

### Welcome

Welcome to the 7th Edition of the Personal Injury Education Foundation's (PIEF) newsletter and our final for 2008.

2008 has been a great year for the Foundation. Obviously a major highlight of the year has been the outstanding success of our inaugural conference and awards program that was held in Sydney in October. Further information about that event is provided throughout the newsletter, however I would personally like to take this opportunity to thank those who helped contribute to the success of the event, including:

- the Board of the Foundation
- the Board conference sub-committee, Jacki Johnson (IAG), Rob Thomson (NSW WorkCover) and Jen Mitchell (Cambridge Integrated Services)
- PIEF staff
- our Platinum, Gold, Silver and Bronze sponsors
- our international keynote speakers, Terry Bogyo (WorkSafe BC), Liz Scott (Organizational Solutions) and Wolfgang Zimmerman (NIDMAR)
- all other speakers who graciously donated their precious time to present at the conference
- all award finalists and winners
- the awards judging panel.

We look forward to working with everyone again to help make our next conference to be held in Melbourne in 2010 even bigger and better!

Another highlight of the year has been the announcement of our exclusive relationship with the Canadian based organisation the National Institute of Disability Management and Research (NIDMAR). We look forward to working with NIDMAR to introduce the International Disability Management Standards into Australia over the coming years.

Our postgraduate program has gone from strength to strength and this year we ran for the first time, two new residential programs, Scheme Assessment & Economics and Claims Management Strategy. Both programs went extremely well and in 2009 we look forward to running our residential programs in Sydney for the first time.

And finally on behalf of the staff of the Foundation, Mandi Johnston, Joan Holschier and Meagan Short we would like to wish all our readers a very Merry Christmas and a happy and safe holiday period.

Nathan Clarke  
Manager, PIEF

In our final edition for the year we:

- Provide highlights from our inaugural Personal Injury Management Conference.
- Check in with the four winners of the awards and find out who won the study tour to North America.
- Announce our new relationship with DeakinPrime and meet the faces behind the organisation.
- Detail our new membership rates and welcome two members to the Foundation.

### Personal Injury Management Conference 2008



*"Everyone who is anyone in the industry was there!"*

*"Keynote speakers were obviously very qualified and experienced in their given fields. Also very engaging presenters."*

*"There was a positive atmosphere at the conference, (it was) full of industry professionals aiming to make a difference."*



*"The buzz. The passion."*

*"The sessions were informative, relevant and thought provoking."*



Above are examples of the positive feedback the Foundation has received from attendees of the inaugural Personal Injury Management Conference recently held in Sydney. Many spoke of the buzzing atmosphere, numerous networking opportunities and the impressive quality of speakers. In light of this the Foundation believes the main objectives for the inaugural event were achieved and looks forward to our next conference in two years time.

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## Personal Injury Management Conference *(continued)*

What a venue! The Foundation secured exclusive use of the second floor area at the Sydney Convention Centre for the duration of the two day conference. This included a main room for the keynote speakers and awards night, two breakout rooms for concurrent sessions and the Bayside Terrace which overlooked Darling Harbour.

The two days of the conference were full to capacity with presentations, concurrent and panel sessions. The audience of 325 delegates from around Australia and New Zealand listened intently to speakers who included international guests, injured workers and industry experts.

The emotional opening address for the conference was given by John Marshall, a police officer who was injured in a car accident on his way home from work. John spoke of his journey and how he came to compete in the Sydney 2000 Paralympics. He also reiterated to the audience the very important work that those in the industry undertake and how it is essential in helping the injured reclaim their lives.

Day one included presentations from two of the three Canadian keynote speakers; Liz Scott (Organizational Solutions) and Terry Bogyo (WorkSafeBC) as well as a variety of other informative sessions devoted to the conference themes.

Once the first day of the conference came to an end the audience gathered in the main room for the Excellence in Personal Injury Management Awards ceremony which proved to be a major highlight of the conference. Attendees then had the opportunity to congratulate all finalists and winners personally at the cocktail reception held in the Bayside Terrace room. See the following page for more detail and to read what the four winners have to say.

The panel-rich second day of the conference heard from our third keynote

speaker, Wolfgang Zimmerman from NID-MAR who provided the audience with an overview of the development of the International Standards in Disability Management and the plan for their implementation in Australia.

Although the initial response from those who attended the conference was positive, the Foundation was keen to undertake a formal evaluation survey. Some highlights from the survey can be found on the back page.

### Thank-you to our sponsors

We appreciate the support given for the conference and awards from the following organisations:

#### Platinum sponsors

- Deloitte
- PricewaterhouseCoopers

#### Gold sponsors

- Heads of Workers' Compensation Authorities (HWCA)
- Heads of Compulsory Third Party Authorities (HCTP)

#### Silver sponsors

- Deakin University
- FINEOS
- Recovre
- Slater & Gordon Lawyers
- Sparke Helmore Lawyers

#### Bronze sponsors

- AW Workwise
- Ernst & Young
- Figtree Systems
- Hicksons Lawyers
- Interact Injury Management
- Minter Ellison Lawyers
- Moray & Agnew
- Moroney Lawyers
- Turks Legal
- Willis



Paralympian John Marshall shares his inspiring story in the opening address.



Keynote speakers Liz Scott (top) & Terry Bogyo (above) engage the audience.



Taking a quick break in the Convention Centre's Bayside Terrace room.

## The winners of the awards are....

### Student Excellence

**John Stefanovski, Team Manager, Claims, CGU**

***Congratulations John on winning the Student Excellence award. After all your hard work how did you feel when your name was called and you stood up to accept the trophy?***

I was very excited when receiving the trophy. On the night I did not anticipate how much the accolade would mean to me - more than I had given thought to in the lead up. It was a wonderful awards night - well organised and conducted. Seeing the promotional video for the first time was a thrill. Then, to be announced the winner really topped it all off.

### ***How have friends and family reacted to your win?***

My friends and family were even more excited than me. Sharing the accolade with those close to me has without a doubt been the highlight. I celebrated on the night of the awards with my CGU colleagues, having dinner and drinks on the harbour. Celebrations continued with family also.

### ***And a question we are asking all winners; where does your trophy currently reside?***

After my request to have it on display in the foyer of our new building was declined, the trophy is proudly on display in my home, along with a laminated copy of the press release announcing the winners.

### Excellence in Personal Injury Management

**David McKean, Technical Manager, Cambridge**

***David, you must have been thrilled to take out the Excellence award. How do you think this win will inspire you to continue your work in the industry?***

It was certainly a surprise and a privilege to win. I was happy to have received a nomination but winning was an absolute bonus. I believe the award will continue to provide the motivation needed to improve in my role and to work harder with my team and company to achieve better results.

***You spent a fair bit of time with the other finalists during the award process; have you found you made new friends & contacts?***

One thing that did stick out with the finalists was the quality of the nominations and how friendly everyone was. We had a film shoot in South Melbourne where everyone was a little nervous about their acting debut but in the end the clip went well. We had a bit of time during the day to speak to each other and it was interesting to find out about their backgrounds and nominations.



*(from left to right) Michael Brooks, Mary Hawkins, David McKean & John Stefanovski*

### ***And a question we are asking all winners; where does your trophy currently reside?***

Next to the plasma.

### Innovation in Personal Injury Management

**Michael Brooks, Legal Manager, SA CTP, Allianz Australia**

***Well done Michael on your recent win in the Innovation category. Were you surprised when you heard your name called?***

Very surprised. Although the innovation I proposed had been well received, I was also familiar with the innovations by the other finalists and was impressed by them. I think I was very fortunate and it must have been difficult for the judging panel.

### ***How have your colleagues responded to your win?***

They have been very positive and supportive, particularly as Allianz very much encourages the development of innovations which benefit our customers and the community generally.

### ***And a question we are asking all winners; where does your trophy currently reside?***

It sits very proudly in my office.

### Outstanding Contribution by an Individual

**Mary Hawkins, Director,  
Provider & Injury Management Services, WorkCover NSW**

***Congratulations Mary on taking out "The Big One". You had a lot of support in the audience; did it make it even more special sharing the moment with friends and colleagues?***

The audience contained a number of my current work colleagues and others from the industry who I have worked with over the years.

*Continued...*



I owe the nomination for the award to my colleagues and also, as I said in my "thank-you" on the night, the award really represents the efforts and commitment of work colleagues both past and present. So yes, it was a great thing to be able to share the moment, which belongs as much to them as to me.

***Most of us are aware that as the winner of this award you won a study tour to North America but not many will know it began only six days after the awards ceremony! Were you still in disbelief as you boarded the plane?***

I was probably still in disbelief when I boarded the final plane to return from Los Angeles three weeks later! The whole experience of first the nomination, then the awards ceremony and then undertaking the study tour has been both tremendously exciting and unbelievable.

I do see this as the highlight of my career. Equally as gratifying were the number of messages of congratulations that I received from a variety of people in the industry over the following weeks.

***What cities and organisations were you able to visit on your trip?***

I arrived in Vancouver to attend a three day conference organised by WorkSafe BC (on behalf of the compensation boards of Canada and the International Association of Industrial Accident Boards and Commissions), which included a number of delegates from Canada and the US. The conference was very well organised and it was often difficult to choose between concurrent sessions as they were often of equal interest. A good sign for a conference!

This was followed by a full day discussing initiatives with WorkSafe BC personnel and then a visit to the National Institute of Disability Management & Research on Vancouver Island, where Wolfgang Zimmerman and his colleagues reside when not travelling around the world to stimulate international interest in improving disability management.

I then travelled to Toronto where I met with representatives of the Workplace Safety and Insurance Board of Ontario and visited the Institute of Work and Health which concentrates research efforts on occupational health and disability management. Then off to Boston where I attended the annual conference of the Workers Compensation Research Institute where I learned of those things happening in the US that we might like to emulate.

After this, I attended the Research Group hosted by the Liberty Mutual Research Centre, just outside of Boston. The participants and the quality of research presented at this meeting were of a high calibre.

Then there was only time to get to Boston airport to start the journey back to Australia and here I am brimming over with stories, ideas and experiences!

***Is there a highlight that stands out to you from the trip?***

One of the best things was meeting people who are committed to addressing problems that prevent optimal care and assistance to injured workers; and to share ideas and set up the opportunity for future exchange of information and possible collaboration.

***And a question we are asking all winners; where does your trophy currently reside?***

My trophy is proudly sitting in the Provider Services general office area just outside my own.

A (final) word of thanks to all the people who made this incredible experience possible - the PIEF Board, the jurisdictions who contributed financially and my work colleagues who enabled me to achieve the award and then took on my responsibilities whilst I enjoyed the experience of it. Congratulations also to all the other finalists and to the award winners in the other categories. And thank you to PIEF staff for the excellent job in organising the conference, the awards ceremony and my study tour.



*A beaming Mary receives her trophy from WorkSafe Victoria's Chief Executive, Greg Tweedy*



*Mary and a very proud Rob Thomson, General Manager, Workers Compensation Division, WorkCover NSW*

## Prime team supporting Foundation

The Foundation is pleased to announce its new relationship with DeakinPrime; the corporate education arm of Deakin University. DeakinPrime provides workforce professionalisation through industry/sector relevant training and education and helps people gain relevant professional qualifications whilst enabling organisations to build capability and capacity. DeakinPrime has recently been contracted by the Foundation to assist in managing its postgraduate programs. Read on to meet some of the faces behind DeakinPrime.

### Liz Vinning, Director, Alliances

Liz is a Learning and Development specialist responsible for managing the relationship between DeakinPrime and the personal injury sector. She ensures that all education and professional development programs are aligned with career development aspirations of employees in the sector and the achievement of overall business objectives of the various bodies that make up the sector.



Liz Vinning

### Clara Harangozo, Project Manager

Clara joined DeakinPrime in April 2006 and is the Project Manager for the Foundation's postgraduate programs. She also manages the delivery of WorkSafe Victoria and WorkCover NSW programs. Clara has also managed high-profile campaigns such as the nationally delivered, "Change, Leadership & Me" Program for Coles Supermarkets as well as their Vocational Education Diploma of Business and the Higher Education Programs.



Clara Harangozo

## Single-unit enrolments

Are you interested in studying, but are not in a position to make a long-term commitment to study? Maybe you should consider a single-unit enrolment, where you can enrol in a single subject as professional development.

Individuals doing single units pay only for that unit (and any associated residential costs) and are enrolled by Deakin University in the unit as a stand-alone subject. On completion, you would receive a certificate of completion. If you chose later to enrol in the postgraduate program, you will receive credit for the unit.

Single-unit enrolments are particularly recommended for the following units:

### Scheme Policy and Design

This unit would be particularly suitable for anyone interested in learning more about scheme design across Australia, New Zealand and beyond, with a view to improving their ability to operate in and influence the success of compensation scheme design.

### Scheme Assessment and Economics

This unit provides an introduction to the uses of actuarial information in the accident compensation industry and the kinds of data that are obtainable through the actuarial process. Subject would suit non-actuarial staff, who would develop a new understanding of assessment of scheme performance.

### Claims Management Strategy

This unit covers the core strategic and business planning skills needed to effectively manage scheme outcomes and costs, plus legal management issues of personal injury claims. This would suit personal injury professionals who are involved in the management of claims cohorts, scheme performance and/or the development of business practices.

For further details please contact DeakinPrime at the *Personal Injury Management Helpdesk*, phone (03) 9918 9106 or email [PIMhelpdesk@deakinprime.com](mailto:PIMhelpdesk@deakinprime.com).

## Australian IDMSC graduates



Students and PIEF management appreciate a photo opportunity with Wolfgang Zimmerman (far right).

In May 2008, the Foundation held the International Disability Management Standards Council (IDMSC) Certification examinations in Melbourne and Sydney for the first time. Seven of the nine successful students that passed the exam were able to attend the Excellence in Personal Injury Management Awards ceremony to receive their certificates from Executive Director of NIDMAR, Wolfgang Zimmerman.

## New membership rates announced

### “Ordinary” Membership

The Board of the Personal Injury Education Foundation has agreed to a revised membership structure, designed to enable a wider array of organisations to join the Foundation. The revised structure comes into effect on 1 January 2009 and is detailed in the table below.

Type	Membership description	Annual cost*
Type A	Australian and New Zealand accident compensation regulators with population > 1 million	\$30,000
Type B	Accident compensation insurers/ claims management organisations/ other government organisations	\$30,000
Type C	Australian and New Zealand accident compensation regulators with population < 1 million	\$10,000
Type D	Industry associations	\$10,000
Type E	Specialised or self-insurers	\$10,000
Type F	Private organisations with greater than 20 employees	\$10,000
Type G	Private organisations with less than 20 employees	\$5,000
Type H	International organisations	\$5,000

\*Amounts are GST exclusive.

Ordinary Membership of the Foundation is available for organisations only. The following organisations are currently Ordinary Members of the Foundation:

- Accident Compensation Corporation of New Zealand
- Allianz Australia
- Cambridge Integrated Services Australia
- Comcare
- Employers Mutual Management
- Gallagher Bassett Services
- Insurance Australia Group
- Motor Accidents Authority of NSW
- NSW WorkCover Authority
- QBE Australia
- Suncorp Metway
- Transport Accident Commission
- Victorian Managed Insurance Authority
- Victorian WorkCover Authority
- WorkCover Corporation of South Australia
- WorkCover Western Australia.

### Associate Membership

Associate Membership of the Foundation is available to individuals only. Becoming an Associate Member allows individuals not employed by an Ordinary Member to enrol and undertake the Foundation’s postgraduate program.

For membership enquiries please contact Nathan Clarke on (03) 9641 1320 or email [nathan.clarke@worksafe.vic.gov.au](mailto:nathan.clarke@worksafe.vic.gov.au)

## PIEF welcomes two new members

The Foundation is pleased to announce it’s two newest member organisations:



### Conference evaluation survey

The results from the conference evaluation survey sent to attendees after the event were overall strikingly positive and included some good suggestions for the next Personal Injury Management Conference in Melbourne in 2010.

Some results of the survey were:

- 96 % were satisfied or very satisfied with the speakers and presenters
- 96 % thought the conference was relevant or somewhat relevant to their organisation’s needs
- Over 95 % thought the conference was well organised
- 79 % would attend a similar conference in two years time
- 79 % would recommend the conference to others.

Thank-you to those who participated.

### Feedback? Queries? Comments?

Ground Level, 222 Exhibition Street  
Melbourne Victoria, Australia 3000

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