



# Personal Injury Management Conference 2008

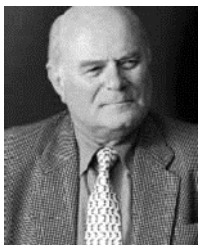


**20th and 21st October, 2008**  
Sydney Convention Centre, Darling Harbour  
Sydney, Australia



# Personal Injury Management Conference 2008

## A personal invitation



As Chairman of the Personal Injury Education Foundation it is my pleasure to invite you to the Personal Injury Management Conference 2008 at the prestigious Sydney Convention Centre in Darling Harbour, Sydney.

The conference will span two days and will include international experts from accident compensation schemes from across Australia, New Zealand and North America presenting on a range of interesting and challenging topics. This is a wonderful opportunity to hear the latest expert opinions and advice from industry leaders as well as to network in new circles. The range of presentations, panel sessions and stream topics means you can tailor the conference to your individual interests or specialties to gain the most possible.

This event is also about celebrating the achievements being made in the personal injury industry. On the evening of the 20th October, as part of the conference, the Foundation will be holding its Excellence in Personal Injury Management Awards. The awards will celebrate and showcase these achievements and acknowledge their importance in our broader communities. After the formal ceremony guests will gather in the Bayside Terrace room, overlooking the Sydney cityscape for refreshments and to meet with award winners and conference delegates to celebrate the occasion.

I invite you to join me and my fellow board members to participate in, observe and enjoy the Personal Injury Management Conference and the Excellence in Personal Injury Management Awards 2008.

**Professor Robert Officer**  
*Chairman, Personal Injury Education Foundation*

## About the Foundation

The Personal Injury Education Foundation was established as a not for profit organisation by a consortium of Australian and New Zealand accident compensation regulators, insurers and claims management organisations who shared the vision of creating leading tertiary programs focused on the needs of those working in the industry. These programs have been designed to enrich and enhance the range and depth of personal injury management skills, leading to better outcomes for all accident compensation schemes and the communities they are designed to serve.

To further elevate the reputation of the industry the Foundation has developed this conference and the Excellence in Personal Injury Management Awards to celebrate and showcase those who often do extraordinary work, to allow those in the industry a forum to share ideas and to help raise the industry profile.

In addition to being committed to the existing programs and their continual improvement and development, the Foundation is also moving forward with a new partnership with the Canadian National Institute of Disability Management and Research (NIDMAR). The Foundation was recently granted the exclusive Australian license to NIDMAR's international certification programs in disability management opening up a new level of professionalism in disability management in Australia.

**If you would like to learn more about the Foundation please visit [www.pief.com.au](http://www.pief.com.au)**

## Who should attend?

- Medical and Allied Health Professionals
- Accident compensation regulators, insurers and claims management agencies
- Federal/ State Government departments & agencies
- Senior management from business and industry
- Workers' Compensation Managers
- Claims, Injury & Safety Managers
- Human Resources staff
- Rehabilitation Providers
- Lawyers



# Personal Injury Management Conference 2008

## Conference themes

### Return to work

Return to work is a key strategy for all workers' compensation jurisdictions and is increasingly becoming a key focus of motor accident schemes.

### Service delivery

Improving the delivery of service provided to injured workers and motorists is a key initiative of many workers' compensation and motor accident schemes across Australia and New Zealand. Hear about the progress being made and the challenges that still remain from a range of experts in this field.

### Medical management

Medical and allied health providers are key stakeholders in the success or otherwise of all accident compensation schemes. Listen to experts discuss recent initiatives and progress being made in this important area.

### Scheme comparisons

In recent years there has been many significant turnarounds in the performance of accident compensation schemes, plus there has been a concerted push to try and harmonise legislation and policy across jurisdictions. For the first time in Australasia a panel of accident compensation industry leaders will discuss and debate the different approaches taken to improving performance across the industry.

### Industry capability

Identifying the most appropriate and effective way of attracting, retaining and rewarding staff is a priority for the entire accident compensation industry. Over the last few years the industry has made great progress in increasing the professionalism and attractiveness of the industry. However, many challenges still remain. Hear about the progress being made in the development of the latest initiatives aimed at improving industry capability across Australia, New Zealand and internationally.

## Hear from international & local industry leaders



**Terry Bogyo**

With over 26 years in the industry, Terry speaks internationally on issues facing workers' compensation systems and on future risks and challenges that will face workplaces and society. Terry's current responsibilities include environmental scanning, strategic planning and inter-jurisdictional comparisons. He is currently a Director of WorkSafeBC.



**Liz Scott**

Liz Scott is the Principal of Organizational Solutions and is an accomplished Disability Management professional recognised for award winning cost reduction results and "best practice" program designs. Liz is renowned for the ability to solve a complex variety of internal and external workers' compensation, disability, and insurance concerns.

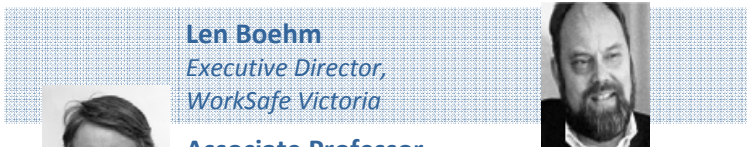


**Wolfgang Zimmerman**

Wolfgang Zimmerman is the Executive Director of the National Institute of Disability Management and Research (NIDMAR). Following a horrific logging accident at twenty years of age, Wolfgang helped forge NIDMAR; a not for profit organisation designed to reduce the human, social and economic impact of disability to workers, employers and society through training and education and the development of international professional standards.



**Jacki Johnson**  
*Chief Executive Officer,  
E Ventures,  
Insurance Australia Group*



**Len Boehm**  
*Executive Director,  
WorkSafe Victoria*



**Associate Professor  
Michael Nicholas**  
*Pain Management Research Unit,  
University of Sydney*



**Rob Thomson**  
*General Manager,  
Workers Compensation  
Division, WorkCover NSW*



**Peter Harcourt**  
*Head, Health Services Group  
Transport Accident Commission  
& WorkSafe Victoria*





# Personal Injury Management Conference 2008

**Sunday 19th October, 2008**

6.30pm - 10.00pm **Welcome drinks and dinner**  
Customs House, Circular Quay *Sponsored by Deloitte and PricewaterhouseCoopers*

**Monday 20th October, 2008**

8.15am - 8.45am Registration and coffee

8.45am - 8.55am Opening remarks from the Chair

8.55am - 9.15am Opening address

9.15am - 10.30am **First Keynote address**

**Demographic effects: Implications for workers, employers and society**

*Terry Bogyo, WorkSafeBC*

10.30am - 11.00am Morning tea

11.00am - 12.15pm **Second Keynote address**

**Sustaining the future workforce through injury management strategies**

*Liz Scott, Organizational Solutions*

12.15pm - 1.15pm Lunch

1.15pm - 2.30pm **Panel session - scheme turnarounds**

A panel of industry leaders will discuss and debate the different approaches taken to improve the performance of schemes across Australasia. They will look at the challenges ahead, following significant turnarounds in the performance of many accident compensation schemes across Australia and New Zealand in recent years.

*Facilitator – Amanda Johnston, PIEF*

*Jacki Johnson, Insurance Australia Group*

*Terry Bogyo, WorkSafeBC*

*Len Boehm, WorkSafe Victoria*

*Rob Thomson, NSW WorkCover*

*Dr Keith McLea, Accident Compensation Corporation*

2.30pm - 3.30pm

Stream A

Stream B

Stream C

Three concurrent sessions

**The experience of the injured**

**The New Zealand customer service experience**

**The experience of the regulator**

Being injured in a workplace or transport accident can be a life changing event. In this session we will hear from a worker who managed to turn his life around after a debilitating injury.

*David Crawford,  
Spinal Cord Injuries Australia*

The Accident Compensation Corporation (ACC) provides 24/7 no-fault insurance cover for all injuries that occur in New Zealand. Everyday they process 7,000 claims and answer over 25,000 telephone calls. Over the last few years the ACC has been working to develop an organisation that is focussed on providing a more integrated service for their clients. In this session hear about the improvements that have been made and the challenges that remain.

*Speaker TBC*

In Victoria, the Transport Accident Commission and WorkSafe Victoria recently formed the Health Services Group. The aim of the Health Services Group is to simplify processes and implement initiatives that support healthcare providers to achieve better rehabilitation and return to work outcomes for injured Victorians. The focus will be on preventative health and research and to build stronger relationships with healthcare providers.

*Dr. Peter Harcourt,  
Health Services Group*



# Personal Injury Management Conference 2008

3.30pm - 4.00pm Afternoon tea

4.00pm - 5.00pm

Stream A

Stream B

Stream C

Three concurrent sessions

### The WorkSafe vocational rehabilitation experience

### Creating a service focussed industry

### Vocational programs in personal injury

In 2003, the responsibility for providing Vocational Rehabilitation Services to injured workers in British Columbia was transferred to WorkSafeBC. Since that time claims costs, waiting times to access rehabilitation and claim durations have reduced significantly.

*Terry Bogyo, WorkSafeBC*

In 2002 WorkSafe Victoria implemented a new claims management model that was designed to improve the performance of the scheme, reduce costs to employers and to improve service to injured workers. In this session Len Boehm will discuss how WorkSafe Victoria's agent incentive systems have been designed to help build a more effective service culture in the Victorian workers' compensation scheme.

*Len Boehm, WorkSafe Victoria*

In 2004, the first specialised vocational qualifications in workers' compensation were developed. There are now 3 different qualifications available in workers' compensation and personal injury management.

This session will focus on the achievements to date, the programs that are available and the challenges that remain.

*Facilitator: Kathy Skuta, NSW WorkCover*

5.15pm - 5.45pm

### Excellence in Personal Injury Management Awards presentation

- Student Excellence Award
- Innovation in Personal Injury Management
- Excellence in Personal Injury Management
- Outstanding Contribution by an Individual

*Sponsored by Deakin University*

*Sponsored by FINEOS*

*Sponsored by Recovre*

*Sponsored by the Heads of Workers' Compensation and Compulsory Third Party Authorities*

6.00pm - 7.30pm

Awards cocktail reception

*Sponsored by Slater & Gordon Lawyers and Sparke Helmore Lawyers*

7.30pm

Conference day 1 ends

Conference themes	
Return to work	
Service delivery	
Medical management	
Scheme comparisons	
Industry capability	



# Personal Injury Management Conference 2008

**Tuesday 21st October, 2008**

8.15am - 8.45am Registration and coffee

8.50am - 9.15am **Interview with winners from the previous night's awards program**

*Facilitator - Simone Williams, Manager, Communications, SA WorkCover Corporation*

9.15am - 10.30am **Panel session - How to manage liabilities and provide just social outcomes and excellent service**

A panel of experts from across Australia, New Zealand and Canada will discuss the vexed issue of how you can successfully manage the expectations of the injured, manage community expectations (low premiums and fair compensation), provide excellent customer service and manage liabilities.

*Facilitator: Chris Latham, Partner, PricewaterhouseCoopers*

*Len Boehm, WorkSafe Victoria*

*Rob Thomson, NSW WorkCover*

*Terry Bogyo, WorkSafeBC*

*Wayne Potter, WorkCover South Australia*

10.30am - 11.00am Morning tea

11.00am - 12.30pm **Panel session - industry capability**

Over the last few years the industry has made significant progress into increasing the professionalism and attractiveness of working in the personal injury industry. However, many challenges still remain. Our panel will discuss the challenge of attracting, retaining and rewarding of staff in today's competitive environment including managing the expectations of generation X and Y workforce and the challenges of providing compensation to an ageing workforce.

*Facilitator - Amanda Johnston, PIEF*

*Anthony Zalakos, Recovre*

*Denise Cosgrove, Accident Compensation Corporation*

*Janet Dore, Transport Accident Commission*

*Joanne Zarb, Employers Mutual Limited*

*Liz Scott, Organizational Solutions*

*Shane O'Dea, WorkSafe Victoria*

*Terry Bogyo, WorkSafeBC*

12.30pm - 1.30pm Lunch

1.30pm - 2.30pm **International disability management certification programs**

In 2008 the Personal Injury Education Foundation was granted the exclusive licence to the International Disability Management Standards Council (IDMSC) certification programs. This session will provide an overview of the Standards and the process for rollout across Australia and New Zealand.

*Wolfgang Zimmerman, NIDMAR*



# Personal Injury Management Conference 2008

2.30pm - 3.30pm

Three concurrent sessions

Stream A

### Improving return to work outcomes

Liz discusses what she has learnt over her entire career; condensed into 50 minutes!

*Liz Scott, Organizational Solutions*

Stream B

### The experience of the provider

Dealing with accident compensation schemes can be a frustrating experience for many medical and allied health providers. In this session we will hear from experienced providers who work with accident compensation victims on a frequent basis.

*Facilitator - Ass. Professor Michael Nicholas, University of Sydney*

Stream C

### Postgraduate programs in personal injury

In 2007, the Personal Injury Education Foundation commenced its first intake of students into its personal injury postgraduate program, the first of its kind anywhere in the world. In this session several students who have recently completed the inaugural postgraduate program will provide their thoughts on the program.

*Facilitator - Amanda Johnston, PIEF*

3.30pm - 4.00pm

Afternoon tea

4.00pm - 5.15pm

### Panel session- occupational pain management

A panel of industry experts will be discussing recent evidence from Australian and international studies on occupational pain management.

These studies have shown that better RTW outcomes can be achieved by:

- changing stakeholder attitudes and beliefs about working despite pain.
- early identification of RTW obstacles and interventions that facilitate pain management at the workplace.

*Facilitator - Ass. Professor Michael Nicholas, University of Sydney*

*Gary Pearce, Concord Hospital*

*Jacki Johnson, Insurance Australia Group*

5.15pm - 5.30pm

Closing remarks from the Chair

**5.30pm**

**Conference 2008 ends**

Conference themes	
Return to work	
Service delivery	
Medical management	
Scheme comparisons	
Industry capability	



# Personal Injury Management Conference 2008

## Accommodation

The Foundation has negotiated special conference rates with three ACCOR hotels at the doorstep to the conference venue at Darling Harbour. These hotels are adjacent to each other and just a covered overhead walkway from the Convention and Exhibition Centre.

**To take advantage of these special rates please quote PIE191008 when contacting the Hotels Reservations Department on 02 9934 0000 or email on H1181-re33@accor.com.**

### 1. Grand Mercure Apartments

50 Murray St, Darling Harbour NSW 2000  
(4 ½ Star premium, boutique hotel)  
Pymont View – \$319.00  
Harbour View – \$419.00  
[www.grandmercuredarlingharbour.com.au](http://www.grandmercuredarlingharbour.com.au)

### 2. Ibis Hotel Darling Harbour

70 Murray St Darling Harbour NSW 2000  
(3 Star economy class hotel)  
Pymont View – \$165.00  
Harbour View – \$185.00  
[www.hotelibisdarlingharbour.com.au](http://www.hotelibisdarlingharbour.com.au)

### 3. Novotel Sydney on Darling Harbour

100 Murray St Darling Harbour NSW 2000  
(4 ½ Star business class hotel)  
Pymont View – \$239.00  
Harbour View – \$259.00  
[www.novoteldarlingharbour.com.au](http://www.novoteldarlingharbour.com.au)

All prices are in Australian dollars, are for room - only prices and may be subject to change. Please confirm prices at time of booking and ensure you are aware of cancellation policies. We recommend you book your accommodation as soon as possible.



## Register today!

PIEF in conjunction with sponsors of the Personal Injury Management Conference and Excellence in Personal Injury Management Awards have been able to secure very reasonable rates for those wishing to attend the event.

Discounts are available to delegates from PIEF member organisations or sponsorship organisations. You can save even more if you register before 31 August. Conference and award sponsors are listed on the back of this brochure and member organisations can be found in the membership section of our website [www.pief.com.au](http://www.pief.com.au).

Registrations for the conference and awards are now open and can be lodged online at [www.eventoffice.com/pief](http://www.eventoffice.com/pief) or you can find the form via our website [www.pief.com.au](http://www.pief.com.au) by following the conference and events link.

Please familiarise yourself with the privacy and cancellation policies for the conference before booking. Payment can be made via credit card or cheque; to be made out to EventOFFICE, PO BOX: 6878, St Kilda Rd Central, VIC 8008. Please see the registration website above for more information.

### Need assistance?

If you are unsure about the pricing structure or need any assistance with the registration process please email [info\\_pief@pief.com.au](mailto:info_pief@pief.com.au).

	Two day conference pass		
Rate Type*	Rate before August 31	Rate after August 31	Awards only
PIEF Member / Conference Sponsorship Organisations	\$577.50	\$687.50	\$55.00
General Tickets	\$687.50	\$797.50	\$66.00

\*All prices are GST inclusive





# Personal Injury Management Conference 2008

## Conference session overview

Return to work	Service delivery	Medical management	Scheme comparisons	Industry capability
----------------	------------------	--------------------	--------------------	---------------------

### Monday 20th October

9.15am - 10.30am				Demographic effects: Implications for workers, employers and society
11.00am - 12.15pm	Sustaining the future workforce through injury management strategies			
1.15pm - 2.30pm			Panel session - scheme turnarounds	
2.30pm - 3.30pm	The experience of the injured	The New Zealand customer service experience	The experience of the regulator	
4.00pm - 5.00pm	The WorkSafe vocational rehabilitation experience	Creating a service focussed industry		Vocational programs in personal injury
5.15pm - 5.45pm				Excellence in Personal Injury Management Awards presentation

### Tuesday 21st October

8.50am - 9.15am				Interview with winners from Awards presentation
9.15am - 10.30am		Panel session - how to manage liabilities & provide just social outcomes & great service		
11.00am - 12.30pm				Panel session - Industry Capability
1.30pm - 2.30pm				International disability management certification programs
2.30pm - 3.30pm	Improving return to work outcomes		The experience of the provider	Postgraduate programs in personal injury
4.00pm - 5.15pm			Panel session - occupational pain management	

Platinum sponsors



Gold sponsors

Heads of Workers' Compensation Australia (HWCA)



Heads of Compulsory Third Party Authorities (HCTP)

Silver sponsors



Bronze sponsors



Thank - you to all the sponsors of the 2008 Personal Injury Management Conference and Awards.