



Programme

Monday July 12 2021

7pm-9pm	Welcome Reception at the Sofitel Brisbane
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Tuesday July 13 2021

7.30am-8.30am	Registration			
8.30am-8.45am	Conference Opening & Welcome to Country Dr Catherine Ball			
8.45am-9.30am	Keynote: Caught In The Crossfire Matina Jewell			
9.30am-10.30am	Focus on CTP Insurance & Workers' Compensation with Insourced Claims Management/Privatised Chair: Liz Cairns (Transport Accident Commission) Michael Miller (Suncorp), Neil Singleton (Motor Accident Insurance Commission), Vicki Tabor (Workcover TAS), Mike Tully (ACC New Zealand), Bruce Watson (WorkCover Qld), Chris White (WorkCover WA), Fab Zanuttigh (Insurance Commission of WA)			
10.30am-11am	Morning Tea & Networking			
11am-11.30am	Person-centred Approaches	Mental Health & Wellbeing	Innovation in Injury Management Practices and Systems	Research & Recovery
	Understanding, Redefining and Delivering Person Centered Injury Management within Workers Compensation Aimee Chambers (Worksafe Victoria)	Mental Injury a Journey Towards Better Outcomes Matthew Bannan (WorkCover Queensland), Jane Stevens (WorkCover Queensland)	Upstream Partnering and Piloting: Reducing Injury Management Risk Sharon Stratford (WorkCover Queensland)	National Return to Work Strategy 2020-2030 Corey Grandin (Safe Work Australia)

11.35am-12.05am	Tackling Employment for TAC Clients with an Acquired Disability: The Critical Elements for Success Sarah Johnstone (Transport Accident Commission)	Managing Workplace Mental Health and Well-being: Beyond standardized workplace surveys and metrics Daryan Rosic (Xchanging)	The Successful Ingredients for Building an Evidence Based Model of Relationship Management for Young People Impacted by Transport Accident Lyndie Freestone (Transport Accident Commission), Chelsea Hart (Transport Accident Commission), Clare McKinnon (Transport Accident Commission)	Defining, Measuring and Monitoring Scheme Health Anh Bui (Motor Accident Insurance Commission, Queensland), Youyou Luo (Motor Accident Insurance Commission, Queensland)
12.05pm-1.05pm	Lunch & Networking			
1.05pm-1.35pm	The Collaborative Partnership - National Principles on the Role of the GP in Supporting Work Participation Natalie Bekis (Comcare)	Shifting the Dial on the Regulation of Mental Health at Work Yasmin Cox (Workplace Health and Safety Queensland, Office of Industrial Relations), Janene Hillhouse (Workers' Compensation Regulatory Services, Office of Industrial Relations), Karina Maxwell	Recovery Assistance Pilot and Expanded Program Simon Norgate (WorkSafe Victoria)	Justice Frameworks: Application in Personal Injury & Disability Management Practice Andrew Fronsco (ADILS Group), Genevieve Grant (Faculty of Law, Monash University)
1.40pm-2.10pm	Healthy Minds, Healthy Workplaces: Outcomes of a Pilot Trial of Low-intensity Cognitive Behavioural Therapy in the Workplace Ngaire Anderson (Comcare)	Life Konektions Leah Brown (Konekt WorkCare)	GB LifeGUARD: An Industry Specific Suicide Intervention Training Program for Claims Managers to Support At-risk Customers Steve Hartwig (Gallagher Bassett Services Pty Ltd)	Designing a Modern and Sustainable Workers' Compensation System in a Small Jurisdiction Alan Clayton (Bracton Consulting Services P/L)
2.15pm-2.45pm	Afternoon Tea & Networking			
2.50pm-3.20pm	Improving Personal Injury Management through Behavioural Science Luke Freeman (QBE Insurance)	The Value of Co-design in the Development of a Dynamic, Tailored, Psychosocial Intervention - an Insurer's Perspective Nadine Sivyer (Allianz)	Popular Evidence Based Approaches to Measure and Drive Customer Experience: Why the NPS Score Alone is Not Enough Dorothy Frost (MedHealth)	We Have the Evidence - Our Shared Challenge is Implementation Mary Wyatt (AFOEM / RTWMatters)

3.25pm-3.55pm	Achieving Recovery Outcomes Through Motivational Coaching Farah Shams (QBE Insurance)	Mentally Healthy Workplaces: How do we Bring a Non-clinical Concept of Mental Health Recovery Into the Workplace? Rebecca Neilson (State Insurance Regulatory Authority), SIRA Representative (SIRA)	Mobile Case Management - Retrospective and Next Steps Lucas Kowalski (WorkSafe Victoria)	Preparing for the Aging Australian Workforce - Health Implications Chris Cunneen (Occphys Consulting)
4pm-5pm	Common Law vs. No-Fault - Managing for Quality Outcomes Chair: Geoff Atkins (Finity Consulting) Kim Birch (Compulsory Third Party Insurance SA), Liz Cairns (Transport Accident Commission), Andrew Fronsco (ADIIS Group), Meghan Isley (Insurance Australia Group), Mary Maini (icare), Bruce Watson (WorkCover Qld)			
7pm-11pm	Gala Awards Dinner - Sofitel Brisbane			

Wednesday July 14 2021

7.30am-8.30am	Registration			
8.30am-9am	Conference Start & Recap of Day 1			
9am-10am	Focus on Workers' Compensation with Outsourced Claims Management Chair: David Fryar (Employers Mutual Limited) Declan Collins (ReturnToWorkSA), Theresa Fairman (State Insurance Regulatory Authority), Richard Harding (icare), John McNamara (Gallagher Bassett Services Pty Ltd), Julie Mitchell (Workers' Compensation Allianz Australia), Colin Radford (WorkSafe)			
10am-10.45am	Morning Tea & Networking			
10.45am-11.15am	Person-centred Approaches	Mental Health & Wellbeing	Innovation in Injury Management Practices and Systems	Research & Recovery
	Connect & Care: Upskilling Leaders to Support Vulnerable Workers Maddi Bailes (icare)	Improving Understanding of Mental Health and Injury in Workers Using Unstructured Data Amy Clarke (WorkSafe Victoria), Jonathan Cohen (Taylor Fry)	Exercise Therapy for Mental Illness in Personal Injury Spheres; The Journey and the Destination John Mellors (Guardian Exercise Rehabilitation), Simon Rosenbaum (University of New South Wales)	Recovery Blueprint - Results of a Year Long Pilot Ross Iles (Monash University)
11.20am-11.50am	Biopsychosocial Collaboration Delivers Optimal Outcomes Noni Byron (Prestige Health Services Australia), Pam Garton (Abilita Services)	How May Covid-19 be Approached in Personal Injury Cases in the Future and Employers Legal Obligations to Employees with Mental Challenges Angela Brookes (Hall & Wilcox), David Burnton (Hall & Wilcox)	Innovation in Person-Centred Injury Management Practices & Systems Emma Hosking (Gallagher Bassett Services Pty Ltd)	Barriers to Return to Work After Injury - a 10-year Review of ISCRR Research Jimmy Twin (ISCRR, Monash University)
12pm-1pm	Lunch & Networking			

1pm-1.30pm	Empowering Outcomes Through Inter-Agency Partnerships Naomi Mason (WorkCover), Emma Tovell (NIISQ Agency)	Employment Outcomes After a Road Traffic Crash Masoumeh (Zohre) Abedi (The University of Queensland), Venerina Johnston (The University of Queensland)	AI to BI - How Artificial Intelligence and Behavioural Insights are Improving Outcomes at QBE Chris Rymer (QBE Insurance)	Participant Employment Strategy Speaker TBC (National Disability Insurance Agency)
1.35pm-2.05pm	A Soft Landing - Supporting Workers Compensation Claimants Exiting The System Simon Bailey (Employers Mutual Limited)	Stepped Care Model for MVA in the CTP Scheme Amanda Brown (PeopleSense by Altius)	WA's Catastrophic Injury Support Scheme - The journey from Passive Participation to Active Recovery. Maria Draman (Insurance Commission of WA)	10 Things Injury Insurers Do That Plaintiff Lawyers LOVE Will Barsby (Employers Mutual Limited)
2.10pm-2.45pm	Afternoon Tea & Networking			
2.50pm-3.20pm	Tailoring Claims Management Tim Meadows (WorkCover Queensland)	Supporting the Mental Health of People Affected by Drought in Rural and Remote Communities Melissa Butler (MedHealth Group)	Making the Shift - Compensable Injury to Holistic Management for Better Outcomes Amanda Johnston (APM)	Future of Case/Claims Management Gabrielle O'Connor (ACC New Zealand), Mike Tully (ACC New Zealand)
3.25pm-3.55pm	Client Voice Framework Lachlan Vivian-Taylor (Transport Accident Commission)	Respect and Resilience - Approaches to Prevent Dysfunctional Customer Behaviour and Keep Workers Safe Samantha Ferguson (Griffith University)	Do not use Poor Data as the Excuse for not Getting a Grip on Claims Cost Leakage Raj Kanhai (Finity Consultants)	Value Based Health Care Petrina Casey (State Insurance Regulatory Authority)
4pm-5pm	Luminaries - a Balanced Perspective - Existing and Emerging Chair: Greg Tweedly (Chair of PIEF) Natalie Bekis (Comcare), Liz Cairns (Transport Accident Commission), Declan Collins (ReturnToWorkSA), Katherine Gobbi, Chris Latham, John Walsh			
5pm-	Conference Close			