



# Personal Injury & Disability Management National Conference 2021

**Virtual Conference - Digital Pass**

**July 13-14**

For more information visit [pief2021.com](https://www.pief2021.com)

## Programme

(Times in AEST)

### Tuesday July 13 2021

8.30am-8.45am	Conference Opening 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)			
10.30am-11am	Morning Tea & Virtual Sponsor Booths			
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	Managing Workplace Mental Health and Well-being: Beyond	The Successful Ingredients for Building an Evidence	Defining, Measuring and Monitoring Scheme Health

	<p>Acquired Disability: The Critical Elements for Success</p> <p>Sarah Johnstone (Transport Accident Commission)</p>	<p>standardized workplace surveys and metrics</p> <p>Daryan Rosic (Xchanging)</p>	<p>Based Model of Relationship Management for Young People Impacted by Transport Accident</p> <p>Clare McKinnon (Transport Accident Commission)</p>	<p>Anh Bui (Motor Accident Insurance Commission, Queensland), Youyou Luo (Motor Accident Insurance Commission, Queensland)</p>
12.05pm-1.05pm	Lunch Break & Virtual Sponsor Booths			
1.05pm-1.35pm	<p>The Collaborative Partnership - National Principles on the Role of the GP in Supporting Work Participation</p> <p>Natalie Bekis (Comcare)</p>	<p>Shifting the Dial on the Regulation of Mental Health at Work</p> <p>Yasmin Cox (Workplace Health and Safety Queensland, Office of Industrial Relations), Janene Hillhouse (Workers' Compensation Regulatory Services, Office of Industrial Relations)</p>	<p>Recovery Assistance Pilot and Expanded Program</p> <p>Simon Norgate (WorkSafe Victoria)</p>	<p>Justice Frameworks: Application in Personal Injury &amp; Disability Management Practice</p> <p>Andrew Fronsco (ADIIS Group), Genevieve Grant (Faculty of Law, Monash University)</p>
1.40pm-2.10pm	<p>Healthy Minds, Healthy Workplaces: Outcomes of a Pilot Trial of Low-intensity Cognitive Behavioural Therapy in the Workplace</p> <p>Ngaire Anderson (Comcare)</p>	<p>Life Konektions</p> <p>Leah Brown (Konekt WorkCare)</p>	<p>GB LifeGUARD: An Industry Specific Suicide Intervention Training Program for Claims Managers to Support At-risk Customers</p> <p>Steve Hartwig (Gallagher Bassett Services Pty Ltd)</p>	<p>Vaccines for Roads</p> <p>Rob McInerney (iRAP)</p>
2.15pm-2.45pm	Afternoon Tea & Virtual Sponsor Booths			
2.50pm-3.20pm	<p>Improving Personal Injury Management through Behavioural Science</p> <p>Luke Freeman (QBE Insurance)</p>	<p>The Value of Co-design in the Development of a Dynamic, Tailored, Psychosocial Intervention - an Insurer's Perspective</p> <p>Nadine Sivyier (Allianz)</p>	<p>Popular Evidence Based Approaches to Measure and Drive Customer Experience: Why the NPS Score Alone is Not Enough</p> <p>Dorothy Frost (MedHealth)</p>	<p>We Have the Evidence - Our Shared Challenge is Implementation</p> <p>Mary Wyatt (AFOEM / RTWMatters)</p>
3.25pm-3.55pm	<p>Connect &amp; Care: Upskilling Leaders to Support Vulnerable Workers</p> <p>Maddi Bailes (icare)</p>	<p>Mentally Healthy Workplaces: How do we Bring a Non-clinical Concept of Mental Health Recovery Into the Workplace?</p> <p>Rebecca Neilson (State Insurance Regulatory</p>	<p>Mobile Case Management - Retrospective and Next Steps</p> <p>Lucas Kowalski (WorkSafe Victoria)</p>	<p>Preparing for the Aging Australian Workforce - Health Implications</p> <p>Chris Cunneen (Occphyz Consulting)</p>

		Authority), SIRA Representative (SIRA)		
4pm-5pm	<p>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)</p>			

## Wednesday July 14 2021

8.30am-9am	<p>Conference Start &amp; Recap of Day 1          Dr Catherine Ball</p>			
9am-10am	<p>Focus on Workers' Compensation with Outsourced Claims Management          Chair: David Fryar (Employers Mutual Limited)          Declan Collins (ReturnToWorkSA), Theresa Fairman (State Insurance Regulatory Authority), Mary Maini (icare), John McNamara (Gallagher Bassett Services Pty Ltd), Julie Mitchell (Workers' Compensation Allianz Australia), Colin Radford (WorkSafe Victoria)</p>			
10am-10.45am	<p style="text-align: center;">Morning Tea &amp; Virtual Sponsor Booths</p>			
	<p>Person-centred Approaches</p>	<p>Mental Health &amp; Wellbeing</p>	<p>Innovation in Injury Management Practices and Systems</p>	<p>Research &amp; Recovery</p>
10.45am-11.15am	<p>Achieving Recovery Outcomes Through Motivational Coaching          Matt Elliott (The Change Room), Farah Shams (QBE Insurance)</p>	<p>Improving Understanding of Mental Health and Injury in Workers Using Unstructured Data          Amy Clarke (WorkSafe Victoria), Jonathan Cohen (Taylor Fry)</p>	<p>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)</p>	<p>Recovery Blueprint - Results of a Year Long Pilot          Ross Iles (Monash University)</p>
11.20am-11.50am	<p>Biopsychosocial Collaboration Delivers Optimal Outcomes          Noni Byron (Prestige Health Services Australia), Pam Garton (Abilita Services)</p>	<p>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 &amp; Wilcox), David Burnton (Hall &amp; Wilcox)</p>	<p>Person Centred Schemes and injury support – Personalised approach to services in NT and Norfolk Island          Emma Hosking (Gallagher Bassett Services Pty Ltd)</p>	<p>Barriers to Return to Work After Injury - a 10-year Review of ISCRR Research          Dr Jimmy Twin (Institute for Safety, Compensation and Recovery Research, Monash University)</p>
12pm-1pm	<p style="text-align: center;">Lunch Break &amp; Virtual Sponsor Booths</p>			
1pm-1.30pm	<p>Empowering Outcomes Through Inter-Agency Partnerships          Naomi Mason (WorkCover Qld), Emma Tovell (NIISQ Agency)</p>	<p>Employment Outcomes After a Road Traffic Crash          Masoumeh (Zohre) Abedi (The University of Queensland), Venerina Johnston (The University of Queensland)</p>	<p>AI to BI - How Artificial Intelligence and Behavioural Insights are Improving Outcomes at QBE          Chris Rymer (QBE Insurance)</p>	<p>Protect Together Program          Jennifer Cameron (icare)</p>

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. Kane Blackman (Insurance Commission of Western Australia)	10 Things Injury Insurers Do That Plaintiff Lawyers LOVE Will Barsby (Employers Mutual Limited)
2.10pm-2.45pm	Afternoon Tea & Virtual Sponsor Booths			
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 Jenna Frino (ipar)	Making the Shift - Compensable Injury to Holistic Management for Better Outcomes Amanda Johnston (APM)	Session TBC
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 Paul Beinat (Finity), Raj Kanhai (Finity Consultants)	Value Based Health Care Dr 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			