Welcome to PIEF’s June 2011 newsletter. In this edition of the newsletter we are sporting a new look, which we hope you like. It has been a busy few months for PIEF with several events held and programs delivered. In March we held our Return to Seminar in Auckland (see page 9) and our Brisbane Networking Dinner (see page 8). Then in April we celebrated the graduation of 19 students from our postgraduate program (see page 8) and then in May we held the Scheme Assessment & Economics / Claims Management Strategy residential (see page 9).

Looking forward registrations for our 2011 Seminar Series are now open. This year we have 4 seminars across the country (see below) and we have invited some amazing international keynote speakers to Australia for the industry’s benefit. Of particular note is the Delivery of Care in Remote Communities Seminar, which will be held in Alice Springs on 2 September. This one-off and unique seminar promises to be a fantastic event, which will feature the President and CEO of the Yukon Workers’ Compensation Health and Safety Board (see page 2 for more information).

We are also pleased to advise that enrolments for our brand-new training program ‘Understanding Accident Compensation in Australia and New Zealand’ are now open (see page 6). We are very confident that this new program will be of great benefit for many across our industry. We are also very pleased to announce that for those enrolling in the next rollout of our Return to Work Management Training Program, will be eligible to be awarded a nationally recognised VET qualification, the Certificate IV in Personal Injury Management (Return to Work). See page 6 for more information.

The PIEF team are also very pleased to advise of the appointment of Chris Latham as the new PIEF Chairman, plus the appointment of 3 new PIEF board members from the Motor Accidents Authority of NSW, Xchanging and the Insurance Commission of WA (see page 10).

We hope you enjoy our new look PIEF Newsletter and we look forward to seeing you at one of our seminars in September!

**New PIEF member**

PIEF would like to welcome the Insurance Commission of Western Australia as our latest member. The Insurance Commission is the sole Compulsory Third Party Insurer for motor vehicle personal injuries in Western Australia and their Risk-Cover Division manages the self-insurance and risk management arrangements of Western Australian public authorities.

For more information visit www.icwa.wa.gov.au

For a full list of our member organisations, click here.

**Register now for the PIEF Seminars**

Registrations for the 2011 PIEF Seminars Series are now open. This year, we will be holding our seminars on the following dates in the following cities:

- Alice Springs, Delivery of Care in Remote Communities Seminar, Friday 2 September,
- Melbourne, Compensable Injury Health Outcomes Seminar, Friday 9 September
- Sydney, Compensable Injury Health Outcomes Seminar & Return to Work Workshop, Friday 16 September
- Brisbane, Compensable Injury Health Outcomes Seminar, Thursday 22 September.

Further information about all our seminars can be found on the following pages and to register to attend one of our seminars, click here.
Upcoming PIEF events

**Delivery of Care in Remote Communities Seminar**

Alice Springs  
Friday 2 September  
9am to 5pm  
Alice Springs Convention Centre

This unique full day event will feature presentations:
- from Valerie Royle, CEO/President of the Yukon Workers’ Compensation Health and Safety Board, Canada  
- on the proposed National Disability Insurance Scheme  
- on balancing traditional medicine with cultural medicine in remote indigenous communities  
- on injury prevention and road safety initiatives in remote areas  
- on challenges in providing remote area health care  
- and will feature expert presenters on the delivery of care in remote and indigenous communities from across Australia, New Zealand and internationally.

Valerie Royle is the President and CEO of the Yukon Workers’ Compensation Health and Safety Board since October 3, 2005, holding MBA and B. Comm. (Hons) degrees as well as the Certified Disability Management Professional designation. Prior to her Yukon appointment, Valerie was the Executive Director of Worker Services for the Workplace Health, Safety and Compensation Commission of Newfoundland and Labrador.

Ms. Royle currently sits on the Board of Directors of the National Institute of Disability Management and Research (NIDMAR), is the Chair of the Certification Committee for the International Disability Management Standards Council, is a founding Governor of the Board of the new Pacific Coast University of Workplace Health Sciences, is on the founding Executive of the Board of the Canadian Society of Professionals in Disability Management and is the executive sponsor of the Association of Workers’ Compensation Boards of Canada’s Compensation and Benefits Committee.

The prices to attend this unique and one-off event are:
- PIEF members $450  
- Non-members $550  
- CPIP members $350.

All prices include GST, lunch, morning and afternoon tea and admittance to the opening and closing cocktail receptions.

To register to attend the Alice Springs seminar, [click here](#).

The TIO are very proud to be the major sponsor of the *Delivery of Care in Remote Communities Seminar*. 
Compensable Injury Health Outcomes Seminar
Melbourne
Friday 9 September
9am to 1pm
Deakin University Conference Centre

This seminar will focus on how to achieve more positive health outcomes for patients with a compensable injury by asking the right questions, setting the correct goals for treatment, and recommending invasive procedures when they are most likely to be effective for accident compensation patients.

This half day event will feature presentations from two international keynote speakers:

• Dr. Kathryn Mueller, Medical Director for the Colorado Division of Workers’ Compensation, USA (see page 4 for more information on Dr. Mueller).
• Valerie Royle CEO/President of the Yukon Workers’ Compensation Health and Safety Board, Canada (see page 3 for more information on Ms. Royle).

To register to attend the Melbourne seminar click here.

Compensable Injury Health Outcomes Seminar
Brisbane
Thursday 22 September
10.30am to 1pm
Brisbane Convention and Exhibition Centre

This seminar will focus on how to achieve more positive health outcomes for patients with a compensable injury by asking the right questions, setting the correct goals for treatment, and recommending invasive procedures when they are most likely to be effective for accident compensation patients.

The seminar will feature a presentation from Dr. Kathryn Mueller, Medical Director for the Colorado Division of Workers’ Compensation and Professor in the Department of Surgery and the School of Public Health at the University of Colorado (see page 4 for more information on Dr. Mueller).

To register to attend the Brisbane seminar click here.

The prices to attend the Melbourne and Brisbane seminars are:

• PIEF members $130
• Non-members $165
• CPIP members $110.

All prices include GST, morning tea and lunch at the end of the ses-

PricewaterhouseCoopers (PwC) are very proud to be the main sponsor of PIEF’s Melbourne, Sydney, Adelaide and Brisbane seminars.
Compensable Injury Health Outcomes Seminar & Return to Work Workshop

Sydney
Friday 16 September
9am to 5pm
Sydney Convention Centre

This exciting full day seminar and workshop will be based on our very successful Return to Work Workshops that were held in Melbourne in October 2010 and Auckland in March 2011 and will provide an opportunity for people working in the injury management and return to work field to learn more about returning injured or ill workers to work and on how to achieve more positive health outcomes for patients with a compensable injury by asking the right questions and setting the correct goals for treatment.

In the morning session, the seminar will feature presentations from:
- Dr. Kathryn Mueller, Medical Director for the Colorado Division of Workers’ Compensation
- Dr. Richard Pimentel, in his only public appearance in Sydney.

In the afternoon session, there will be five workshops in the program. The workshops will provide attendees with an opportunity to participate in facilitator led discussions. Each participant will be able to attend two workshops. The five workshops are:
- Mental health in the workplace
- Understanding Federal legislation and its impact on return to work
- Promoting a return to work culture
- Building resilience in return to work
- Managing conflict in return to work.

Prices to attend
The prices to attend the Sydney seminar / workshop are:

<table>
<thead>
<tr>
<th>Ticket type</th>
<th>PIEF members</th>
<th>Non-members</th>
<th>CPIP members</th>
</tr>
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<td>Full day</td>
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</tr>
<tr>
<td>Half day</td>
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</tbody>
</table>

All prices include GST, morning and/or afternoon tea and lunch.

Dr. Kathryn Mueller, USA
Dr. Kathryn Mueller has served as the Medical Director for the Colorado Division of Workers’ Compensation and she is also a Professor in the Department of Surgery and the School of Public Health at the University of Colorado. Her activities with American College of Occupational and Environmental Medicine are numerous, she has helped develop the original American College of Occupational and Environmental Medicine course on impairment and served as faculty, she also served as a reviewer for the 5th edition of the AMA Guides to the Evaluation of Permanent Impairment and continues as a reviewer and contributor to the Guides Newsletter, published by the AMA and section editor for the 6th edition of the AMA Guides to the Evaluation of Permanent Impairment.

Dr. Richard Pimentel, USA
PIEF is very pleased to bring Dr. Richard Pimentel back to Australia for this one off event. Dr. Pimentel is one of North America’s leading experts on practical issues in workers’ compensation, injury management, overcoming barriers, crisis and change in the workplace, disability and diversity issues in the workplace and disabled veterans’ employment opportunities. Dr. Pimentel was a keynote speaker at PIEF’s 2010 Personal Injury Management Conference in Melbourne where he inspired, entertained and enthralled our entire audience.

To register to attend the Sydney seminar and workshop, click here.
Seminar sponsorship opportunities

Interested in sponsoring our upcoming seminars? Several opportunities still exist, such as:
- Trade booth exhibitions at all our seminars
- Welcome and closing receptions in Alice Springs
- Morning and afternoon sessions in Alice Springs
- Closing reception in Sydney
- Workshop session in Sydney.

All of our sponsorship packages are very reasonably priced and are a great way to reach Personal Injury industry professionals from across Australia and New Zealand.

If you would like further information about the sponsorship opportunities still available, contact Nathan Clarke, Executive Manager, PIEF via:

Email: nathan_clarke@pief.com.au
Ph. (03) 9940 4893.

General practitioners breakfast seminar

Adelaide
Wednesday 20 September
7am to 8.30am
Stamford Plaza

Sponsored by WorkCoverSA and supported by the Personal Injury Education Foundation and the Australasian Faculty of Occupational and Environmental Medicine (AFOEM), this free breakfast seminar for general practitioners will focus on how to achieve more positive health outcomes for patients with a workplace injury by asking the right questions, setting the correct goals for treatment, and recommending invasive procedures when they are most likely to be effective for workers’ compensation patients.

The seminar will feature Dr. Kathryn Mueller, Medical Director for the Colorado Division of Workers’ Compensation, USA (see page 4 for more information on Dr. Mueller).

For further information email: jdaly@workcover.com

CPIP discounts to PIEF events

If you are an active CPIP member you are eligible for an additional 20% discount to attend the 2011 PIEF seminars (see pages 2, 3 & 4 for more information).

To find out more about becoming a CPIP, click here.
PIEF is launching a new training program called *Understanding Accident Compensation in Australia and New Zealand* that will be delivered online with the support of a facilitator who moderates activities and discussions.

The module provides a comprehensive overview of workers’ compensation and compulsory third party insurance schemes and aims to give participants a better understanding of how accident compensation schemes work across Australia and New Zealand. The module includes information on the way that each scheme deals with key aspects such as the size and nature of the schemes, coverage, benefits, self-insurance, common law and dispute resolution.

The estimated time required to complete the program is 6 to 8 hours over a 10 day period.

The cost to undertake the program is:
- $330 for PIEF members
- $412.50 for non-members.

Prices include GST.

The closing date for applications is 4 July, [click here](#) to download an application form.

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**RTW Management Training Program**

The Return to Work Management Training Program is designed to provide the skills and knowledge to equip learners to:
- return injured workers back to the workplace, following an injury or illness
- administer and manage workplace based injury management programs.

The training program is delivered and completed online and each module is facilitated by an expert in their relevant field(s) of RTW / Injury Management.

**Who should complete the program?**

The program is tailored to benefit return to work coordinators, supervisors, team leaders, managers, and providers of rehabilitation and return to work services. Their roles include, but are not limited to, coordinating and facilitating return to work for people with temporary or permanent injuries, illnesses and disabilities.

**Nationally Recognised Training**

The Return to Work Management Training Program will be accredited as nationally recognised training in the VET system as of August 2011. Upon completion of all 8 modules, participants will be eligible for full RPL for the *Certificate IV in Personal Injury Management (Return to Work)*.

**Applications and further information**

Applications for the August enrolment on July 15. For further detail on this program, including costs, module dates and how to enrol please contact Lina Guarnera at PIEF or click [here](#).
Learning @ PIEF launches in July

PIEF have engaged a new provider for provision of their learning management services (LMS) and have been working on building a newer, more flexible and powerful LMS to support us in the delivery of our online programs.

The new system supports learners to complete training in a time efficient way and allows interaction with other learners in PIEF programs across Australia and New Zealand via an integrated social networking area.

Learning @ PIEF will be launched in July beginning with the Understanding Accident Compensation in Australia and New Zealand module (see page 6 for more information).

Scheme Policy and Design unit

PIEF’s partnership with Deakin University allows opportunity to undertake postgraduate units as professional development.

Scheme Policy and Design is a subject of the first year of Master of Management (Personal Injury) and Master of Business (Personal Injury). It can also be undertaken as professional development, meaning that a student can enrol in a single, stand-alone unit (including the residential component) but not requiring an enrolment into the whole Master’s course.

Scheme Policy and Design provides an overview of the history of accident compensation schemes, along with critical analysis of the current situation around Australia and internationally. The unit considers the political issues surrounding the development of scheme design and policy and the impacts these decisions may have on other related bodies.

The subject would be particularly suitable for anyone interested in learning more about scheme design across Australia, New Zealand and beyond, with a view to improving their ability to operate in and influence the success of compensation scheme design.

Scheme Policy and Design will be studied in Trimester 2, commencing 11 July 2011. The three-day residential is a compulsory part of the unit and allows the opportunity for intensive, concentrated study and a chance for networking and peer group learning. The residential component will run from Sunday 11 September to Wednesday 14 September 2011, at the Deakin Management Centre in Geelong.

How to enrol

Enrolments for the Scheme Policy and Design must be received by 1 July 2011.

For further details as to how to enrol, please contact the Deakin-Prime Personal Injury Management Helpdesk: phone (03) 9918 9106 or email: PIMhelpdesk@deakinprime.com
Recent PIEF events

Postgraduate student graduation—April 2011

9 of the 19 PIEF postgraduate students who were eligible to graduate participated in the Deakin University graduation ceremony at the Geelong Waterfront Campus on April 6, 2011. 7 students graduated with a Master of Management (Personal Injury) and 2 students graduated with a Master of Business (Personal Injury).

The students were very pleased to have completed their studies and enjoyed the opportunity to celebrate their success with family and friends. Congratulations to you all from the PIEF team!

Brisbane Networking Dinner—March 2011

As part of the Leadership and Vision in Injury Management two day conference, PIEF held a Networking Dinner on the first evening of the conference, in Brisbane on Monday 28th March 2011.

The 140 guests in attendance were treated to presentations by David Butler, from the NOI Group and from Workplace Health and Safety Queensland’s Safety Ambassador Mal Meninga.

Click here to view the photos from the evening.
**Auckland Return to Work Seminar—March 2011**

On 28 March PIEF and the ACC co-hosted the first PIEF seminar in Auckland, New Zealand. The seminar was attended by 160 participants from a diverse range of professions including case managers, rehabilitation service providers, medical practitioners and employers.

There were 3 keynote speakers including Dame Carol Black who presented on Work, Health and Wellbeing in the United Kingdom, Susan Yates who presented on Effective Management of Workplace Psychological Injury and a Return to Work Case Study from Virgin Blue Airlines presented by Becky Lloyd. A panel of industry representatives from New Zealand discussed their perspectives on Managing Risk in Return to Work.

This activity was followed by workshops in the afternoon on the topics of Mental Health in the Workplace, Building Resilience in Return to Work, Better @ Work and Establishing and Evaluating Return to Work Programs.

**Postgraduate residential program—May 2011**

The Scheme Assessment & Economics and Claims Management Strategy residential was held from 1—6 May at the Deakin Management Centre in Geelong, Victoria, with 31 participants attending.

This year the Scheme Assessment & Economics sessions were facilitated by Lisa Simpson and Peter McCourt from PricewaterhouseCoopers (PwC) who were deemed a resounding success as participants really valued their industry experience, expertise and the way they interacted with the group and supported their syndicate work.

Some of the presentations during the week included:

- Geoff Atkins from Finity provided an overview of the role of an actuary and gave some interesting insights into the evaluation of schemes
- Miaden Kovac from WorkCover NSW presented a paper on the impact of the economy and the GFC on workers’ compensation claims
- Sara Johnson from PwC presented an insightful overview of the economics of the proposed National Disability Insurance Scheme
- Mary Hawkins from WorkCover NSW presented a paper on alternative dispute resolution process and claims management
- Darnel Murgatroyd, Sydney Medical School, gave a presentation on compensation and recovery in relation to serious motor injury claims.

A site visit to Transport Accident Commission (TAC) was organised as part of the residential program and participants were presented an update on the implementation of the TAC 2015 Strategy and an overview of their recovery and independence models.

A highlight of the residential was for the students to hear the experiences of 5 senior leaders from across the industry and an opportunity to ask them probing questions about their schemes and organisations.

The feedback from the residential was overwhelmingly positive, with nearly 90% of students recommending the unit to others and all agreeing that the experience was both demanding and rewarding.

*Paul O’Connor, Comcare, Rob Thomson, WorkCover SA, Mary Hawkins, WorkCover NSW, Len Boehm, WorkSafe Victoria & Sharon Stratford, WorkCover Queensland being ‘grilled’ by our students.*
Changes to the PIEF board

Introducing our new Chairman

On the 2nd May, the PIEF board unanimously appointed Chris Latham as the new PIEF Chairman.

Chris Latham is an actuary who has specialised in advice to accident compensation schemes for some 30 years. At some stage during that time he has advised almost all schemes in Australasia, as well as in South Africa and Papua New Guinea. He is also a long standing advisor to the social security and pension schemes in the Seychelles.

His experience is mainly in the quantitative aspects of the schemes; balance sheet provisioning, premium setting, capital and funding management. However, it has also extended to advice on the design and costing of scheme changes. This has led to regular involvement with the various sets of stakeholders; governments, opposition politicians, unions, motorists and the legal profession.

More recently Chris has become involved in the research aspects of his profession, being convenor of the Research Committee of the Institute of Actuaries. He is also a member of the board of the Institute for Safety, Compensation and Recovery Research (ISCRR).

He is a regular contributor to the Accident Compensation Seminars run by the Institute of Actuaries.

The PIEF board and staff would like to take this opportunity to thank Professor Bob Officer, who as the inaugural PIEF Chairman led and guided PIEF in its formative years and has helped set us up to become the pre-eminent industry association for the Personal Injury sector across Australia and New Zealand.

PIEF welcomes new directors

PIEF is very pleased to announce 3 new directors to the PIEF board:

Diego Ascani, Head of Workers Compensation—Australia Xchanging

In this role Diego oversees all workers compensation activities for Xchanging in both NSW and Victoria, as well as overall management of the Victorian and NSW business operations. Diego has been working for Xchanging since April 2009. Prior to this Diego was a Director in the Insurance Advisory Services practice of PricewaterhouseCoopers where he consulted broadly to the Insurance sector in Australia and the Asia Pac region. Diego is a qualified Solicitor. He has a Bachelor of Commerce, Bachelor of Law and a MBA. He is also an Associate of the Insurance Institute of South Africa.

Andrew Nicholls, Acting General Manager

Motor Accidents Authority of New South Wales

Andrew has more than 25 years experience in a number of policy, strategy and planning roles in the NSW Government, including in transport, ports, natural resources, land management and information technology. Andrew is currently Vice President of the Institute of Public Administration Australia (NSW). He is a graduate of the Australia and New Zealand School of Government’s Executive Master of Public Administration program and in addition holds an Honours degree in political science and a Master’s degree in public management.

Grant Speight, Manager Human Resources Division

Insurance Commission of Western Australia

Grant has over 30 years experience in the insurance industry commencing his career in personal injury claims management before being appointed to a number of senior human resource management roles. Responsible for developing and implementing human resource strategies that contribute to the achievement of the Insurance Commission’s corporate objectives, Grant also has lectured in human resource management in the Murdoch University graduate program. He holds a Masters of Human Resource Management, is a Fellow of the Australian Human Resources Institute and an Associate Fellow of the Australian Institute of Management.