



# 7th Annual **National Self Insurance Summit 2010**

Strategies for a best practice  
self insurance scheme

29–31 March 2010 • Quay Grand Suites, Sydney


**Critical issues being addressed include:**

- National and State self insurance update and panel discussion
- Is self insurance the option for you? A business case
- Organisational framework for effective claims management
- Preparing for audits
- Mental Health issues for the modern workplace
- Managing compliance: practitioner and legal views
- Assessing, managing and monitoring risk
- OHS strategies for self insurers
- Early intervention barriers and strategies for best practice
- Injury management and RTW

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## DAY ONE: MONDAY 29 MARCH

- 8:30 Coffee and Registration
- 9:00 **Speed Networking**  
 Get to know your peers right from the start in this relaxed and informal speed networking session. Bring your business cards!
- 9:15 **Opening Remarks from Chair**

### SELF INSURANCE REGULATORY AND BUSINESS UPDATE

- 9:20 **Application of a Consistent Legislation for the National Workforce**
- The harmonisation agenda: Implications for self insurers
  - Consistent approaches and expectations for performance
  - National standards for RTW, frequency, claim expectation and duration
- Senior Representative, Safework Australia (invited)
- 10:00 **New Trends in Self Insurance**
- Future directions – barriers and concerns
  - Outsourcing of claims management: Implications for quality and performance
- Denise Fishlock, *Manager, Workers Compensation, Asciano*
- 10:40 Morning Tea
- 11:00 **Regulatory Update and State of Play**
- Recent changes to state legislation impacting on self insurers
  - Harmonising good law
  - Will the new laws be applicable in a real sense rather than in principal – how it applies and how well it will apply

### NATIONAL AND STATES UPDATE

- National update on self insurance
  - Justifiable regulation – concerns and issues for state jurisdictions
  - Effectiveness of self insurance administration
  - Reducing the regulatory burden for effective and easy use across state lines
- 11:40 **National Overview**  
Robin Shaw, *President, National Council of Self Insurers*
- 12:00 **Queensland Focus**  
Bill Nevin, *Chair, Association of Self Insured Employers of Queensland*
- 12:10 **Tasmania Focus**  
John Kirwan, *Immediate Past Chair, Tasmanian Self Insurance Association*
- 12:20 **NSW Focus**  
Denise Fishlock, *Chair, NSW Self Insurers Association*
- 12:30 **Discussion**
- 12:50 Lunch

### TRANSITION TO SELF INSURANCE AND THE ORGANISATIONAL FRAMEWORK

- 1:50 **Is the Self Insurance Option for You?**
- How will self insurance impact your organisation: Reviewing organisational capacity and capability
  - Building the financial case: Key elements including benefits to the bottom line, transition costs and change management
  - Implications for OHS programme – changes to accountability, design and management
  - Risk and risk tolerance: Pricing, experience and catastrophe
  - Issues for tail claims
- Mark Hurst, *Partner, Finity Consulting*
- 2:30 **Embedding the Systems Required of a Self Insurer in the Organisational DNA**  
The self insurance scheme cannot exist in isolation. This session considers the interface between the self insurance scheme, the management and board and the HR department. It looks at the financial and management systems and processes that must be in place from the inception to enable an effective self insurance journey.
- 3:10 Afternoon Tea

### MANAGING COMPLIANCE

- 3:30 **Compliance: Practitioner and Legal Perspectives**  
Dean Stone, *Manager, Workers Compensation and Governance, NAB*
- 4:20 **Optimising Performance Management to Make your Organisation Fit and Proper**
- Understanding expectations for OHS compliance from a self insurer
  - Optimising reporting systems that maintain oversight and track relevant incidents and issues
  - Identifying underperformance for early intervention
  - What are the performance indicators and how are they measured?
- Bill Nevin, *Manager, Xtracare Workers Compensation Unit, Xstrata*
- 5:00 Closing Remarks from Chair and End of Day One

## DAY TWO: TUESDAY 30 MARCH

- 8:30 Registration and Networking
- 9:00 **Opening Remarks by Chair**

### COMPENSATION & OHS INTERFACE

- 9:10 **The impact of compensation on work and health outcomes**
- Evidence that receipt of compensation is a predictor of poor work and health outcomes following injury
  - Particular aspects of compensation schemes that may have more or less impact on outcome
  - Implications of differences between state workers' compensation schemes
  - Changes to scheme design that can positively impact work and health outcome
  - Changes to other regulatory behaviours, including behaviours of self-insurers that can positively impact work and health outcome
- Dr Alex Collie, *Associate Professor and Acting CEO, Institute for Safety, Compensation and Recovery Research (ISCRR)*



## The National Workers Compensation Summit 2010, 17–18 February, Sydney

Reduce lost time, injury frequency rates and your workers compensation premium

The 11th Annual National Workers Compensation Summit 2010 provides you with a unique means of gaining an audience with the policy makers and key senior personnel working at the heart of Australia's workers compensation sector.

[www.nationalworkerscomp.com.au](http://www.nationalworkerscomp.com.au)

# Strategies for a best practice self insurance scheme

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## RISK MANAGEMENT AND AUDITING

- 9:50 **Creating Value Through Effective Risk Management**
- Dimensions of risk management: Perception, communication and control
  - The new standard ISO 31000:2009: Principles, framework and processes for managing risk
  - Measuring and benchmarking OHS outcomes, objectives and continuing improvement
  - Anticipating risk
- John Kirwan, *Principal Consultant, Kirwan and Associate, Immediate Past Chair, Tasmanian Self Insurance Association*
- 10:30 Morning Tea
- 10:50 **Preparing the Workplace for an Audit**
- Developing an enterprise wide culture for best practise
  - Aligning OHS and claims management systems for continuing excellence
  - Understanding the audit protocol and tools and the criteria and expectations for a successful audit in terms of compliance and performance
  - Challenges in maintaining the necessary oversight – communication, reporting, documentation, monitoring and review systems
- Jenny Davies, *Leader Health and Safety, Integral Energy*
- 11:30 **Critical Incident – Scenario – Review and Response**
- Delegates are presented with two critical incident scenarios to plot the strategy for response and the management of the claim.
- 12:30 Lunch

## STRATEGIES FOR EARLY INTERVENTION FOR SELF INSURERS

### Panel Discussion

- 1:30 **Are OHS Requirements for Self Insurers III Designed?**
- While audits for OHS compliance are stringent and scrutiny intense for self insurers, standards are often too broadly defined. Do the OHS requirements for self insurers reflect the risks of an organisation, as opposed to general OHS management systems applied to all employers?
- 2:10 **Formalising a Proactive Early Intervention Plan**
- Implications of early intervention for claims management: Tangibles and intangibles
  - Strategies for identifying potential claims
  - Investing in preventative strategies
  - Training line managers and workers to look for, recognise and report risks
  - Rapid response and review
  - Key steps and milestones along the way
- Filanthi Nalpantidis, *Health and Injury Management Leader, CSL*
- 2:50 **Using Technology to Manage and Mitigate Risk**
- Telemedicine to manage health and injury incidents in remote and rural workplaces
  - Enabling continuing and quality access to medical care
  - Monitoring progress and enabling rehabilitation
  - Reducing cost of claims and managing RTW
- Dr Andrew Jeremijenko, *Chief Medical Officer, Tele Dr*
- 3:30 Afternoon Tea

## INJURY MANAGEMENT AND RTW

- 3:50 **Disability and Impairment – Spotting the Difference**
- Impairment as an objective construct
  - Assessing disability: What does the impairment/loss mean to the individual?
  - Understanding the difference to help focus the injured workers attention on positives to overcome the injury
- Dr Jill Reddan, *Consultant Psychiatrist, Medconsultants, Member, General Medical Assessment Tribunal Q-COMP*
- 4:20 **Mini Workshop: RTW: New Trends and Strategies**
- Evidence based research on occupational health, wellness, injury risks in a changing workforce
  - Presenteeism, absenteeism and barriers to RTW
  - Assessing and managing rehabilitation in a way that encourages and enables workers toward quick RTW
  - Dynamics between manager, injured worker and occupational physician: Implications for effective RTW and lower claim costs
  - Tailoring rehabilitation to the individual need and situation to optimise RTW outcomes
- Australian Faculty of Occupational and Environmental Medicine
- 5:00 **End of Conference**

## WORKSHOPS: WEDNESDAY 31 MARCH

### WORKSHOP A

#### DEVELOPING AN ORGANISATIONAL FRAMEWORK FOR CLAIMS MANAGEMENT

- Developing an OHS system that reflects the workplace and aligns with state requirements
- Legal perspectives on claims management: Laws, obligations and mechanisms for compliance and accountability
- Empowering the workforce to take charge of their health and safety obligations
- Creating a matrix for roles, responsibility
- Assessing risk and risk management mechanisms
- What will your KPIs be?

Workshop led by: *Finity Consulting*

### WORKSHOP B

#### HEALTH MANAGEMENT STRATEGY

- Health risks and barriers for management in our workplaces – occupational and public health and fitness for work
- Key assumptions, business needs and risks on which to build a Health Improvement Plan
- Focusing on preventative and mitigating strategies for risks intrinsic to the workplace
- Deriving a high level implementation plan from strategy
- Using technology to reduce cost and impact

Workshop leader: *Andrew Jeremijenko, Chief Medical Officer, Tele Dr*

## Sponsorship and Exhibition Opportunities

The 7th Annual National Self Insurance Summit 2010 can provide your company the opportunity to meet and influence those who hold the key to growing your business within the self insurance industry. We will work with you to develop a solution that meets your specific objectives.

For more information regarding business development solutions for your business at the 7th Annual National Self Insurance Summit 2010, please contact **Megan Rogulski** on +61 2 9080 4030 or email [mrogulski@tir.com.au](mailto:mrogulski@tir.com.au).

