Australia: An overview of work health and safety legislation in Australia**

- Model Work Health and Safety Regulations and model Codes of Practice: An overview of proposed changes

Wayne Creaser, *Branch Manager, Work Health and Safety, SAFE WORK AUSTRALIA*

9:50 **The model work health and safety (WHS) Act, NSW**

- Establishing a successful plan to adjust to the act in order to increase the effectiveness of prevention, identification and resolution
- Utilising new resources to effectively evaluate and identify potential risks
- Generate a positive mind-set towards claims management through new strategies to decrease the number of claims made

John Watson, *General Manager Work Health and Safety Division, WORKCOVER NSW*

10:30 Morning tea

11:00 **Creating successful communication throughout the claim process to prevent costly consequences**

- Review current communication strategies between worker, insurance and external medical practitioners
- Discover how effective communication decreases the probability of a worker making a common law claim

Natasha Hallifax, *OHS Coordinator and Acting Risk Manager, NSW AMBULANCE SERVICE*

DETECTION, PREVENTION and RISK MANAGEMENT

11:40 **Reducing 'stress claims' through the introduction of specialised performance management**

- Pinpointing sources of stress within the working environment to create employee satisfaction
- Establishing communication with workers to stimulate a productive working environment
- Planning a role-specific evaluation system
- Evaluate performance management programmes to ensure early detection of stress within the workplace

Mike Siomiak, *NSW Managed Fund General Manager, ALLIANZ*

12:20 Lunch

1:20 **Assessing and managing injury risk: Ensuring that workers return to normal duties**

- Creating a system that assesses the risk of workers not returning to normal duties
- How to effectively manage injury based on perceived injury consequence
- Early Intervention strategies
- Resolution strategies based on risk assessment

Bill Nevin, *Manager Xtra Care, XSTRATA*

WORKPLACE HEALTH and SAFETY

2:00 **Sitting in the middle without sitting on the fence – the role of modern day safety professional**

- The challenges of understanding just who your "customer" is as an OHS Professional: How to strike the right balance
- Balancing OHS risks with commercial business needs – how to influence safety outcomes by thinking about things in terms of "business case"

- A personal OHS journey
Robert Sams, *Senior Manager, Group Health and Safety, NRMA*

2:40 Afternoon tea

3:10 **Ages and workforce participation**

- Demographic change and its impact on the labour force
- Chronic illness and its impact on labour force participation of older workers
- Back pain and its impact on labour force participation and economic circumstances of workers

Deborah Schofield, *Professor and Chair - Health Economics, NHMRC CLINICAL TRIALS CENTRE, UNIVERSITY OF SYDNEY, NSW*
Emily Callander, *Research Associate, NHMRC CLINICAL TRIALS CENTRE, UNIVERSITY OF SYDNEY, NSW*

3:50 **Thinking outside the box: safety strategies that truly inspire, motivate and change perceptions**
CASE STUDY

- Learn from tried and tested unique interaction strategies to engage employees in the safety process
- Making the commitment real by investing time and budget to create a unique forum for sharing the safety message

Paul Farrell, *Senior Risk Advisor, CALTEX*
Gary Fuller, *Occupational Health Coordinator, CALTEX OIL REFINERIES*

4:30 Closing remarks from the chair

4:40 End of Day One

CONFERENCE DAY TWO

Tuesday, 30th August 2011

8:30 Morning coffee and tea

9:00 Opening remarks from the chair

RETURN TO WORK

9:10 **Promoting employee engagement and commitment throughout the injury management process: A Virgin Australia Case Study**
CASE STUDY

- The benefits of early support and intervention
- Identifying an injured worker's return to work needs and beliefs
- Promoting resilience and engagement throughout the injury management process
- Overcoming complex barriers to return to work, and meeting the physical and emotional needs of the injured worker

Becky Lloyd, *Workers Comp Case Management Advisor, VIRGIN BLUE*

9:50 **Exceptional return to work strategies: A NSW Police Force case study**
CASE STUDY

- Providing meaningful duties whilst focusing on customer service
- Gaining medical support for a new initiative
- A commitment to keeping the injured officer motivated
- A quicker return to pre-injury duties

Gemma Harrison, *General Manager - Injury Management, NSW POLICE FORCE*

10:30 Morning tea

11:00 **Utilising the advantages of successful rehabilitation strategies**

- Utilisation of different rehabilitation strategies to achieve outcomes
- Achieving durable and sustainable return to work
- Influencing change within an organisation
- Engagement of stakeholders

Shaleigh Lennox, *NSW Injury Manager, Workers Compensation, ONESTEEL*

<p>11:40 Addressing the mental and physical barriers during the return to work process</p> <ul style="list-style-type: none"> Identifying the obstacles associated with returning injured workers to partial or full duties Developing a personalised, case by case plan to boost enthusiasm in injured workers to return to full duties <p>Tracey Byrne, WesSAFE Claims Manager – Victoria, COLES GROUP LIMITED</p> <p>12:20 Lunch</p> <p>1:20 Why mental health rehabilitation is so complex and how to overcoming the barriers?</p> <ul style="list-style-type: none"> History of DVA in injured worker rehabilitation participation Current rehabilitation philosophy across DVA Discover the services and support available for assisting injured or ill client participation in rehabilitation <p>Mike Armitage, Director Communication & External Liaison Rehabilitation & Entitlements Policy Group, DEPARTMENT OF VETERANS AFFAIRS</p> <p>2:20 Overcoming barriers to mental health rehabilitation and achieving a sustainable return to work</p> <ul style="list-style-type: none"> Supporting cultural change The challenge of making managers into leaders Addressing common barriers within the specific environment of emergency services <p>Raelene Smith, Team Leader Return to Work, FIRE & RESCUE NSW</p> <p>3:00 Afternoon tea</p>	<p>3:30 Successfully implement return to work strategies by understanding musculoskeletal and psychological injuries</p> <ul style="list-style-type: none"> Harnessing injured employees expectations and motivations to overcome injury Identifying the real and perceived barriers to recovery, addressing and eliminating them Removing or reducing the psychological impact of injury Creating a culture that ensures the employee is engaged as part of your organization, despite suffering an injury Rewarding and encouraging early return to work <p>Brian Rose, OHSIM Manager, ANGLICAN RETIREMENT VILLAGES</p> <p>4:10 Seeing the full picture: Injury management in high risk environments</p> <ul style="list-style-type: none"> Understanding the dynamic of the environment through medical risk assessments. Determining the level of environmental risk Assessing the patients ability relative to the environments, a functional needs assessment Holistic patient assessment, the importance of seeing the patient not just the injury Evaluating the worker through continual and effective communication between all parties <p>Dr Caron Jander, National Medical Officer, AUSTRALIAN RACING BOARD</p> <p>4:50 Closing remarks from the chair</p> <p>5:00 End of Conference</p>
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WORKSHOP DAY - Wednesday 31st August 2011

Workshop A:

9:00 - 12:30

How to tailor a return to work strategy for those suffering non-physical injury

In an average workplace, there are up to 14 serious workers compensation claims per 1000 employees. These claims can be complicated, drawn out, difficult and expensive. Workplace safety is an issue that must be thoroughly considered. Has your workplace implemented the best systems to reduce claims and better handle return to work processes?

- Identifying specific challenges associated with engaging injured workers in the return to work process
- Developing constructive relationships with stakeholders by avoiding the blurring of expectations
- Adopting effective communication style to work with challenging clients to engage them effectively in the return to work process
- Avoiding unreasonable restrictions and a more effective return to work programme by corresponding better with medical practitioners

Dawn Piebenga, Managing Director/Occupational Therapist, IMR

About your Workshop facilitator:

Dawn Piebenga, Managing Director/Occupational Therapist, IMR, Dip Occupational Therapy, Grad Cert App Sc (Occupational Therapy in Mental Health), Grad Dip (Ergonomics) MACMT, MNZCMT, MBCMT, MESA. Dawn started her own company IMR in 1994 and throughout the mid 2000's, IMR was one of the fastest-growing rehabilitation providers in NSW.

Dawn is an active member of Sydney EO (Entrepreneurs Organisation) and her Industry Association (ARPA), including a period as President of ARPA NSW and the NSW representative on ARPA National. With over twenty years experience as an Occupational Therapist and sixteen years experience in the field of injury management, Dawn has seen a lot of change. Her belief that growth and fulfilment come from embracing change mean that she remains optimistic and is looking forward to contributing to the NSW's rehabilitation industry's future.

IMR have the philosophy that injury management is an active, coordinated and managed process resulting in early intervention and timely, safe and durable return to work outcomes. IMR focuses on facilitating the recovery of each individual to their fullest potential. IMR have worked with people from every background, workplace or lifestyle imaginable and achieved results with all manner of injuries. What IMR do best is put that knowledge and experience into action.

Workshop B:

1:30 - 4:30

Developing a strategy to battle an ageing workforce

Ageing workforce management and workers' compensation are linked, due to the risk of injuries and claims rising with age. Self managing workers' compensation can lead to bottom line savings through reduced premium costs, which can be reinvested into managing a mature workforce. This will ensure workers' compensation costs remain low and staff welfare remains high. The modern workplace and scarcity of skilled employees is equating to demands to prolong working life and increase productivity, hence designing for an ageing workforce is a critical workplace issue. Maintaining and improving work ability has been used as a way of solving the problems associated with an ageing workforce. This interactive workshop has been designed to bring your organisation to the cutting edge of a workforce design that embraces the aging population. In this workshop, delegates will learn how to:

- Reduce worker's compensation premium and reinvest the savings to manage an ageing workforce
- Understand the unique needs and diversity of the aging work force
- Implement actions and measures to improve productive ageing and the quality of work life
- Balancing business needs, work ability and the work aspirations of ageing worker
- Overcoming key organisational challenges involved in managing an ageing workforce well
- Supporting the changing and growing workloads with lower operational costs through efficient planning

Paul Marsh, Director P2 GROUP PTY LTD

About your Workshop facilitator:

Paul Marsh is a Director of P2 Group, senior Occupational Therapist and Ergonomist. He has over 10 years experience in providing injury management, injury prevention (including early intervention), ergonomic assessments and training, case management, functional capacity evaluations, workplace assessments, manual handling assessments and training and defining inherent requirements of tasks.

Paul has a Bachelor of Occupational Therapy, is a member of the Australian Association of Occupational Therapists and Human Factors and Ergonomics Society of Australia. Paul is currently convening the Occupational Rehabilitation Specialist Interest Group, through OT Australia (Victoria). He also recently completed the 6th International Course in Age management in Finland.

