



CLOSING THE 20 July 2010 The Sebel Playford Adelaide **LOOP**

THE INTERFACE BETWEEN
INJURY PREVENTION
AND INJURY MANAGEMENT

PRESENTED BY

CONFERENCE DETAILS

Date 20 July 2010

Venue The Sebel Playford Adelaide
120 North Terrace, Adelaide



CLOSING THE LOOP

THE INTERFACE BETWEEN
INJURY PREVENTION
AND INJURY MANAGEMENT



WELCOME INVITATION

I highly recommend that everyone with an interest in safer workplaces and improved and sustainable return to work outcomes attend Closing the Loop 2010.

For too many years OH&S, rehabilitation and claims administration have been viewed as separate 'silos' with little functional or managerial interface. But as an industry we are now recognising that without sharing the information flowing from each, the others can have little influence over broader system improvement.

This year, as the name infers, the SISA Conference series will build on the injury management and OH&S themes of previous years by exploring the sometimes poorly understood interface between the two. It will challenge us to consider the connection between OH&S, workplace wellness, restoration after injury or disease, and return to work and how the outcomes of one can influence the performance of the other – for better or worse. We will hear from experts on establishing a closed feedback cycle that is essential to continuous improvement.

Closing the Loop 2010 will equip you with a practical understanding of the dynamics of integrated systems improvement and the benefits it can deliver.

I hope to see you there.

Robin Shaw
Manager SISA

Reasons to attend

Attendees at Closing the Loop will benefit from:

- various conference streams offering new knowledge and expertise
- matching their information and learning needs and helping them tackle everyday challenges
- gaining perspective through keynote addresses on the state of the industry as well as emerging trends
- extending their professional and personal knowledge of workers compensation & OH&S
- sharing information and profiting from networking
- discovering and evaluating products and services
- being part of one of the most recognised workers compensation & OH&S events in SA
- meeting workers compensation & OH&S professionals in person and exchanging experiences
- bringing together of industry experts to share knowledge, skills, new ideas and solutions.

Who should attend?

A wide range of professions and managers from both the public and private sector will be represented at the 2010 Conference including:

- OH&S and Workers Compensation Managers
- Rehabilitation Consultants
- Allied Health Professionals
- Return to Work Coordinators
- Company Managers
- Medical Practitioners
- Insurance professionals
- Actuaries

PROGRAM

8.30am

Registration

9.00am

Welcome and
Opening Remarks

Robin Shaw

Manager, SISA

9.10am

Safety Culture Research
in the Construction Sector:
An Outline of Interlocked
Projects in Safety
Competency and Safety
Effectiveness Indicators

Dr Herbert Biggs

*Associate Professor, Centre for Accident
Research and Road Safety CARRS-Q,
Queensland University of Technology*

It is widely accepted that creating and maintaining a safety culture in an organisation can lead to improved safety performance. Recent investigations into construction site safety culture have provided a means through which the industry could address the issue of improving safety culture. This paper outlines three projects specifically structured to explore this issue.

Firstly, the development of the Construction Safety Competency Framework, which identified 39 Safety Management Tasks, safety critical positions and skills, knowledge and behaviours required to create a safety culture.

Second, A Practical Guide to Safety Leadership; a project formulating comprehensive implementation guides covering the 39 Safety Management Tasks and the safety critical positions identified in the Competency Framework.

Third, the Safety Effectiveness Indicators Project argues that the use of Lead indicators as a strategy in construction safety has been consistently problematic. This study aims to develop measurable indicators that assist industry to target areas of improvement. The three projects are discussed, with comments on current impact and future research.

9.50am

A Legal Perspective

Sparke Helmore

"Time stands still for no man" is a saying that we would all be familiar with. Change is inevitable. We've all been told to embrace change for the better, particularly in the areas of OHS and Injury Management.

But what happens when things go wrong and we don't learn from the lessons of the past?

In this session Michael will address some of the legal ramifications that are possible from 'getting it wrong' from an OHS and Injury Management perspective. The costs to business and the potential liabilities can be significant.

10.20am

Morning Tea



10.50am

Closing Compliance Gaps

Dr Len Gainsford

*MIIA(Aust), Director of Audit and Assurance,
Victorian Department of Infrastructure*

Sound management of an organisation's OH&S and workplace injury policies and procedures inevitably involves addressing the individual and collective behaviours of people, especially at work. A cultural approach to safety systems should be utilised. A safety culture that is formed on the basis of a group's shared values consisting of goals and concerns that shape a sense of "what ought to be", is fundamentally important. Most businesses would recognise that whereas parts of OH&S compliance programs can be changed relatively easily, values-based behaviours, giving rise to "deeper" and hopefully more sustainable forms of compliance, may take longer.

Compliance gaps emerge when an organisation's compliance regime fails by falling short of the required regulatory goals. A relatively simple step in closing compliance gaps is to provide a better interpretational understanding of the words, context and meaning of organisational compliance statements. This will help build a safety culture. With better interpretational understanding, it is possible to consider the effects of generational change from "Baby Boomers" born 1946 to 1962, "Generation X" born 1963 to 1978 and "Generation Y" born 1979 to 1988. Value systems are different between the generations.

Different value systems may be seen to underlie different compliance behaviour by the generations. Interpretational understandings by different generations will give force to those behaviours which need to be drawn upon to ensure organisational compliance.

11.30am

Workshops

Workshop A

Establishing a Risk Based Approach to Injury Management & Rehabilitation

Suzanne Bell

*Business Development Manager,
Beckmann & Associates*

Gill Moody

*Service Delivery Manager,
Beckmann & Associates*

This presentation will outline how key components of a risk management system may be applied to injury management and rehabilitation activities. Most traditionally, risk management techniques have been applied to fulfil a broader, preventative, OH&S strategy. What happens after the unthinkable?

The process of successfully coordinating and ensuring return to work is impacted upon by a wide range of determinants. Often referred to as "red flags"; performance and outcome indicators from within a work, health, rehabilitation and claims context should all be considered and evaluated for their likelihood of negatively impacting upon return to work.

The crucial components of an effective risk management system will be presented in addition to some of the more common and significant barriers/ risks and possible risk ratings and responses. Applying a strategic risk management model to injury management requires acknowledgement of the many variables that impact return to work, including those external to the workplace and devising an appropriate response and measurement system for them.

Workshop B

A Proactive, Systems-based Approach to Preventing and Managing Work-related Stress

Dr Andrew Noblet

*Associate Professor - Deakin Business School,
Deakin University*

Reviews of job stress interventions suggest that the common response to combating employee stress is to adopt a reactive approach that focuses on the individual without due consideration being given to the impact of working environments. The purpose of this presentation is to outline a more proactive, systems-based approach that aims to address both the sources and the symptoms of job stress

The presentation will begin by highlighting the enormous costs of excessive job stress and will reinforce the importance of tackling this issue in a well-informed, comprehensive manner.

The remainder of the presentation will then be devoted to discussing the general steps organisations can adopt when planning, implementing and evaluating comprehensive stress prevention programs. Much of the success of these programs hinges on how the prevention strategies are developed, rather than the strategies themselves, and a key aim of this presentation is to highlight those processes that are particularly important in maximising positive outcomes.

12.10pm

Lunch

1.10pm

Workshops

Workshop C

Juggling the Triad: How the Workplace, Worker and Work Affect Each Other

Dr Caron Jander

Chief Medical Officer, Australian Racing Board

As Practitioners working in Occupational Health you are always faced with the unique challenge of understanding and matching the Workplace, Worker and Work. It is a constant juggle between the forces that exist in each of the three areas.

As the practitioner you are required to give advice on when to return the worker to work, what type of work to return them to and in what environment?

This presentation highlights how important it is that a Practitioner working in Occupational Health and Rehabilitation understands the three forces that prevail and how they interrelate with each other.

How do you help or motivate the injured worker to gain the confidence to take that step back into the workplace and how do you guide the employer in helping the worker return.

Workshop D

There Are No New Accidents, Just New People Involved

Dr Geoff Dell

Principal, Protocol Safety Management Pty Ltd

Dean, College of Fellows, Safety Institute of Australia, Inc

The same accidents keep occurring time and time again. The lessons from accidents which do occur are not being learned. Also, the importance of hazard controls is sometimes not understood, the effectiveness of those controls become eroded over time or are inadvertently or deliberately removed. The safety margins erode and the risk of accidents increases insidiously in these circumstances. There is a need to improve understanding within businesses regarding the risks and critical risk control measures. Safety communication needs to involve all internal business stakeholders to ensure corporate memory is maintained to ensure previously well known failures do not recur or accidents repeated.

This paper explores some of the common weaknesses leading to repetition of known failures or accident scenarios and provides some insight into methods which have been applied to address the issue in some business sectors.

1.50pm

Employee Collaboration: The New Compliance Paradigm, Fairy Tale or Imperative?

Lisa Interligi

Project Manager, Monash University Compliance Culture Project

Despite a litany of corporate demises over the last two decades, and a raft of regulations devised to prevent their reoccurrence, we find ourselves asking "what went wrong...again?"

As world economies still recover from the global financial crisis, forensic investigations of the world's financial systems, regulatory and governance failures will be launched. And while macro systems will be placed under the spotlight, at a more micro level it is the culture of our corporations that deserve attention. How, as leaders, do we establish a culture of doing the right thing in our corporations? And importantly, how do we establish an environment that discourages corporate deviance?

The employee-employer relationship is paramount to achieving a culture that encourages discretionary compliance. This presentation explores these relationships and the possible impacts on corporate compliance.

2.30pm

Afternoon Tea



3.00pm

Closing the Loop

Facilitator: Robin Shaw
Manager, Self Insurers of SA

In this workshop, attendees will use the information gained from preceding sessions to work collaboratively on a case study that will explore:

- How the OH&S system impacted on the challenges faced by the injury management team and what can be done to correct that in the future – what could or should we have done differently? What did we learn? What can we do about it?
- How the results produced by the injury management/rehabilitation process impacts on the capacity of the OH&S system to provide a safe working environment for the worker after injury. What does this teach us about the limitations of our resources and systems?

The objective of the workshop is to illustrate the principle of ‘closing the loop’ – considering the OH&S and injury management/rehabilitation systems as a learning and self-improving cycle rather than a linear series of events with a beginning and an end.

3.40pm

Debate

OHS make the mess
& IM cleans it up

Facilitator: Ian Hutchison
Group Development Manager, Insite Injury Management Group

What comes first, the chicken or the egg? For years, OH&S and injury management have been viewed as separate but sequential processes, with injury management said to be dealing with the consequences of OH&S failures, while OH&S has to safely accommodate the end results of injury management.

Is this still a valid view? Or have the two fields grown closer together, so that early intervention from injury management specialists contributes to the effectiveness of OH&S, while OH&S mitigates the task of injury management? What do the injury management people think of the notion that the objective of OH&S professionals is to put the injury managers out of a job?

Whatever the answers, the two fields must co-exist. In this debate, we will hear from representatives from both sides as they advocate their respective professions and their contributions to the bottom line.

Participants:

Dr Herbert Biggs
Associate Professor, Centre for Accident Research and Road Safety CARRS-Q, Queensland University of Technology

Greg Cain
Service Delivery Manager: Injury Prevention Services, Advanced Personnel Management

Dr Len Gainsford
MIIA(Aust), Director of Audit and Assurance, Victorian Department of Infrastructure

Dr Caron Jander
Chief Medical Officer, Australian Racing Board

Barbara Schiller
State Manager, Recovre Pty Ltd

Dr Mary Wyatt
Return To Work Matters

4.25pm

Closing remarks

4.30pm

Drinks & nibbles

5.00pm

Finish



SPEAKER BIOS



Dr Herbert Biggs

Associate Professor, Centre for Accident Research and Road Safety CARRS-Q, Queensland University of Technology

Dr Herbert Biggs is an Associate Professor at QUT and Senior Research Consultant with the Centre for Accident Research and Road Safety QLD. He is also an Adjunct Associate Professor in the Graduate School of Management at RMIT University. Bert has an Honours Degree in Psychology from the University of Queensland and a PhD in Psychology from Massey University, New Zealand, and is a registered psychologist in Queensland. He has held academic posts at several Universities where he has made considerable conceptual contribution to industrial and organisational psychology. He has an international reputation as a rehabilitation and injury management expert and his current research interests includes stress and fatigue issues in bus driver populations, work life balance in technology environments, leadership characteristics in construction and safety competencies in the construction sector. He was a Chief Investigator in the Construction Site Safety Culture project in the CRC – Construction Innovation which produced a competency framework for use in the sector. He was also Project Leader and Chief Investigator for a Construction Site Safety Framework Implementation Project and a Chief Investigator for a CRC Construction Innovation project which has developed Safety Effectiveness Indicators for the construction environment.



Michael Dwyer

Managing Partner, Sparke Helmore Lawyers

Michael is the Managing Partner of Sparke Helmore's Adelaide office.

Graduating from the Australian National University in 1996 with degrees in Economics and Law, Michael has over 14 years' experience in personal injuries litigation and insurance litigation, including public liability, workers compensation and common law industrial accident litigation, occupational health and safety and risk management, dust diseases and commercial litigation.

Michael specialises in industrial accident litigation for employers, self insurers, specialist insurers, public and statutory authorities including local municipalities and semi-government authorities and acts for some of the largest companies in Australia in both state and federal jurisdictions. He has written papers and presented at a number of local and national forums.

Michael has previously been named a 'young gun' by Legal Profiles, Butterworths Publication. Nominated by clients, Michael is regarded as a true expert and highly regarded for his delivery of client service. He is admitted to the New South Wales, Northern Territory and South Australian Supreme Courts as well as the High Court of Australia.

Michael is a board member of the Carer's Association of South Australia and a member of the Australian Insurance Law Association and Law Society of South Australia.



Dr Len Gainsford

MIIA(Aust), Director of Audit and Assurance, Victorian Department of Infrastructure

Dr Len Gainsford has spent many years as a practitioner in the areas of internal audit, independent assurance over risk management processes, compliance programs and the operation of internal controls.

He is presently Director of Audit & Assurance at the Department of Transport in Victoria and has occupied this position as a direct report to the Secretary since escaping from chartered accounting in 2005.

Len is also Chair of the Public Transport Safety Victoria Audit Committee, reporting to the Governor-in-Council appointed PTSV Director, Alan Osborne.

In his spare time, Len is adjunct Research Fellow at the Centre for Enterprise Performance within Swinburne University of Technology in Hawthorn, Victoria, is a former member of Monash University's Compliance Culture & Climate Project's Industry Advisory Panel within the Faculty of Law and is a former adjunct in Accounting, Banking and Finance at Macquarie University's Macquarie Graduate School of Management at North Ryde, NSW.

He has particular research interests in the field of values; ethical behaviour, risk management, compliance culture and generational change.

Len was the foundation editor of *Compliance & Regulatory Journal*, for which he received the award of 2009 Honorary Fellow – Honourable Mention from the Australasian Compliance Institute.

He is also the author of a number of professional and academic journal articles and the recent CCH book - *Closing Compliance Gaps*.



Suzanne Bell

*Business Development Manager,
Beckmann & Associates*

Suzanne Bell is the Business Development Manager at Beckmann & Associates.

Suzanne holds a Masters in Human Resource Management and a Bachelor in Behavioural Science (Psychology). She has worked within the South Australian vocational rehabilitation industry since 2004, developing a particular expertise on long term claims strategies and the provision of effective vocational counselling, redeployment assistance and associated job search techniques.



Gill Moody

*Service Delivery Manager,
Beckmann & Associates*

Gill Moody is the Service Delivery Manager at Beckmann & Associates. Gill is a Registered Nurse and also holds a Bachelor of Nursing/Applied Science. During her working career Gill has managed a variety of other business types and is aware of the specific needs of a wide variety of working environments. Gill has worked in rehabilitation and injury management for over 12 years.



Dr Andrew Noblet

*Associate Professor - Deakin Business School,
Deakin University*

Dr Andrew Noblet is an Associate Professor at Deakin Business School (Deakin University) and has undertaken extensive research on a range of people-management issues including occupational stress, employee engagement and retention, leadership, perceptions of organisational fairness and employee performance.

The results of his work have been presented in numerous peer-reviewed journals and conference proceedings. One of the key strengths of Andrew's research program is that the findings have immediate relevance to industry.

Andrew regularly undertakes consultancy work for private and public-sector organisations and specialises in undertaking employee needs assessments, organisational development and leadership training.

SPEAKER BIOS



Dr Caron Jander

*Chief Medical Officer,
Australian Racing Board*

Dr Caron Jander is Chief Medical Officer of the Australian Racing Board; she qualified as a Sports Medicine Physician in 1995 at University of Cape Town, South Africa and as an Occupational Environmental Physician in 2005 at Royal Australasian College of Physicians.

She is an established expert in her field having worked both in South Africa and Australia and has been involved in a number of leading research projects in the areas of Sports Medicine and Occupational Health. Dr Jander has been involved with medical research since the late 1980s. As part of her Master of Philosophy in Sports Medicine she completed a Philosophy level thesis on Exercise and Lactational Performance.

At present she consults to the New South Wales Fire Brigades and the Australian Racing Board as well as practicing 2 days a week at the Vale Medical Clinic in Brookvale NSW.

Dr Jander was awarded the 2009 Winston Churchill fellowship for research in improvements in international health protection standards for jockeys in the UK, Ireland, France & Germany.



Dr Geoff Dell

*CFSIA, MISASI
Principal, Protocol Safety Management Pty Ltd
Dean, College of Fellows, Safety Institute
of Australia, Inc*

Dr Dell is a career system safety, risk management and accident investigation specialist with 30 years experience. A former airline safety manager, he holds a PhD, Masters Degree in Applied Science and Graduate Diploma in Occupational Hazard Management. He is also a qualified air safety investigator and private aviator. Dr Dell manages Protocol Safety Management P/L, a consulting practice with projects and personnel situated across a range of industries. He also holds the following appointments:

- Dean College of Fellows of the Safety Institute of Australia, the professional association for safety personnel
- Member of the Australian Advisory Council of the Washington DC based Flight Safety Foundation
- Independent Safety Adviser to the Board of Cobham Aviation Services Australia that operate QantasLink's Boeing B717s, regional BAe146 jet charter operations and who own Surveillance Australia, the Australian Coast Watch Service aircraft operator.
- Executive Manager Safety for the Avalon International Airshow
- Member of Australian Standards OB007 Technical Committee responsible for the AS4360 Risk Management Standard

Dr Dell is a Chartered Fellow of the Safety Institute of Australia and a Member of the International Society of Air Safety Investigators.



Lisa Interligi

*Project Manager, Monash University
Compliance Culture Project*

Lisa Interligi is currently completing her doctorate in Organisational Psychology at Monash University in Melbourne. Her research focuses exploring the notion of 'Compliance Culture'. The research aims to define and assess culture with respect to employee compliance with organisational rules, including those based on regulatory and legislative requirements.

Lisa is a regular speaker on the topic of culture, employee behaviour and compliance, and has published a number of industry papers.

Lisa currently works for a top ASX-listed company in Change Management focussing on cultural change and leadership.

Prior to commencing her doctoral studies Lisa held a number of executive and senior consultancy positions in management, marketing and communications.

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REGISTRATION FORM



Registration Details

Registrations can be made at www.accessevents.net.au or by faxing the registration form to 08 8352 8077 before close of business on Tuesday 13 July 2010.

The registration fee includes meals and refreshments. Copies of the presenters' papers will be available from the SISA website www.sisa.net.au post-conference. Confirmation of registration will be sent by email within 7 days of receipt of your registration. Please keep a copy of this registration for your records. Please note that the registration fee applies to one delegate registering. It is not possible to share one registration fee between several people. SISA and Access Events reserve the right to make changes to this program and speakers in the event of any unforeseen circumstances which may arise.

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This notice will be treated as your official **TAX INVOICE** upon SISA (ABN 44 020 074 597) receiving your payment for your attendance at this event. Pay by credit card, or direct credit to SISA BSB: 085 086 Account: 68634 1036 or post a cheque to: Self Insurers of South Australia, 1st Floor, 202 Hutt Street, Adelaide SA 5000.

Cancellations

Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively a full refund will be made for cancellations received in writing (letter, fax, email) up to 7 days before the conference. For any event cancelled by SISA and/or Access Events, the registration fee is fully refundable.

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Contact for further information

Elise Cowley
Access Events

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Early Member Registration Fee (Until 23 June 2010)	\$ 299.00 <input type="checkbox"/>
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Late Member Registration Fee (Closing 13 July 2010)	\$ 349.00 <input type="checkbox"/>
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Please indicate which workshops you would like to attend

11.30am ☐ A or ☐ B
1.10pm ☐ C or ☐ D

Mobility or dietary requirements?

☐ Yes. Please specify _____

Please tick this box if you do not want your details to appear on a list of delegates. ☐

Will you be staying for post conference drinks & nibbles?

☐ Yes ☐ No

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