



SAFETY

DISCOVERY & INJURY RECOVERY

**ETIHAD STADIUM
740 BOURKE STREET
DOCKLANDS, VICTORIA
15 SEPTEMBER 2009**

**“Tell me and I will forget,
show me and I will remember;
Involve me and I will understand”
– Chinese Proverb**

Prevention is better than cure.
A cliché perhaps but it is certainly true.

Also true is that when an injury does occur, the healing process can be complex.

This conference will provide innovative and interesting ideas and methods to advance the prevention of, and the recovery from workplace injuries in Victoria.

The Self Insurers Association of Victoria is pleased to offer this conference to members and others in the belief that both prevention and injury management practitioners will benefit from their attendance.

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Self Insurers Association of Victoria
EMPLOYERS MANAGING THEIR OWN RISK

8.30am

Registration opens

9.00am

Welcome and Opening Remarks
– **Self Insurers Association of Victoria**

9.10am

International Best Practice in Job
Stress Interventions: What Does the
Evidence Tell Us to Do?

**Associate Professor Anthony
LaMontagne**

*McCaughey Centre, VicHealth, Centre for the
Promotion of Mental Health and Community
Wellbeing, University of Melbourne*

9.50am

Understanding the Generation Gap
– Multi-generational Management

Derek Linsell

Founder, Apricot Consulting

10.30am

Morning Tea

10.55am

Information Session (a)

Occupational Rehabilitation Reform
(30 min)

Mark Raberger

*Manager, Return to Work Division, WorkSafe
Victoria*

and -

Practitioner Networks for Injury
Treatment : Bridging a Gap in Injury
Management Programs (30 min)

Anne Cherry

Director, InjuryNET Australia Pty Ltd

Information Session (b)

What Went Wrong – A Case Study
in a Damaging Incident (60 min)

Neville Betts

Chartered Fellow, Safety Institute of Australia

11.55am

Dealing with Aggressive
Customers: A Review of Best
Practice

Professor Duncan Chappell

Former Director, Australian Institute of Criminology

12.35pm

Lunch

1.35pm

The Effect on Self Insurers of
Legislative Change to the Accident
Compensation Act

James Johnson

Partner, Sparke Helmore Lawyers

2.15pm

Information Session (c)

Self-insurer Priorities for Putting
a Vocational Focus Back into
Rehabilitation: Workplace Based
Social Support Initiatives

Associate Professor Greg Murphy

*BA, MA, DipEd Melb, PhD Monash, MAPS School
of Public Health, La Trobe University.*

Information Session (d)

Pandemics and the Workplace

Athol Yates

*Executive Director, Australian Security Research
Centre*

3.00pm

Afternoon Tea

3.25pm

Influencing Managers to Maximise
Injury Management Outcomes

Dr Melissa Lehmann

*BA (Hons – Psych) Grad Cert Ed PhD
National Operations Manager – Psychology
Clinical and Organisational Psychologist
Work Solutions*

4.05pm

Debate: Men are Easier to
Rehabilitate than Women

We are now in an age where the
gender of workers is not a restrictive
factor in the ability to perform most
job tasks. As a consequence, when
injuries occur, are we seeing an
increase in similarities between the
genders in the rehabilitation process,
timeframes and results?

How do the physiological and
psychological differences between
the genders affect the rehabilitation
of injured workers? Does gender
impact on a worker's ability and
willingness to be rehabilitated? Are
there other factors impeding the
recovery of one gender more than
the other?

This session will attempt to provide
these and many more answers.

Debate participants:

Neville Betts

Associate Professor Greg Murphy

Anne Cherry

Dr Melissa Lehmann

David Sagar *IPAR Rehabilitation*

4.55pm

Closing Remarks

5.00pm

Drinks & Nibbles

5.30pm

Close



Associate Professor Anthony LaMontagne

McCaughey Centre, VicHealth, Centre for the Promotion of Mental Health and Community Wellbeing, University of Melbourne

9.10am

International Best Practice in Job Stress Interventions: What Does the Evidence Tell Us to Do?

This session will summarise the current evidence that job stress is harmful to employee and organisational health as well as what the best available evidence says we should do about it. In outline, this will include:

- A primer on job stress concepts & terms—what is job stress and how does it affect employee and workplace health?
- Our job stress intervention review—distilling findings from 90 international studies published from 1990—2005
- Comparison of our review findings to two other international reviews published soon after ours
- Discussion of how to apply review findings in practice
- Discussion of future directions, including an intervention strategy integrating job stress intervention with beyondblue's workplace mental health promotion program, a collaborative project with beyondblue currently underway in several Canberra worksites.

About Associate Professor Anthony LaMontagne

Associate Professor LaMontagne's interest is in developing scientific and public understanding of work as a social determinant of health, and contributing to improvements in policy and practice aimed at protecting people from the harmful effects of work as well as optimising the health-promoting aspects. LaMontagne draws on his strong occupational health background, but integrates it with health promotion, sociological, historical, labour relations, and other perspectives. He collaborates widely and across multiple disciplines to advance understanding of the relationships between work and health, and to translate such knowledge into workplace health policy and practice.

Currently at the McCaughey Centre, Melbourne School of Population Health at the University of Melbourne, A/Prof LaMontagne is involved in teaching, research, knowledge transfer as well as serving on School committees.



Derek Linsell

Founder, Apricot Consulting

9.50am

Understanding the Generation Gap

Multi-generational Management

Motivating and managing a workforce comprised of Baby Boomers, Gen X and Gen Y is a challenge that most organisations are struggling with at present. Each generation brings its own perspectives, ideals and values into the workplace, which can result in conflict and controversy if not understood. Understanding generational differences and how organisations manage across generations is critical in managing an effective organisation moving forward.

About Derek Linsell

Derek Linsell founded Apricot Consulting in 2003 following a distinguished career in the not-for-profit sector and as a consultant with a Melbourne based business. Through his consulting work for major Australian corporations, and his role as CEO of the AFL Foundation from 2005 to 2008, Derek has built an extraordinary network of relationships with leaders from many sectors of Australian business, government and not-for-profit organisations.

Derek brings not only the personal experience of having worked with these influential and impressive leaders, but also makes valuable connections and introductions for others to learn from the voices of experience and maturity. An hour with Derek is to see the world differently and as a much more inspiring and interesting place with opportunities in setbacks and exciting possibilities in every situation and every individual.

Derek, is now resident in New York working with many varied organisations on issues that are rising in that uncertain environment.



Mark Raberger

Manager, Return to Work Division, WorkSafe Victoria

10.55am

Occupational Rehabilitation Reform

Measuring rehabilitation performance in an industry that is part of a far larger RTW continuum is challenging. In Victoria, WorkSafe have recently introduced new rehabilitation models for workers returning to their pre injury employer and for workers where they are unable to return to their pre injury role and require new employment. These services are respectively Original Employer Services (OES) and New Employer Services (NES). These approaches include outcome incentives which have given the scheme a unique insight into the outcomes of Occupational Rehabilitation and set a platform for the development of scheme Key Performance Indicators (KPI). In this presentation we will explore the complexities of measuring rehabilitation outcomes and outline the objectives of focusing on provider performance in the areas of quality and outcomes.

About Mark Raberger

Mark has worked within the Workers Compensation area since 1993 and has a background in Physiotherapy and has also completed a Post Graduate Diploma in Ergonomics. Between 1993-2001 Mark was a director of a large physiotherapy clinic and subsequently began a multidisciplinary industrial medicine clinic in Melbourne focusing on large local industry. From here Mark moved into consulting in Workers Compensation, Injury Management and Claims management working with large employers, Agents and self insurers. In 2003 he started an Occupational Rehabilitation Provider which grew to a 3 state (Victoria, NSW and South Australia) entity before moving to WorkSafe in 2008. Mark has been the Manager of the RTW Support Branch which is responsible for managing Occupational Rehabilitation providers and the programs which they provide.



Anne Cherry

Director - InjuryNET Australia Pty Ltd

10.55am

Practitioner Networks for Injury Treatment : Bridging a Gap in Injury Management Programs

Many employers and injured employees have benefitted from effective injury management programs in the last decade. Interestingly, however, employers may be contributing to a gap in their injury management programs when they advise injured employees to go see their own treating doctor. You never quite know whether the treating doctor understands or even cares about the return to work process! How many times has an injured worker returned to you, certified unfit for days or weeks, despite clear information to the doctor about your keenness to provide suitable duties and support return to work? Establishing an effective practitioner network may be the solution! This session looks at the components and features of effective Practitioner Networks as well as some results which will spur you on to bridge this potential gap in your injury management program!

About Anne Cherry

With over 20 years of national and international experience working for insurers, employers and providers, particularly in the workers compensation field, Anne is uniquely positioned to assist with information and input on best practices and products for effective workers compensation and injury management.

Anne has worked in a wide variety of settings, ranging from:

- A national practitioner network for treatment of work-related injury and illness (InjuryNET Australia P/L)
- An Independent Consultancy in the areas of Workers' Compensation Injury Management and Absence Management in the US, Canada and Australia. (Engleman Etcetera P/L.)
- Several Australian Rehabilitation Providers (RPS Medicorp and Rehabilitation Case Management (RCM) which she co-founded)
- A large Australian Workers Compensation Insurer (GIO)
- The largest Australian state government self insurance group (NSW Treasury Managed Fund)
- A US multinational Managed Care/Rehabilitation Provider (Intracorp)

Her areas of expertise include implementation of best practice strategies, systems and technology in areas such as Injury Management, Absence Management, Treatment Networks, Claims Management and Provider Management (Rehabilitation, Treatment and Legal).

Anne is the Injury Management Advisor on the Advisory Council for NSW Workers Compensation and Occupational Health and Safety. She was also an Arbitrator with the NSW Workers Compensation Commission (WCC) from 2002-2007.



Neville Betts

Chartered Fellow, Safety Institute of Australia

10.55am

A Case Study in a Damaging Incident

This session will outline a recent incident that resulted in serious injuries, requiring the hospitalisation and long term rehabilitation of the involved worker.

During this session, the concept of an organisational damaging incident being predictable will be discussed. Predicting a damaging incident is best achieved where the employer understands that causal factors include both 'latent conditions' and 'active failures' which are readily identifiable to even the most inexperienced worker.

About Neville Betts

Neville is a Registered Safety Professional (RSP) who has worked across all industry groups. He has completed the Victorian SafetyMAP Auditor Course and has been editor and publisher of the journal 'Safety in Australia'.

Neville currently works as a 'part time' Senior Lecturer at Monash University Faculty of Medicine, Department of Epidemiology & Preventative Medicine, where he is course coordinator and presenter for course MPH2076, Safety Management Systems.

Neville also works as a 'part time' Senior Lecturer with the RMIT University, Department of Applied Chemistry, Faculty of Applied Science, where he presents in two-second year and other postgraduate (PG1) subjects, PUBH 1360, OHS Management Systems and Standards, and PUBH 1361, Risk Management, and PUBH 1358 Occupational Hazards and Controls 1.

Neville has 30 years specialist consulting experience in the fields of Occupational Health & Safety, Risk & Crisis Management and Planning for Emergencies with a diverse range of clients. He has been a Senior Executive with the Commonwealth Government and Telstra Australia.

Neville is a previous member of Standards Australia Environment, Safety and Materials Standards Board and has represented Standards Australia at both International Standards Organisation (ISO) in Geneva and the European Standards Association (CEN) in Brussels, Belgium.



Professor Duncan Chappell

Former Director, Australian Institute of Criminology

11.55am

Dealing with Aggressive Customers: A Review of Best Practice

The actions of some aggressive customers, such as belligerent politicians in a local restaurant, a recalcitrant celebrity aboard an international flight, an intoxicated sportsperson apprehended by police, or feisty union officials tend to make media headlines. But in most cases the behavior of angry and disgruntled clients goes unnoticed and unreported except by those most affected – the countless numbers of workers in restaurants, airlines, health facilities, social service and regulatory agencies, transportation and other sectors of industry who on a daily basis experience physical and verbal abuse in the course of their employment.

This presentation is about the measures that can be taken to prevent or manage the risks associated with this occupational hazard, based on a review of best practice both in Australia and abroad.

About Professor Duncan Chappell

Duncan Chappell, a lawyer and criminologist, is currently a Professorial Fellow in the Centre for Transnational Crime Prevention, University of Wollongong and an Adjunct Professor in the Faculty of Law, University of Sydney.

A former Deputy President of the Australian Federal Administrative Appeals Tribunal, and former Director of the Australian Institute of Criminology, he has held senior academic posts in Australia, Canada and the United States, and continues to be an Adjunct Professor of Criminology at Simon Fraser University in British Columbia, Canada. He has also been a frequent consultant to government and international bodies including the United Nations, International Labor Organisation and the Commonwealth Secretariat.

Duncan Chappell has published widely on a range of crime and criminal justice issues, including criminal violence. His most recent publications include co-author, with Vittorio Di Martino, of *Violence at Work* ILO: Geneva (3rd Ed) 2006; and with Kimberley Rogers of *Preventing and Responding to Violence at Work* ILO: Geneva 2003.



James Johnson

Partner, Sparke Helmore Lawyers

1.35pm

The Effect on Self Insurers of Legislative Change to the Accident Compensation Act

Last year Peter Hanks QC, supported by a joint Department of Treasury and Finance and WorkSafe Victoria Secretariat conducted an independent review of the Accident Compensation Act.

The Victorian Government's commitment was to ensure injured workers receive fair support and benefits and they recognised that while the underlying principles of accident compensation laws remained sound, incremental changes made them unnecessarily complex.

This session will look at how the legislative changes may affect self insured organisations and address the review's focus of:

- the need to provide fair and effective benefit and premium regimes, having regard to workers' compensation schemes in other jurisdictions and the need to secure long-term positive outcomes for injured workers;
- the fundamental need to protect the operational and financial viability of the scheme;
- identifying and resolving anomalies in the Act and in the operation of the scheme;
- improving employer and employee understanding of the Act;

- reducing the regulatory and administrative burden on employers, including through improved alignment, where appropriate, with related administrative arrangements both within the State of Victoria and with other jurisdictions; and improving the usability of the legislation through the removal of inoperative, irrelevant or superfluous provisions.

About James Johnson

James is the local managing partner for the Sparke Helmore Melbourne office. He has over 15 years' experience in personal injury litigation and specialises in industrial accident litigation, with an emphasis on managing Victorian State workers compensation and Common Law matters.

In addition to being the managing Partner of our Melbourne office and head of our Personal Injury Litigation Group in Victoria, he also works closely with our Workplace Relations team. It is this combined expertise in Workers Compensation, Industrial and Safety law that enables James to identify all of the issues that might arise from a set of circumstances. James ensures that the legal responses to all of the issues are aligned by deploying innovative strategies across all issues to deliver solutions that are cost effective and complete.

He presently provides legal services exclusively to self insurers in the Victorian State and Commonwealth Compensation schemes.

James is the Honorary Solicitor to the Self Insurer's Association of Victoria and to the National Council of Self Insurers, and is a member of the Law Institute of Victoria's Accident Compensation Committee.

James regularly prepares papers, conducts workshops and provides in-house training on workers compensation and legislative issues.

He graduated with a Bachelor of Arts Law in 1992 and is admitted to practise nationally.



Associate Professor Greg Murphy

BA, MA, DipEd Melb, PhD Monash, MAPS School of Public Health, La Trobe University.

2.15pm

Self-insurer priorities for putting a vocational focus back into rehabilitation: workplace-based social support initiatives

Following a selected review of high return-to-work rates achieved by rehabilitation systems extant in previous decades, and a summary of typical (sub-optimal) return-to-work rates achieved by contemporary Australian occupational and vocational rehabilitation systems, the paper argues that rehabilitation systems in western nations such as Australia have moved away from having a strong vocational focus. The implications of accepting the need for more vocationally-focussed rehabilitation services are spelt out, including a detailed description of one neglected facet of rehabilitation service delivery (workplace-based social support) that holds promise as a return-to-work service initiative that is ideally placed for development and evaluation by self-insuring organisations.

About Dr Greg Murphy

Dr Greg Murphy is an Associate-Professor within the School of Public Health, La Trobe University and one of Australia's most active rehabilitation psychologists. His main research interests are in vocational rehabilitation, particularly return to work following serious injury. He is particularly interested in two key constructs central to the successful adjustment to major life crises – effective social support, and personal control beliefs of those facing major adjustments.

Greg has held visiting staff member appointments at such prestigious academic and hospital settings as Johns Hopkins University, Georgia Institute of Technology, the Duke of Cornwall Spinal Unit and the Swiss Paraplegic Centre. He is currently a member of the Department of Veterans' Affairs Technical Advisory Committee (Rehabilitation) where he contributes to policy and service development in the area of rehabilitation and return-to-work for both veterans as well as injured members of the Defence forces.



Athol Yates

Executive Director, Australian Security Research Centre

2.15pm

Pandemics and the Workplace

Athol will supply up to date information on swine flu and include comparisons with previous pandemic instances. He will explore the lessons learnt from the recent swine flu outbreak and look at what you should do to be prepared for the next 'big one'

Athol will also facilitate an online course which is to be screened & worked through live.

The Online Pandemic Workplace Training Course is an e-learning module that teaches practical measures to prepare staff for a pandemic influenza outbreak. Written in conjunction with doctors and specialists from the Australian Security Research Centre, this course answers the following questions:

- What is a pandemic influenza?
- How can I protect myself and others?
- What social behavioural, personal hygiene and social distancing measures are recommended?
- What are the signs and symptoms of pandemic influenza?
- What is the Australian Government doing?

About Athol Yates

Athol Yates specialises in analysing policy and programs related to domestic national security, principally critical infrastructure protection, the protection of the built environment, and harnessing industry and research communities to enhance the security of Australia.

His current research areas of interest include:

- adapting infrastructure and the broader built environment to climate change
- the nexus between security, business continuity, resilience, emergency management and safety
- non-traditional threats - influenza pandemic, climate change and energy security
- critical infrastructure protection policy
- the role played by the private sector in enhancing national security
- the use of military forces for domestic emergencies

Athol's qualifications include a Bachelor of Engineering, GradDip Soviet Studies, and Masters of Public Policy.

He is the editor of the National Security Practice Notes, and editor of the 3 volume pandemic influenza history series.

He is the author of the 180 page report Engineering a Safer Australia: Protecting Critical Infrastructure and the Built Environment, which is the only public report on Australia's critical infrastructure protection efforts.



Dr Melissa Lehmann

*BA (Hons – Psych) Grad Cert Ed PhD
National Operations Manager – Psychology
Clinical and Organisational Psychologist
Work Solutions*

3.25pm

Influencing Managers to Maximise Injury Management Outcomes

Recent research has demonstrated that an injured workers perception of support from the manager and employer is one of the most important factors in maximising return to work and injury management outcomes.

Occupational Health & Safety and Workers Compensation managers and staff will have close contact with line management following injury to a worker and are ideally positioned to assist management in dealing with the often complex physical and psychological issues that arise following injury.

Dr Lehmann's presentation is designed to present these staff with a couple of tools to help influence management and in turn give them some tools to communicate with and support an injured worker in such a way as to maximise injury management outcomes.

About Dr Melissa Lehmann

Dr Lehmann is the National Psychological Operations Manager for Work Solutions: part of the Health Service Division of Medibank. With a background in organisational and clinical psychology, she consults to a range of government and private organisations on issues affecting workplace health and safety. Specifically, she focuses on assisting organisations to manage psychological difficulties in the workplace and promotes the effective use of early intervention, supportive leadership and optimal team practices in this process. She promotes an integrated approach to improving employee wellbeing, and has reviewed recruitment, induction, case management and change management processes for several large government agencies as part of this approach.

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SAFETY DISCOVERY & INJURY RECOVERY

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Registration Details

Registrations can be made at www.nbaevents.com.au or by faxing the registration form to 08 8352 8077 or by mail to: Self Insurers Association of Victoria c/- nb&a events 19 Deacon Avenue, Richmond SA 5033 before close of business on Tuesday 8 September 2009.

The registration fee includes meals and refreshments. Seating is strictly limited and bookings will be processed in order of receipt. 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. SIAV 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.

Copies of presenters' papers will be available from nb&a events website at www.nbaevents.com.au post conference.

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Contact for further information

Darren Mickan - nb&a events

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Price (including GST)

Early Member Registration Fee (Until 18 August 2009) \$ 275.00

Early Non Member Registration Fee (Until 18 August 2009) \$ 330.00

Member Registration Fee (Closing 8 September 2009) \$ 330.00

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Please indicate which workshops you would like to attend

10:55am A or B

1:15pm C or D

Mobility or dietary requirements?

Yes. Please specify _____

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

Will you be staying for post conference drinks & nibbles?

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