



Return to work is part of recovery

Working together for best practice injury management

Thursday 20 September 2007

Hilton Adelaide

8:15am – 5:15pm

Networking drinks from 5:15pm – 6:30pm

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Please join us for WorkCover SA's second annual innovative return to work and injury management conference, *Return to work is part of recovery: Working together for best practice injury management*.

This year's conference will provide delegates with the opportunity to explore initiatives being undertaken nationally and internationally to improve recovery and return to work outcomes for injured workers, and in particular:

- injury and claims management
- rehabilitation and return to work and/or the community.

The program seeks to challenge and motivate delegates to implement innovative initiatives that will improve recovery through timely and safe return to work, offering some excellent international and national speakers. WorkCover SA's inaugural *Recovery and Return to Work Award* winners will also be announced during the conference.

For more information and to register, visit www.workcover.com/conference
Concessions are available.

I look forward to your contribution to this important event.

Julia Davison
Chief Executive Officer
WorkCover SA

8:15-8:45	Registration , tea and coffee on arrival
8:45-9:00	Opening address – The Hon Michael Wright, Minister for Industrial Relations
9:00-9:15	Welcome – Julia Davison, WorkCover SA Chief Executive Officer
9:15-10:15	Keynote session 1 Return to work initiatives through innovative partnerships and health care management: Best practice disability management (includes 15 minutes question time)



Dr Sally Nikolaj – President, Nikolaj Consulting, Canada

Dr Nikolaj is a recognised leader and international expert in the health care and rehabilitation field, with more than 24 years' experience in clinical service delivery within workers compensation, motor vehicle insurance, disability management and health care organisations. Dr Nikolaj was instrumental in developing and overseeing a network of more than 18,000 health care providers across Alberta, Canada, representing more than 40 provider types including physicians, physical therapists, chiropractors, psychologists, independent medical examiners, expedited surgical providers, diagnostics and home care providers.



10:15-10:35 **Morning tea**

10:35-11:15 **Announce winners of WorkCover's Recovery and Return to Work Awards 2007**

11:15-12:15 **Keynote session 2 Improving recovery and return to work outcomes: Victoria's experience**
(includes 15 minutes question time)

Mr Greg Tweedy – CEO, Victorian WorkCover Authority



Mr Greg Tweedy was appointed Chief Executive of Victoria's WorkCover Authority (VWA) in February 2003. Victoria's unfunded liability reached \$2.982 billion (65 per cent funding level) when he was appointed. Since then, WorkCover Victoria has improved return to work rates significantly and the scheme is now fully funded. Prior to his appointment with the VWA, Mr Tweedy was responsible for managing the claims management operational activities for Victoria's Transport Accident Commission (TAC) and managed the substantial claims management restructure within the TAC.

1:15-2:15 **Lunch**

1:15-2:15 **Workshop session 1** *These workshops run concurrently.*

1a Navigating the South Australian Workers Rehabilitation and Compensation Scheme

Wayne Potter, General Manager, Workplace Injury, WorkCover SA and Darryl Turner, Manager Client Services, Employers Mutual SA

South Australia's no-fault Workers Rehabilitation and Compensation Scheme (the Scheme) operates to support individuals, their families and the employers who fund the Scheme, to help workers recover and return to work. This workshop will help delegates understand how the Scheme operates, the usual claim life cycle, and explain how to navigate through the Scheme.

1b Achieving return to work: What are the drivers across workers compensation systems in Australia?

Tim Bourne, Principal, Bourne Lawyers and Mark Calligeros, Partner, Minter Ellison

Workers compensation systems vary considerably between jurisdictions. This workshop will explain how schemes operate in other States, outlining the differences between South Australia and other jurisdictions. It will also outline how these differences impact on improving return to work rates.

1c Interviewing techniques that assist return to work

Sharon Bent, Psychologist, Bent Psychology

Motivational interviewing acknowledges that many people can perceive advantages and disadvantages of changing, or continuing with current behaviour. This workshop will explain the motivational drivers and techniques that can be used to improve return to work rates.

2:15-2:35 **Afternoon tea**



2:35-3:35

Workshop session 2

These workshops run concurrently.

2a

Employers Mutual claims management model

Anthony Fleetwood, CEO, Employers Mutual SA

WorkCover SA's sole claims agent Employers Mutual has a goal is to deliver an effective claims management model that consistently achieves high-quality return to work outcomes. In this workshop Anthony Fleetwood will outline Employers Mutual's claims management model and explain how it has been specifically designed to be effective in South Australia.

2b

2003-2007 and Beyond: A period of reform for WorkCover SA

Ryan Orange, General Manager, Strategy, WorkCover SA and Benjamin Sporton, Team Leader, Policy, WorkCover SA

Since 2003 WorkCover SA has undertaken significant reforms to improve the Scheme. Further reforms are being considered. On 29 March 2007, the Government announced an independent review of the South Australian workers rehabilitation and compensation legislation. This workshop will explain WorkCover's proposed reforms.

2c

Medical panels how they work

Dr Peter Lothwian, Deputy Convenor, Medical Panel, Victoria

Some States have established medical panels to help resolve disputes related to medical issues in the workers compensation environment. This workshop will explain how the Victorian medical panel was established, outline how it operates in Victoria and describe the results achieved towards a better functioning scheme.

3:35-3:45

Short break

3:45-4:45

Workshop session 3

These workshops run concurrently.

3a

What happens when a dispute is lodged with the Workers Compensation Tribunal?

Tas Carabelas, Senior Lawyer, WorkCover SA

Employers and injured workers have the right to dispute a determination or decision made about a workers rehabilitation and compensation claim. This workshop will explain the dispute resolution process for workers rehabilitation and compensation matters.

3b

An insight into the claims management experience: An injured worker's and employer's perspective

Injured worker – Melissa Lamb

Most people who suffer from a debilitating injury feel the effect in their working and personal lives. This was the experience faced by Melissa Lamb, who injured her shoulder in October 2004. This workshop will take delegates through Melissa's journey and outline how she successfully returned to work after overcoming a number of obstacles.

Employer, Robyn Ormsby, Fletchers Freighters

Robyn is responsible for managing the organisation's OHS and workers compensation claims. Since taking on the role Robyn has used the information and knowledge she gained from attending workshops on effectively managing workers compensation claims to improve return to work rates at Fletchers Freighters. This workshop will take delegates through the processes she used to achieve successful return to work of a long-term injured worker.

3c

Psychological benefits of return to work

Dr Doron Samuelli, Consultant Psychiatrist and Director of 'Professional Opinions'.

Returning to work provides psychological benefits for injured workers from increasing recovery rates through to providing social support networks established in the workplace. This workshop will outline the benefits of return to work for injured workers and employers and provide suggestions on how to improve return to work outcomes for long-term claimants.

4:45-5:15

Summary

5:15-6:30pm

Networking drinks



Registration forms available online at www.workcover.com/conference

Registrations close: Friday 7 September 2007

Registration fee: \$75.00 (inc. GST). Your registration will be finalised once payment is processed.

Concessions are available. If you don't have access to the internet and would like to speak to someone to make your booking, contact the conference coordinator on 13 18 55.