

# CLOSING THE LOOP

2011 26 July 2011  
Hilton Adelaide

“ If the other person injures you, you may forget the injury;  
but if you injure him **you will**  
**always remember** ”

Kahlil Gibran quotes  
(Lebanese born American  
philosophical Essayist,  
Novelist and Poet. 1883-1931)

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## WELCOME INVITATION



Ask anyone who attended Closing the Loop 2010 what they thought of it and you will understand how well received the event was. Feedback was so positive that in 2011 we are following up on the very successful 2010 theme of considering work health and safety and rehabilitation/RTW as a single living cycle that informs and improves itself. It will extend our understanding of the connection between workplace health & safety, workplace wellness, restoration after injury or disease, and remaining at or returning to work and how the outcomes of one can influence the performance of the others – for better or worse. We will hear from experts on a broad range of relevant subjects bearing on this leading-edge approach. Closing the Loop 2011 will equip you with a practical understanding of the dynamics of integrated systems improvement and the benefits it can deliver. The program is designed for workplaces of all types and sizes, public and private, large and small, high risk and low risk.

I hope to see you there.

**Robin Shaw**  
Manager, SISA

## REASONS TO ATTEND

Attendees at Closing the Loop 2011 will benefit from:

- various conference streams offering new knowledge and expertise
- matching their information and learning needs and helping them tackle everyday challenges
- gaining perspective through keynote addresses on the state of the industry as well as emerging trends
- extending their professional and personal knowledge of workers compensation and OH&S
- sharing information and profiting from networking
- discovering and evaluating products and services
- being part of one of the most recognised workers compensation and OH&S events in South Australia
- meeting workers compensation OH&S professionals in person and exchanging experiences
- bringing together of industry experts to share knowledge, skills, new ideas and solutions.

## WHO SHOULD ATTEND?

A wide range of professions and managers from both the public and private sector will be represented at the 2011 conference including:

- OH&S and Workers Compensation Managers
- Rehabilitation Consultants
- Allied Health Professionals
- Return to Work Coordinators
- Company Managers
- Insurance Professionals

FOR MORE INFORMATION GO TO <http://us.ootoweb.com/closingtheloop2011>

# PROGRAM

## 9.00am

Open and Welcome

## 9.05am

Improving Organisational Performance by Building Emotional Resilience

### Rachel Clements

*Director of Psychological Services, Centre for Corporate Health Pty Ltd*

The presentation will educate participants on the topic of emotional resilience, its benefits and links to organisational performance, signs of poor emotional resilience in the workplace, as well as highlighting organisational and individual strategies that have been proven to increase resilience and performance at work.

Following this seminar participants will have gained a thorough understanding of the concept of emotional resilience, the value of it and perhaps most importantly, strategies for building an emotionally resilient workplace.

## 9.50am

Emotional Resilience

– When it fails how do you deal with the fall out?

### John Walsh

*Managing Partner, Donaldson Walsh Lawyers*

### Hedy Babi

*Director, Donaldson Walsh Workplace Solutions*

This session will deal with issues which confront organisations and claims managers within those organisations when emotional resilience runs out and a workers compensation claim is the result.

John and Hedy will draw upon their collective experience to share practical strategies to minimise the impact of the claim upon the individual claimant and the organisation as a whole.

The session will arm you with practical solutions for these most difficult of workplace issues.

## 10.30am

Morning Tea

## 11.00am

### Breakout A

OHS – Have we forgotten KISS?

#### Jamie Tunks

*General Manager, National Risk Solutions*

## 11.00am

### Breakout B

Managing Compassion Fatigue

#### Dr Alan Campbell

*School of Psychology, Social Work and Social Policy, University of SA*

## 11.45am

### Breakout C

When Violence is Part of your Job

#### Supt. Phil Hoff

*Health Safety & Welfare Branch, SAPOL*

## 11.45am

### Breakout D

Recovery from Knee or Shoulder Surgery

#### Dr James Economos

*Occupational & Environmental Physician*

## 12.30pm

Lunch

## 1.30pm

MATES in Construction – an innovative approach to suicide prevention

#### Jorgen Gullestrup

*CEO MATES in Construction*

Faced with an industry with high suicide rates and a “she’ll be all right” attitude the Queensland construction industry had to break the mould to do something effective. Based on the principles of Mates helping Mates the MATES in Construction program is slowly changing the culture of the industry. From a radical experiment, the program is fast becoming a mainstream workplace health, safety and welfare program.

A MATES in Construction site provide a one hour General Awareness Training (GAT) session for all workers on site, train 1 out of 20 workers as Connectors (4 hours) – to be “a MATES that can keep you safe while connecting you to help” and have access to an ASSIST worker (2-day suicide intervention skills training). The idea that even in a tough industry you may need a hand at times is fast becoming more acceptable to the industry.

## 2.15pm

Meeting OHS and Workers’ Compensation Challenges Posed by Precarious Employment

#### Professor Michael Quinlan

*School of Organisation and Management University of New South Wales*

There is now a substantial body of international evidence indicating that the growth of sub-contracting, temporary work, downsizing and related elements of ‘flexibility’ in the labour market are having a significant adverse effect on OHS outcomes. A smaller body of evidence identifies similar problems in relation to post-injury outcomes for temporary agency and self-employed workers. The fragmentation of working arrangements has also posed a serious challenge to OHS regulators and workers’ compensation authorities as well as employers, unions and insurers. After identifying the nature and scope of these challenges Michael will look at ways these challenges can be better managed.

## 3.00pm

Afternoon Tea

## 3.30pm

Current Affairs in Workers Compensation

#### Facilitator: Robin Shaw

#### Panel:

#### Wayne Lines

*WorkCover SA Ombudsman*

#### Assoc Prof David Cherry

*Convenor of Medical Panels SA*

#### Judge Gilchrist

*Industrial Relations Court of SA*

The South Australian workers compensation scene is both complex and active at the moment. Funding pressures, the legal consequences of the 2008 amendments, changes to the levy structure and a developing range of new case law and policy affecting the operation of the scheme are just a few of the things exerting pressure on workers, employers, service providers and practitioners alike. In this interactive panel session we will hear the latest news and views from the heads of 3 of the major authorities within the scheme, followed by an opportunity to put your questions to the panel.

## 4.30pm

Closing remarks

## 4.35pm

Drinks and nibbles

## 5.00pm

Close





### Registrations Details

Registrations can be made at <http://us.ootoweb.com/closingtheloop2011> or by faxing the registration form to 08 8352 8077 before close of business on Tuesday 19 July 2011.

The registration fee includes meal and refreshments. Copies of the presenters' papers will be available post conference on the SISA website [www.sisa.net.au](http://www.sisa.net.au)

Confirmation of registration will be sent by email within 7 days of receipt of your registration. Please keep a copy of this registration for your records. Please note that the registration fee applies to one delegate registering. It is not possible to share one registration fee between several people. SISA and Access Events reserve the right to make changes to this program and speakers in the event of any unforeseen circumstances which may arise.

### Payment Options

This notice will be treated as your official TAX INVOICE upon SISA (ABN 44 020 074 597) receiving your payment for your attendance at this event. Pay by credit card, or direct credit to SISA BSB: 085 086 Account: 68634 1036 or post a cheque to: Self Insurers of South Australia, 1st Floor, 202 Hutt Street, Adelaide SA 5000.

### Cancellations

Should you wish to cancel your registration we will refund your registration fee less an administration fee of 10% + GST per registered delegate, providing we receive the cancellation in writing by fax, email or letter at least 10 working days prior to the event. Cancellations received in writing within 10 working days of the event but more than 5 working days will result in a 50% refund and a copy of the conference papers if applicable. Cancellations received within 5 working days of the event will result in no refund although you will be entitled to a copy of the conference papers that are received. Unfortunately some speakers request their papers are not distributed.

The above should be read in conjunction with the full Terms & Conditions at [www.accesssevents.net.au/events/Terms-Conditions.htm](http://www.accesssevents.net.au/events/Terms-Conditions.htm)

### Contact for further information

Elise Cowley

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Name \_\_\_\_\_  
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Organisation \_\_\_\_\_  
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### Price (including GST)

Early Member Registration Fee (until 28 June 2011)  \$299.00  
Early Non Member Registration Fee (until 28 June 2011)  \$349.00  
Late Member Registration Fee (closing 19 July 2011)  \$349.00  
Late Non Member Registration Fee (closing 19 July 2011)  \$399.00

### Please indicate which workshops you would like to attend

11.00am  A  B  
11.45am  C  D

### Do you have any dietary requirements?

Yes. Please specify \_\_\_\_\_  
\_\_\_\_\_

### Do you have any mobility requirements?

Yes. Please specify \_\_\_\_\_  
\_\_\_\_\_

Please tick this box if you do not want your details to appear on a list of delegates.

### Will you be staying to post conference drinks and nibbles?

Yes  No

### How did you find out about this event?

Colleague of Friend  Email Notification  Access Events Website  
 SISA Website  Hard Copy Brochure  
 Other – please indicate \_\_\_\_\_

### Payment method

This notice will be treated as your official tax invoice upon SISA (ABN 44 020 074 597) receiving payment for your attendance at this event.

Cheque made payable to Self Insurers of South Australia for \$ \_\_\_\_\_ is attached.  
 Debit my credit card for \$ \_\_\_\_\_

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