

Self Insurers  
of South Australia  
present

# Navigating ▶ the Mine Field

*Preventing & conquering the barriers to complex injury management cases*

Complex injury management cases often have the potential to place injury management practitioners amongst a minefield of problems.

Knowing which way to turn in order to navigate your way to a successful outcome is a vital skill. This conference will introduce or enhance the skills that injury management practitioners require to successfully manage such cases.

A program that covers prevention, claims and rehabilitation topics will ensure that delegates attending the conference will leave with the ability to identify and manage the hidden and potentially explosive problems facing injury management practitioners today and into the future.

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# session summary

## 9.00am Welcome and Opening Remarks

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### 9.10am

#### The Causal Links between Organisational Health and Individual Injury

##### Dr Peter Hart

Insight SRC

Complex injuries (both physical and mental) are predominantly outcomes of organisational performance. These are as much outcomes as are production, service, sales, profit, safety incidents, absenteeism, and turnover. Research has shown that an organisation's health or culture is the predominant factor causing organizational performance. Individual characteristics (or personality) are a lesser factor. Conventional thinking can be misleading:

- Is there really a link between staff wellbeing, service delivery and performance?
- Is working in any organization inherently stressful?
- Are stress and morale the opposite sides of the one coin?

This presentation outlines the factors creating organisational health, and the causal factors that create organisational performance outcomes including injury. Importantly, there are clear areas where leaders can gain best improvements.

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## 10.00am Workshops

### (a) Alcohol and Drugs in the Workplace: cause and effect factors

#### Professor Ann M Roche

Director, National Centre for Education and Training on Addiction Flinders University Confirmed

This presentation will outline in some detail the patterns and prevalence of alcohol and drug use in the workplace differentiated by industry and occupational groups and by workers' age and gender. Risky patterns of alcohol consumption and illicit drug use are more common in certain locations; and bring with them a range of associated problems including higher levels of absenteeism, related injuries, and mental health problems. These will be highlighted, together with the potential contributory role of workplace culture and the scope for prevention and amelioration.

### (b) Medication Reviews – When Should an Injured Worker's Medication be Reviewed and Why?

#### Dr Marty Ewer

Psychiatrist

Psychological issues often result in an injured worker receiving medication.

In this session Dr Ewer will talk about psychiatric medications which are commonly used in the occupational setting. He will discuss how often and why these medications should be reviewed.

### (c) Preparing the Workplace for the Return of an Injured Employee

#### Dr Denise Keenan

Psychologist, Cognition

This workshop will examine how to identify and manage integration issues in a return to work of an injured employee.

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## 10.40am Morning Tea

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### 11.10am

#### Command & Control - Is Regulation Good for Injury Management?

#### Karl Luke

Donaldson Walsh

What is the legislative framework within which injury management operates?

To what extent are legislative objectives and goals counterproductive to effective rehabilitation and return to work?

What is injury management in the legislative context?

This session will consider these issues and ask: what is the true measure of success in injury management? Karl will also consider the extent to which innovation in injury management is compromised by the "command and control" legislative scheme and those that manage it.

In considering these questions, Karl will review recent amendments to the WorkCover Scheme that are relevant to and likely to influence injury management in the future.

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### 11.55am

#### An Objective Assessment of Psychological Injuries in the 21st Century

#### Professor Cherrie Galletly

The Brain Resource Centre

The last decade of the 21st Century was designated as the decade of neuroscience. One area of the remarkable developments was in the area of neuroimaging. Whilst this has not contributed to improved understanding of the nature of many psychological disorders, clinical practice has been slow to capitalise on these developing technologies and the new insights which they provide. It is now possible in a routine environment to administer highly standardised psychometric and psychophysiological investigations that provide objective measures of the impairments and behavioural abnormalities associated with various psychological conditions. This approach, developed by the Brain Resource International Database introduces objectivity into psychological assessment and goes above and beyond patients with subjective complaints which are then variably interpreted by clinicians.

Such a methodology provides a valuable tool for the assessment of disputed workers' compensation claims. Another potential valuable use of this technology is in the assessment of individuals who work in jobs where high degrees of vigilance and accurate decision making are required. In the 21st Century, the application of these technologies could significantly improve the management of workers' compensation claims. In particular, they can assist in the early identification and treatment of psychological disorders. A significant cause of poorer prognosis for the treatment of these conditions in a workers' compensation setting is late diagnosis and inadequate treatment.

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## 12.50pm Lunch

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# session summary

## 1.40pm Workshops (d) Health & Wellbeing at Santos

### Andrew Antony

Manager Environment, Health, Safety & Sustainability, Santos

Like many companies safety has been a constant priority and value for Santos. A few years ago Santos introduced a specific program to focus on health and wellbeing to compliment its approach to safety management. A case study will be provided on the Santos Health & Wellbeing program with specific focus on the benefits delivered to both employees and the company.

## (e) Return to Work Myths and the Reality Behind Them

### Mark Calligeros

Minter Ellison

Exposing return to work myths is the first step in reducing the impact of lost time and eventually effecting positive change.

In this workshop Mark will examine these myths and seek to provide some handy tools in overcoming the problems they may cause.

## (f) Psychopharmacology in Anxiety Disorders

### Dr Nick Potts

Psychiatrist

This presentation will cover the standard pharmacological options in the treatment of anxiety disorders, with a later focus on issues of co-morbid psychiatric disorders and treatment resistant cases.

## 2.20pm Reading People: Gathering Behavioural Intelligence

### Steve Longford

Forensic Profiler, New Intelligence

When navigating the minefield of complex injury management, practitioners and decision makers are required to interact with people and make decisions about them or indeed for them. These decisions are inevitably based on the information that is provided by others; however they should also be made on the information that is omitted and the way in which the information is conveyed. This session will provide participants with the fundamentals to understanding reading and reacting to people. Whilst it is important to listen to what others have to say, this is only a small percentage of the overall story or message.

## 3.05pm Afternoon Tea

## 3.25pm New Approaches in Early Intervention

### Dr Peter Cotton

Work Solutions Australia

Recent evidence indicates that a range of workplace-based early intervention approaches can substantially reduce workers compensation premiums. This paper will review recent research and program outcomes from leadership development, attendance management and health screening initiatives that have resulted in improvements in employee wellbeing and performance outcomes. It appears that a number of these programs can be highly cost effective from an organisational perspective. Practical issues around barriers to implementation will also be discussed.

## 4.10pm "Explain Pain" and the Drug Cabinet in our Brains

### David Butler

Author "Explain Pain"

With one in five Australians suffering chronic pain at an annual cost of 34 billion dollars to the Australian economy, it is time to look at some alternative ways of managing the epidemic.

This presentation is about a particular and novel kind of therapeutic education where patients are taught neuroscience in order to facilitate critical conceptual changes in chronic pain and disability management. For example, that pain no longer equates to damage but is more related to perceptions of damage which include an array of identifiable threats.

During management, patients may be educated and thus empowered, for example, on how the brain can make opioid like substance far more powerful than any known drug, on stress biology including how stress alters healing, how skilled self management, including knowledge of why they hurt facilitates access to the drug cabinet in the brain, and even some basic molecular biology and immunology. Conference participants will be exposed to examples of therapeutic neuroscience in language that all can understand.

The outcome data on therapeutic neuroscience education supports its use as a therapy alone and as an enhancement to exercise outcomes. There is also data that shows that patients will "get it", but health professionals don't think they will.

Therapeutic education is cheap and there are no side effects, but for best outcomes, all stakeholders in a patient's outcome should be exposed to it.

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4.50pm Closing Remarks

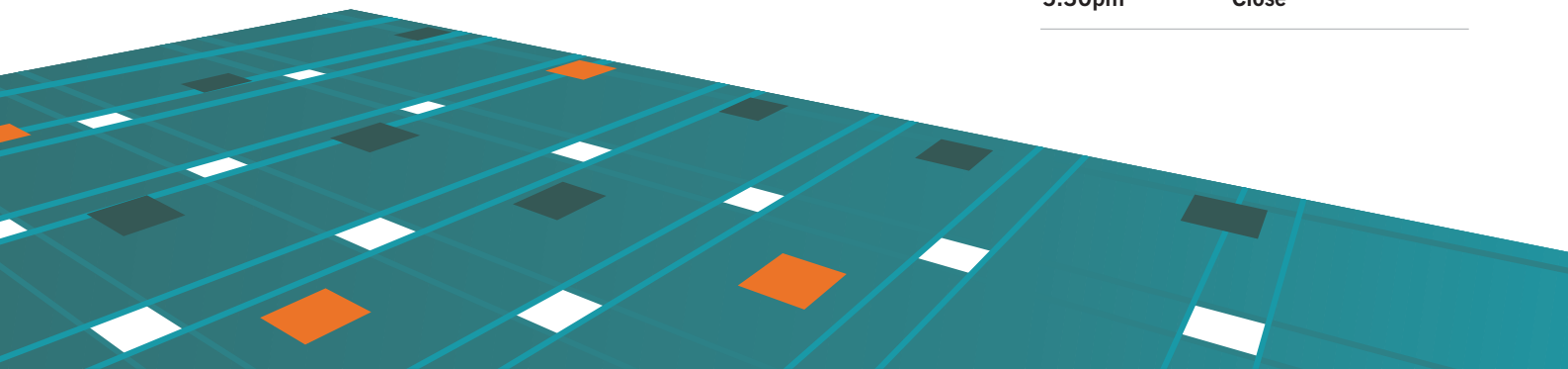
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5.00pm Drinks and nibbles

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5.30pm Close

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## Dr. Peter M Hart

Dr Peter Hart holds a Ph.D. in industrial and organisational psychology and is the Director of Insight SRC. Peter has worked with a range of organisations throughout Australia, the United Kingdom and North America in the areas of employee wellbeing and organisational performance. In particular, Peter developed the organisational health framework and Organisational Health Questionnaire that is currently being used by a wide range of public and private sector organisations throughout Australia. He has also pioneered the development of new diagnostic techniques that provide organisations with information about the key drivers (i.e., causes) of employee wellbeing and performance. He has been instrumental in helping organisations to integrate these diagnostic systems into the operating procedures that are used for enhancing leadership and managerial capability, organisational climate, employee wellbeing, and performance. Peter has published extensively in international scientific journals, and is a regular presenter at key international conferences in his field. Peter's key areas of expertise include:

- Occupational stress and morale;
- Employee opinion surveys and organisational diagnostics;
- Leadership, culture and climate, wellbeing and performance
- Organisational improvement and change management processes



## Professor Ann M Roche

Ann Roche is Professor and Director of the National Centre for Education and Training on Addiction, at Flinders University, South Australia. Previously she was the Director of the Queensland Alcohol and Drug Research and Education Centre at the University of Queensland for five years. She has over twenty five years experience in the field of public health and has worked as a researcher, educator, and policy analyst in various public health areas and has held academic posts at the University of Sydney, the University of Newcastle and Queensland University. For the past 15 years her interests and professional activities have focussed exclusively on alcohol and drug issues. She has published extensively in alcohol and drug and related public health areas, including over 100 papers and reports including several book chapters. In addition, she has worked as a temporary consultant to the World Health Organization, undertaken numerous consultancies for government and non-government bodies and has acted as an adviser on a wide range of committees in the alcohol and drug field.



## Dr. Marty Ewer

Marty conducts a private psychiatric practice with a special interest in occupational and medico-legal psychiatry. He has developed expertise in assessing and treating patients suffering from Depression, Anxiety Disorders and Post-Traumatic Stress Disorder and also in assessing causation and work capacity.

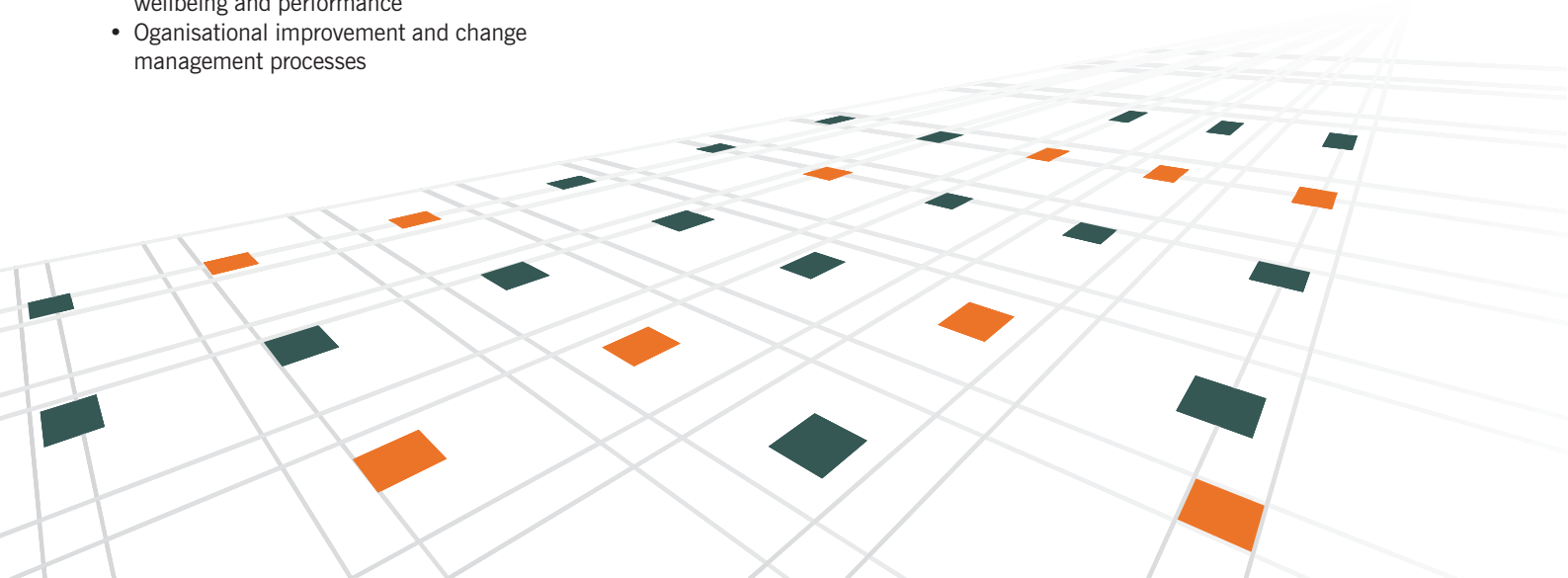
He is a clinical lecturer in the Department of Psychiatry at the University of Adelaide and has been active in research. Marty has been the principal investigator of numerous international drug trials exploring the safety and efficacy of a range of medications used in psychiatry.

Marty is a member of numerous professional associations including:

- The Independent Medical Examiners Group of South Australia
- Australian and New Zealand Association of Psychiatry, Psychology and Law
- Member of the Australian Pain Society
- WorkCover SA Independent Medical Examiner.

Marty has received formal training in using a number of objective psychiatric measuring instruments.

Marty has regularly presented at national and international conferences and been interviewed on radio.







## Dr. Denise Keenan

Dr. Denise Keenan is a registered Psychologist and principal consultant for COGNITION, a consulting psychology practice. She practices both organisational psychology and the more traditional individual clinical psychological work.

She has a special interest in the subjects of the management of workplace trauma, the psychological elements of disaster management, occupational health and safety and the ageing workforce. She provides mentor and coaching assistance to individual managers, and facilitates training and development for organisations. She has significant experience in management, supervisor and general staff development and has worked at providing training for all levels of organisations, including that of senior executives.

Clinically, the major focus of her work is in the fields of occupational stress and trauma and injury management. As a treating practitioner, she provides individual clinical assistance to injured workers claiming under the workers' compensation system. She is also engaged by employers and by other parties to the workers compensation system to intervene in the workplace to ensure an effective resolution of occupational stress claims, or to attempt to prevent claims. She is also contracted to a range of commercial, industrial and emergency service organisations to provide early intervention trauma management services and post-trauma care.

Denise is an active contributor to the psychology profession. Among many affiliations, she is a Past President of the peak body representing private practising Psychologists in South Australia, the Institute of Private Practising Psychologists Inc (IPPP).



## Karl Luke

Karl is a founding partner of Donaldson Walsh and was admitted to practice in South Australia in 1989. Karl practised in general insurance and workers compensation in Hobart for four years before returning to Adelaide in 1992 to practise mainly in workers compensation law both as a solicitor and counsel.

He has represented the WorkCover Corporation, Claims Management Agents, Exempt Employers and Registered Employers at all levels of the Workers Compensation Tribunal and Supreme Court.

Karl acts as counsel for both workers and employers in the Workers Compensation Tribunal, Industrial Relations Commission (and AIRC) and other related tribunals and commissions.

Karl also leads Donaldson Walsh's Workplace Relations team, advising on Industrial Relations and Employment Law issues.

Currently completing a Masters in Labour Relations Law at Melbourne University,

Karl is a lecturer at the University of Adelaide Law School in "Workers Compensation".

Karl is also a nationally accredited trainer in workplace training and assessment and provides training services for employers and workers compensation industry stakeholders on a regular basis.

At last year's SISA Conference – Courage Under Fire – Karl presented a legal update from the Tribunal focusing on recent decisions and the impact on the Workers Rehabilitation & Compensation system. He was also a guest speaker at the 2007 Workers Compensation Seminar – Both Sides of the Fence – presenting a paper on Medical Review Panels on behalf of AILA and The Society of Labour Lawyers SA.



## Professor Cherrie Galletly

Cherrie Galletly is a Professor in the Discipline of Psychiatry at the University of Adelaide, and is based at the Adelaide Clinic. She graduated in medicine from Otago University in New Zealand then completed her postgraduate training in psychiatry and her PhD.

She has a busy clinical practice including medico-legal assessments and reports. Her main research focus is in cognitive neuroscience, with numerous studies investigating different conditions including schizophrenia and PTSD. She has also published on professional boundaries, medical education, obesity and infertility.

She has published more than 70 articles and has given numerous presentations at national and international conferences. She is a principal investigator on a \$565,650 NHMRC grant following up the physical and emotional health of young people who grew up in Port Pirie.

She is a member of the RANZCP Board of Research, and the RANZCP Academic Network and Section for Neuropsychiatry; the National Executive of the Australasian Society for Psychiatric Research; the South Australian Neuroscience Institute Steering Committee; the Australian and New Zealand Association of Psychiatry, Psychology and the Law; the Brain Research and Integrative Neuroscience Network (BRAINnet); the

Collegium Internationale Neuro-psychopharmacologium; the International Neuropsychiatric Association and the Hanson Institute.

She coordinates final year medical student teaching in psychiatry at the University of Adelaide and supervises higher degree students in medicine and psychology.



## Andrew Antony

Andrew Antony is the Manager for Environment Health Safety & Sustainability at Santos. Andrew is a Chemical Engineer by training and has had a varied career in the oil refining sector, gold mining and now upstream oil & gas exploration and production. Andrew made the decision to move into a Safety Health & Environmental role approximately 12 years ago, which was well grounded by previous process engineering and operations experience. Andrew has been with Santos for 6 years and manages the environment, health, safety, security, greenhouse and sustainability portfolio for the Company.



## Mark Calligeros

Mark has over 20 years experience in the field of workers compensation and related fields such as employment law, disability discrimination, occupational health and safety and industrial prosecutions. Throughout that time he has acted as both solicitor and counsel in all the courts and tribunals before which he has represented clients including the Supreme Court of South Australia and the High Court of Australia. Mark has acted for WorkCover Corporation since it commenced operations in 1986 and heads the Minter Ellison team which is now the sole provider to WorkCover for worker and employer disputes.

Mark has also provided numerous papers on the subject of Workers Compensation and related areas to the Law Society of South Australia, the Both Sides of the Fence Seminar, the Legal and Accounting Management Group, the Australian Lawyers Alliance and many private and public sector employers.



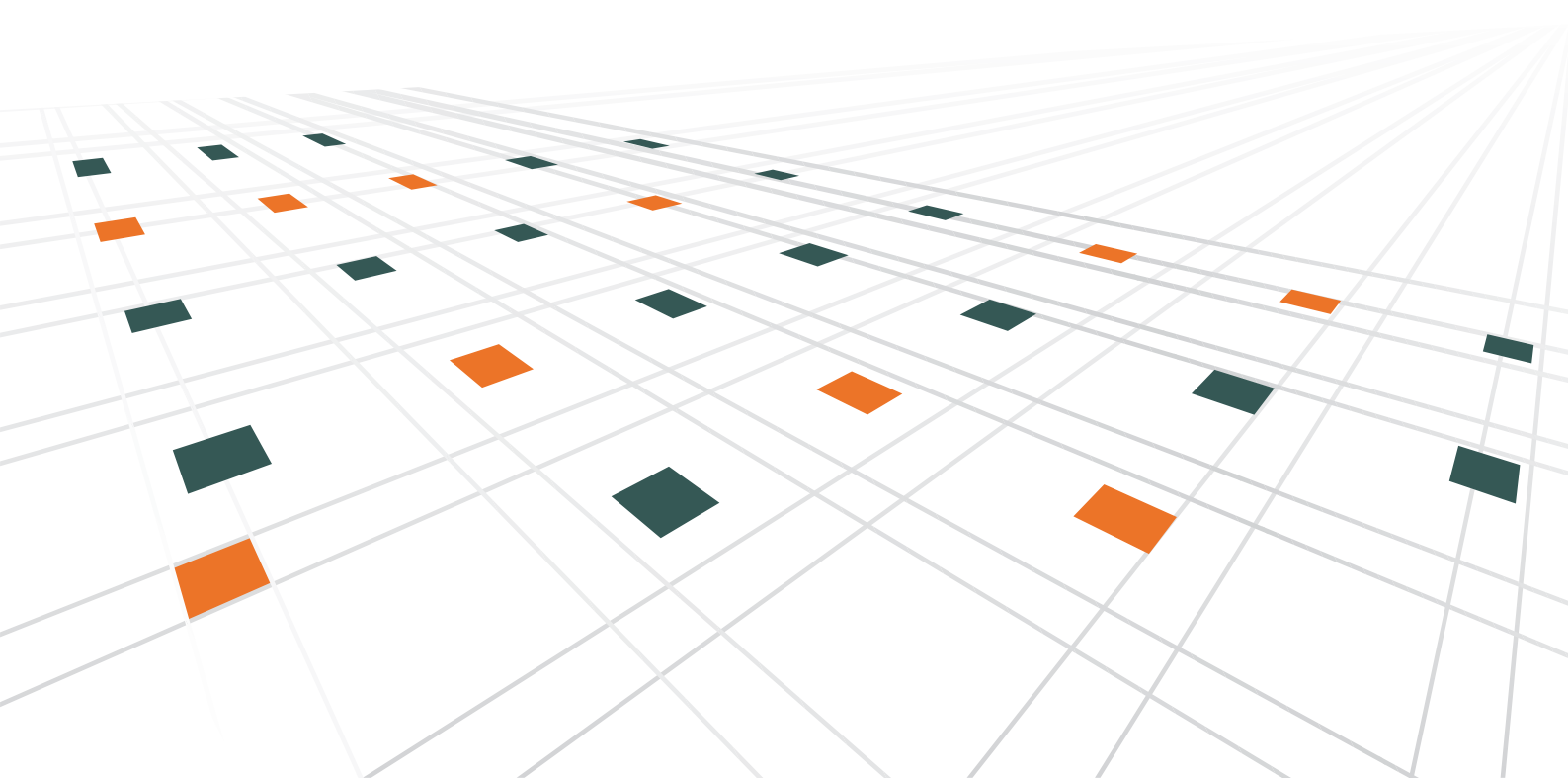
## Dr. Nick Potts

Nick works mainly in private practice with a specific focus on the assessment and treatment of anxiety disorders, as well as the senior consultant psychiatrist to the anxiety disorder unit at CTAD (Centre for the Treatment of Anxiety and Depression).

CTAD is a specific treatment unit set up between Adelaide University and Central Northern Adelaide Health Service (CNAHS). It has a focus on the integrated management of anxiety and mood disorders using both psychiatrists and psychologists.

Up until 2007 he was a lecturer in the discipline of psychiatry at Adelaide University based at The Queen Elizabeth Hospital.

Nick received his medical degree at Flinders University and did his psychiatry post graduate training at Duke University Medical Center in North Carolina before returning to Adelaide in 1996.





## Steve Longford

Steve Longford is a former Australian Police Officer who served as a Detective, a Senior Intelligence Analyst and a Behavioural Analyst. He resigned in 2000 as the head of the Queensland Police Service's Violent Crime Analysis Unit where he trained with the FBI as a profiler and worked on serial violent crime. He was also engaged in detection of deception in written and oral statements and compilation of interview and investigative strategies in relation to homicide, sexual assault, extortion and kidnapping offences. He has tertiary qualifications in Psychology and Intelligence. He has worked on cases such as the Childers Backpacker Hostel Fire, the Snowtown Serial Killers, Panadol/Herron Extortion and consulted directly to the Indonesian Government and the AFP on the Bali bombings.

For five years he was the Principal Consultant with the Distillery; an Australian company providing intelligence solutions to law enforcement, intelligence and compliance agencies in Australia, New Zealand and the United Kingdom. As Manager of the Distillery's Corporate Intelligence Division, he has spent three years researching and combining different facets of profiling, psychology, deception detection, body language, Neuro-Linguistic Programming and interview methodologies into a single tool called Behavioural Intelligence.

He is now the Managing Director of New Intelligence where he is concluding the commercialization of Behavioural Intelligence, Behavioural Interviewing and Corporate Intelligence as concepts through compilation and delivery of behavioural and intelligence training programs and consulting services.



## Dr. Peter Cotton

Peter has published numerous book chapters and research papers in the fields of organisational behaviour and workplace mental health. He regularly works with organisations across the public and private sector on the management and prevention of workplace injury, absenteeism and counterproductive behaviours (eg harassment, conflict etc).

In 2003 Peter was appointed a subject matter expert in workplace mental health with the National Occupational Safety & Health Commission, and has recently completed a three year psychological injury prevention project working with large agencies across the Commonwealth sector, sponsored by Comcare.

Recently, Peter has been involved in developing the Victorian WorkCover Authority's Clinical Framework from the Delivery of Psychological Services and also works on a range of ongoing quality assurance initiatives to improve the delivery of mental health services provided to injured workers across Victoria. He is also currently working with WorkCover NSW on a major psychological injury prevention program.

Peter served three terms on the Board of Directors of the Australian Psychological Society and was appointed a Fellow of the Society in 2002.



## David Butler

David Butler is a physiotherapy graduate of the University of Queensland (1978). He also has a graduate diploma in advanced manipulative therapy (1985), a masters degree by research from the University of South Australia (1996) and is currently completing the Doctor of Education Programme at Flinders' University where he is studying therapeutic neuroscience education.

David is a clinician, an international freelance educator and an adjunct lecturer at the University of South Australia and Latrobe University. His professional interests focus around the integration of neurobiology into clinical decision making and public and professional education in pain management.

He is the author of the texts "Mobilisation of the Nervous System" (1991), "The Sensitive Nervous System" (2000) and a co-author of "Explain Pain" (2003).

Name \_\_\_\_\_

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### Registration Details

Registrations can be made at [www.nbassociates.com.au](http://www.nbassociates.com.au) or by faxing the registration form to 08 8351 2988 before close of business on Monday July 14 2008.

The registration fee includes meals and refreshments.

Copies of presenters' papers will be available from the SISA website post-conference.

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 nb&a events reserve the right to make changes to this program and speakers, in the event of any unforeseen circumstances which may arise.

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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.

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 St, Adelaide SA 5000.

### Cancellations

Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively a full refund will be made for cancellations received in writing (letter, fax, email) up to 7 days before the conference.

For any event cancelled by SISA and/or nb&a events, registration fee is fully refundable.

### For further information, contact:

**Darren Mickan**  
nb&a events  
Phone: 0402 322 394 or 08 8351 2688  
Fax: 08 8351 2988  
Email: [dm@nbassociates.com.au](mailto:dm@nbassociates.com.au)

### Price (including GST)

<b>Early Member Registration Fee</b> (until 30 June 2008)	\$299.00	<input type="checkbox"/>
<b>Early Non Member Registration Fee</b> (until 30 June 2008)	\$349.00	<input type="checkbox"/>
<b>Late Member Registration Fee</b> (closing 14 July 2008)	\$349.00	<input type="checkbox"/>
<b>Late Non Member Registration Fee</b> (closing 14 July 2008)	\$399.00	<input type="checkbox"/>

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

10:00am (a)  or (b)  or (c)   
 1:40pm (d)  or (e)  or (f)

Mobility or dietary requirements? Please specify. Yes

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

Will you be staying for post conference drinks & nibbles? Yes  No

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

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nb&a website  SISA website

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