

TONKIN'S

WORKERS COMPENSATION FORUM

BOOK
EARLY &
SAVE \$\$\$

26th - 28th October 2011 • The Grace Hotel, Sydney

KEY BENEFITS OF ATTENDING

ANALYSE key legislative changes

ASSESS the likelihood of workers compensation harmonisation

IMPLEMENT strategies to minimise the cost of workers compensation

MITIGATE the risks of an ageing workforce

APPLY effective approaches for working with trade unions

PREVENT psychological and stress related claims

STREAMLINE your workers compensation department

EASE the transition to a self insurance model

HEAR FROM THESE EXPERT SPEAKERS:

- **Dean Stone**, *Manager, Workers Compensation and Governance, National Australia Bank, President, Safety Rehabilitation & Compensation Licensees Association (SRCLA)*
- **Jason Allison**, *Executive Manager, Workers Compensation Portfolio, Suncorp*
- **Geoff Bown**, *Technical Investigations Manager, QBE Insurance*
- **Elizabeth Tosti**, *Group Manager, Safety, Leighton Holdings*
- **Seta Samimi**, *National Manager, Workers' Compensation Operations, ANZ Region, DP World*
- **Sharen Dobson**, *Group Manager Injury Management and Workers Compensation, Downer EDI*
- **Mark Farrugia**, *National Workers Compensation Manager, Simplot Australia*
- **Chanelle Mcenally**, *National Safety Manager, National Workers Compensation Manager, Ramsay Health Care*
- **Stephen Truman**, *National Manager, Rehabilitation and Workers Compensation, TNT Australia*
- **Keith Hoskins**, *General Manager OHS & Injury Management, Metcash Trading*
- **Brett Carroll**, *Group Manager, SHE & Workers' Compensation, Sucrogen Australia*
- **Julia Cohen**, *Manager, Injury Management and Workers Compensation Group, The University of Sydney*
- **Alexander Ward**, *President, Law Council of Australia*
- **Nick Tyson**, *Director, The Procure Group*
- **Greg Guest**, *Partner, Sparke Helmore*
- **Nicholas Studdert**, *Special Counsel, Sparke Helmore*
- **Trent Forno**, *Partner, Minter Ellison*
- **Kirsty Roser**, *Director, Workers Compensation, Risk Advisory Services*

PLUS: DON'T MISS THESE ESSENTIAL HALF DAY WORKSHOPS:

WORKSHOP A:

Easing the transition to a self insurance model

Your workshop facilitator:

Fleur Dooley, *General Manager, Workers' Compensation, Saltwater Insurance Consultants*

WORKSHOP B:

Developing a strategy to battle an ageing workforce

Your workshop facilitator:

Paul Marsh, *Director, P2 Group Pty Ltd*

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CONFERENCE DAY ONE

Wednesday, 26th October 2011

8:30 Registration, morning tea and coffee
Julia Cohen, *Manager, Injury Management and Workers Compensation Group, The University of Sydney*

8:50 Opening remarks from the chair

HOT TOPICS IN WORKERS COMPENSATION

9:00 **Assessing the impact of an ageing workforce on workers compensation**

- Highlighting population increases and future workforce projections
- Analysing how an ageing workforce will impact workers compensation costs
- Understanding the key drivers of workers compensation claim costs by age and gender
- Examining what compensation managers can do to mitigate the risks posed by an ageing workforce

Jason Allison, *Executive Manager, Workers Compensation Portfolio, Suncorp*

9:45 **Prevention is better than cure: Strategies to thwart psychological and stress related claims**

- Targeting sources of stress within your organisation to create employee satisfaction
- Initiating effective communication channels to stimulate a productive, stress free environment
- Diagnosing initial problems through interaction with all parties
- Discerning the difference between a legitimate claim and an emotional response
- Analysing your rights as an employer in instances of physiological and stress related claims

Chanelle Mcenallay, *National Safety Manager, National Workers Compensation Manager, Ramsay Health Care*

10:30 Morning tea and coffee

LEGISLATIVE UPDATES AND STREAMLINING COMPLIANCE

11:00 **Harmonisation: Will it happen and what will it mean?**

- Assessing the impact of Work Health and Safety Harmonisation on workers compensation
- Examining the likelihood of a nationalised approach to workers compensation regulations
- Highlighting the driving forces behind, and key challenges to, harmonised workers compensating laws
- Identifying the key features of a national workers compensation system

Alexander Ward, *President, Law Council of Australia*

11:45 **A legislative update on workers compensation**

- Assessing Occupational Health and Safety (OHS) harmonisation and how and how it impacts on workers compensation
- Highlighting regulatory updates to workers compensation on a state by state basis
- Examining recent case law that has impacted the workers compensation space
- Analysing recent cases of interest
- Minimising the burden of regulatory compliance within your organisation

Greg Guest, *Partner, Sparke Helmore*

12:30 Lunch

1:30 **Essentials in preparation for a claims hearing**

- Streamlining your claims management process with an effective legal outlook
- Highlighting what documentation and evidence is required
- Preparing your documentation
- Implementing effective strategies for dealing with the commissioners
- Assessing your rights as an employer

Nicholas Studdert, *Special Counsel, Sparke Helmore*

MORE HOT TOPICS IN WORKERS COMPENSATION

2:15 **Successful approaches to managing and reducing long term compensation claims**

CASE STUDY

- Minimising the risk of long term workers compensation claims
- Taking a systematic approach to reducing and eradicating long term claims

Mark Farrugia, *National Workers Compensation Manager, Simplot Australia*

3:00 Afternoon tea and coffee

3:30 **Effectively managing multiple claims in multiple states**

CASE STUDY

- Coping with the administrative burden of complying with differing state based legislation
- Highlighting time management strategies to ensure effectiveness
- Ensuring a streamlined claims management process
- Dealing with multiple insurers at the same time

Seta Samimi, *National Manager, Workers' Compensation Operations, ANZ Region, DP World*

4:15 **Cutting costs with effective use of surveillance services**

- Highlights the importance of background information to the end result of surveillance
- How the scheme agent and employer can assist in the strategy and planning of surveillance
- Realistic perspectives on how effective surveillance methodologies can benefit your claims management process
- Analysing real life case studies which demonstrate how companies have benefited financially and non financially

Nick Tyson, *Director, The Procure Group*
Geoff Bown, *Technical Investigations Manager, QBE Insurance*

5:00 Closing remarks from chair and end of day one

CONFERENCE DAY TWO

Thursday, 27th October 2011

8:30 Morning tea and coffee

8:50 Opening remarks from the chair
Julia Cohen, *Manager, Injury Management and Workers Compensation Group, The University of Sydney*

RISK MANAGEMENT APPROACHES TO WORKERS COMPENSATION

9:00 **Alternative dispute resolution (ADR): Strategies to minimise the cost of workers compensation**

CASE STUDY

- Defining and exploring the ADR process
- Strategies to keep disputes to a minimum
- Strategies to contain cost and retain control
- Preparing for a dispute resolution process to get the best outcome

Dean Stone, *Manager, Workers Compensation and Governance, National Australia Bank, President, Safety Rehabilitation & Compensation Licensees Association (SRCLA)*

9:45 **Effectively managing injuries and reducing claim costs**

- Developing an employee culture of timely reporting
- Early intervention injury management strategies
- Developing an employee culture that participates in the injury management process
- The role of medical providers and Occupational Health Nurses
- The importance of pre-employment medicals using functional assessments

Keith Hoskins, *General Manager OHS & Injury Management, Metcash Trading*

10:30 Morning tea and coffee

- 11:00 **Effective approaches for working with trade unions**
- Effective strategies for handling the concerns of trade unions
 - Mitigating the risk of a negative public relations incident by handling disputes quickly
 - Examining ways to ensure the best results for your organisation
 - Cultivating communication to promote positive outcomes for all parties
- Sharen Dobson**, *Group Manager Injury Management and Workers Compensation*, **Downer EDI**
- 11:45 **Maximising your claims management processes by building an effective team**
- Minimising the burden of complying with multiple state based legislations
 - Assessing what qualities constitute an extemporary compensation professional in today's climate
 - Highlighting strategies to cultivate and attract a winning compensation team
 - Analysing the state of the workers compensation profession and the compensation career path
- Stephen Truman**, *National Manager, Rehabilitation and Workers Compensation*, **TNT Australia**
- 12:30 Lunch
- 1:30 **Enhancing the operational efficiency of interrelated departments**
- Streamlining your safety, injury management and workers compensation departments
 - Reducing your workload by cultivating interdepartmental communication channels
 - Heightening your efficiency in efficiency in dealing with safety, injuries and claims management
- Elizabeth Tosti**, *Group Manager, Safety*, **Leighton Holdings**
- 2:15 **Getting the best out of your insurer**
- Fostering communication and cultivating relationships with your insurer to get the best service
 - Managing the broker/insurer relationship to ensure best outcomes for your organisation
 - How do you know you are getting the right advice?
- Kirsty Roser**, *Director, Workers Compensation*, **Risk Advisory Services**
- 3:00 Afternoon tea and coffee
- 3:30 **Developing Sucrogen's strategic approach to safety, health, environment (SHE) and workers compensation**
- Mitigating risk with a company wide SHE and workers compensation framework
 - Improving employee safety by ensuring frameworks are effectively implemented and well understood across your organisation
 - Reducing costs with an efficient approach to SHE, workers compensation and sustainability
- Brett Carroll**, *Group Manager, SHE & Workers' Compensation*, **Sucrogen Australia**
- 4:15 **Streamlining your approach to workers compensation claims management**
- Utilising shared services to boost the efficiency of your compensation team
 - Ensuring positive case management outcomes with your approach for both employer and employee
 - Instilling systems that foster communication and streamline processes throughout your organisation
 - Incorporating a 'risk management approach' to workers compensation
 - Boosting efficiency with a 'hand and glove relationship' with your risk management, OHS, safety and injury management departments
- Trent Forno**, *Partner*, **Minter Ellison**
- 5:00 Closing remarks from chair and end of day two

CASE STUDY

CASE STUDY

WORKSHOP DAY

Friday, 28th October 2011

8:30 Registration, morning tea and coffee

WORKSHOP A: 9:00 – 12:00

Easing the transition to a self insurance model

This exclusive half-day workshop will examine, in detail, the process that companies must undergo to become a self insured entity. Led by your expert facilitator, Fleur Dooley of Saltwater Insurance, participants will walk away with a full understanding of the implications of self insurance, and how to make the transition, as well as operate under the model, effectively. This workshop will cover the following:

- To self insure or not to self insure? Highlighting the pros and cons, and if self insurance is an option for your organisation
- Highlighting the qualifying criteria to become a self insurer
- Examining the full obligations of a self insured company
- Implementing strategies to make the transition as smooth as possible
- Readying your claims practices for the self insurance model
- Preparing your business processes for the transition to self insurance

Your Workshop facilitator:

Fleur Dooley, *General Manager, Workers' Compensation*, **Saltwater Insurance Consultants**

WORKSHOP B: 1:00 – 4:00

Developing a strategy to battle an ageing workforce

As Australia's working population ages, the risk of an increased number of injuries, and subsequent compensation claims, exponentially increases. It is therefore essential for organisations to develop an effective ageing workforce management plan.

Self managing workers compensation can lead to bottom line savings through reduced premium costs, which can be reinvested into managing a mature workforce, ensuring that workers compensation costs remain low and staff welfare remains high. Scarcity of skilled employees means extending the working life of experienced staff; therefore, planning 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 ageing 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 workforce
- Implement actions and measures to improve productive ageing and the quality of work life
- Balance business needs, work ability and the work aspirations of ageing worker
- Overcoming key organisational challenges involved in managing an ageing workforce well
- Support the changing and growing workloads with lower operational costs through efficient planning

Your Workshop facilitator:

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

(Lunch is provided for those delegates attending both workshops)

