



SELF INSURERS ASSOCIATION OF VICTORIA

EMPLOYERS MANAGING THEIR OWN RISK

ACTIVE LEARNING WORKSHOP



Realistic Methods

For

Injury Management

Tuesday 25 September 2007

Venue: Sparke Helmore

Level 40, 600 Bourke St

MELBOURNE VIC 3000

Sessions Details - AM

8.30am Registrations

9.00am Welcome

9.10am Ageing Workforce Best Practice

Margaret Harley, Brisbane City Council

The ageing of the workforce is the greatest challenge to face Australian employers this decade. That was particularly relevant to the Brisbane City Council with a workforce of nearly 7400 staff, 44% of which is over 45 years old. The Council won the national award for best ageing workforce program. Margaret will share with us the Council's strategies to ensure they plan and prepare for the workforce they need in 2010.

10.05am Morning Tea

10.35am Research: Minimising Psychological Risks within the Claims Process

Dorothy Frost, Worksafe Victoria

Recent research by Worksafe Victoria with the Department of Education (DoE) and Human Services (HS) indicates that in some instances the claim process itself can add to the stress undergone by a claimant – and potentially add to the financial impact of a claim. Managing and evaluating stress prevention within the claims process as part of the OHS risk management approach at the DoE and HS has provided data that enables better decisions in claims management and the implementation of more effective RTW programs.

11.25am Claims & Occupational Rehabilitation Audits

Marianne Coutant & Sharon Willingham, BRM Risk Management Pty Ltd

- Audit Program
- Sampling Methodology and impact
- What are the most common audit findings?
- How can we avoid them?

Session Details – PM

12.15pm Lunch

1.15pm CASE STUDY: Effective Return to Work Management at Linfox

Julian Hodder, National Manager, RTW & Claims Mgr, Linfox

- Best practice RTW
- Balancing organisational needs with those of the client
- Involving all the stakeholders in the RTW process – client/ investigator/case manager/claims manager/line manager/ medical advisors
- Identifying barriers for returning to work
- Overcoming these barriers
- Measuring RTW efficiency – reduction in claims/increase in employee satisfaction/reduction in lost time/increase in RTW.

2.00pm S82(2A) – Managing Stress at Work – techniques for building a good case of non-compliance

James Johnson (or nominee), Sparke Helmore

Legal issues for employers in managing employees suffering stress related illness and Strategies for employers to minimise the risk of stress in the workplace.

2.45pm Afternoon Tea

3.15pm Detecting Deception by Means of Behavioural Intelligence

Mr Steve Longford, Forensic Profiler, Intelligence Dynamics Pty Ltd

The Art of Behavioural Intelligence Gathering – ask yourself – would it be useful to know?

- When someone is being deceptive or purposely hiding information from you?
- What is the best way to get information across to an unreceptive person?
- How do you get absolute loyalty from employees and clients?
- The right questions to ask when screening employees?

4.00pm Closing Remarks

4.05pm Drinks and Nibbles

4.35pm Close

REGISTRATIONS

Registrations can be made by:-

email to: dm@nbassociates.com.au

or online at: www.nbassociates.com.au/Events.htm

or by fax to: (08) 8351 2988

or by mail to: Self Insurers Association of Victoria
C/- nb&a events
PO Box 544
GOODWOOD SA 5034

Participation Fee (incl GST)

SIAV Members: \$ 198.00 incl GST
Non-members: \$ 231.00 incl GST

Morning Tea, Lunch, Afternoon Tea, Closing Drinks and Nibbles will be provided.

Seating is strictly limited and bookings will be taken on a 'first come first served' basis.

SIAV reserves the right to make changes to this Program and speakers in the event of any unforeseen circumstances which may arise.

Registrations must be made before **Tuesday 18 September 2007**. An invoice will be sent to you as soon as your Registration is received.

Please note that the registration fee applies to one delegate registering, it is not possible to share one registration fee between several people. A substitute delegate is always welcome to attend at no extra charge if the registered delegate is unable to attend on the day.

A full refund will be made for any written cancellation (letter, fax or email) made up to 5 working days prior to Event date.

This page can be photocopied if more than one delegate is attending.

Registration Details:

Name:

Organisation:

Address:

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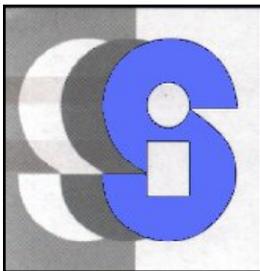
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Phone:

Email:

Mobility or Dietary Requirements: Yes No

If Yes, please specify:



Acknowledgments

Self Insurers Association of Victoria

would like to thank
Sparke Helmore, Honorary Solicitor
for kindly allowing us
the facility of their training room
and for providing morning and afternoon tea,
lunch, drinks and nibbles for the day.

Self Insurers Association of Victoria

would also like to thank the speakers
for their time in sharing with us
their much-valued experience
in the various fields of
workers compensation.

