

WORKFORCE STRATEGIES FORUM AGENDA

SYDNEY, TUESDAY 23 OCTOBER 2018

| TIME | TOPIC AND SPEAKERS | |
|-------------------------|--|--|
| 8.15am – 9.00am | REGISTRATION & LIGHT REFRESHMENTS | |
| OPEN SESSION ONE | | |
| 9.00am – 9.10am | WELCOME & OPENING REMARKS | Opening Remarks from John Barnes, National Manager, Workforce Strategies, Marsh |
| 9.10am – 9.50am | THE CARE FACTOR: CREATING A CARING AND SAFE WORKPLACE CULTURE John Toomey <i>Health Educator</i> | <p>How can you create a new culture where your people assume guardianship over their workplace, each other and their community?</p> <p>In his keynote address, John Toomey will examine how a lack of care leads to mistakes, poor awareness and attitudes, bullying, decisions based on self-preservation, a blame culture and abuse of guidelines. He will also explore how to lay the foundations for a culture of care via the natural motivating forces for care and dealing with the obstacles to these forces.</p> |
| 9.50am – 10.15am | SLEEP AND ITS IMPACT ON A PRODUCTIVE, SAFE AND HEALTHY WORKFORCE Melissa Webster <i>CEO, SleepFit</i> | <p>Global research shows 40% of adults now suffer from insufficient sleep and according to Deloitte Access Economics and the Sleep Foundation, this number is 39.8% of adults in Australia. When sleep is restricted or interrupted, the health impacts that develop are serious. It's not just a problem for individuals, organisations are impacted with absenteeism, presenteeism, productivity, safety and insurance premium costs. For insurers it's about increases in the number, cost and duration of claims. For government it's how insufficient sleep is becoming a public health issue on the rise.</p> <p>So what is sleep? Why has it become such a challenge in modern society? What does insufficient sleep cost an organisation? How can focusing on improving employee sleep flow through to business performance and metrics? Join SleepFit for an evidence based understanding of the issues at play and the latest thought leadership on how to improve outcomes for individuals, organisations and insurers.</p> |
| 10.15am – 10.40am | WHY WORKERS TAKE RISKS – A BEHAVIOURAL INSIGHT Kristy Nicholson <i>Principal, Marsh</i> | <p>In this presentation Kristy Nicholson will explore the age old question, “why did they do that?” to help the audience to understand why workers take risks and sometimes get hurt in the process. Kristy will utilise her behavioural experience and introduce behavioural science to the audience in order to help explain behaviours that can at times become catastrophic and all of the time create frustrations for management and workers’ compensation teams. Kristy will provide some basic ideas and tools that you can use to think about why workers take risks and what can be done to change unwanted behaviours in your organisation.</p> |
| 10.40am – 10.50am | PANEL Q&A John Toomey <i>Health Educator</i> Melissa Webster <i>CEO, SleepFit</i> Kristy Nicholson <i>Principal, Marsh</i> Facilitator: <i>John Barnes, National Manager, Workforce Strategies, Marsh</i> | |
| 10.50am – 11.15am | MORNING TEA BREAK | |
| OPEN SESSION TWO | | |
| 11.15am – 11.45am | THE FUTURE OF PEOPLE RISK: A CLAIMS MANAGEMENT VIEW David Fryer <i>Group Executive – New Markets, EML</i> | <p>EML invests a significant amount of resources and member benefits funding into industry research and understanding developments in personal injury claims management.</p> <p>David will give us EML's insights into what is happening in this space and what to expect in the next few years.</p> |
| 11.45am – 12.10pm | SAFETY, HEALTH AND WELLBEING AT QUBE: THE STORY SO FAR Belinda Flynn <i>General Manager Health, Safety & Environment, Qube Holdings</i> | <p>Qube is a provider of integrated logistics solutions focusing on import and export supply chains. It was formed in 2006 and had a market capitalisation of \$200 million. This has since grown to \$4 billion. Qube’s success has been driven by their focus on innovation and people and in particular the concept that “people are part of the solution”.</p> <p>In this session Belinda will discuss Qube’s safety, health and wellbeing story, where they started, where they are currently and insight into their future workplace initiatives.</p> |

THE WORKFORCE OF THE FUTURE

12.10pm – 12.35pm

Asha Hum
Senior Associate, Mercer Consulting

The workforce of the future will be impacted by large scale technological, economic and demographic disruption. The impact of these global macro trends is already being felt and factors include different workforce skills and composition, the rise of the gig economy, and the desire for flexibility of the permanent workforce. As organisations transform their strategies, business models and operating models in response to these trends, they will need to consider what their future workforce will look like, what skills will be required, what size workforce will be needed and what shape the workforce should take.

This session will look at how organisations are starting to respond to these trends and how they should respond in the future given the notions of employment, work and permanent wages may be very different.

PANEL Q&A

12.35 pm – 12.45 pm

David Fryar *Group Executive – New Markets, EML*
Belinda Flynn *General Manager Health, Safety & Environment, Qube Holdings*
Asha Hum *Senior Associate, Mercer Consulting*
Facilitator: *John Barnes, National Manager, Workforce Strategies, Marsh*

12.45pm – 1.35pm

LUNCH BREAK
OPEN SESSION THREE
**CLAIMS MANAGEMENT CASE STUDY:
IMPROVING PERFORMANCE
THROUGH EARLY INTERVENTION**

1.35pm – 2.00pm

Michele Murphy
Manager Insurance and Risk, NSW Health

In this session Michele will provide insights into how NSW Health improved their performance by implementing a new approach to claims management based on early intervention targeting key risks which were seen as barriers to a worker's recovery and return to work. This approach included award winning programs, Work Injury Screening and Early Intervention Program (WISE) and Progressive Goal Attainment Program (PGAP), and the outcome arrested the trend of unsustainably high claim costs and deteriorating worker health. Moreover, there were positive financial outcomes including lower premium costs. Michele will share practical advice about how a similar approach could benefit your organisation.

**LEGAL OBLIGATIONS FOR
MANAGING EMPLOYEES WITH
MENTAL HEALTH ISSUES**

2.00pm – 2.25pm

Amber Chandler
Partner, Barker Henley

Sadly, mental illness affects a high proportion of the Australian population, with BeyondBlue reporting that 45% of the Australian population will experience a mental health condition in their lifetime. As employers, how do we deal with mental illness in our workforce? Furthermore, is it any of our business? Various decisions in unfair dismissal and adverse action cases highlight the need for an employer to open a dialogue with an employee when mental illness is impacting an employee's performance. In her presentation Amber will discuss how employers can ensure legal compliance with disability discrimination laws and Fair Work legislation while attending to the needs of the business.

PANEL Q&A

2.25pm – 2.35pm

Michelle Murphy *Manager Insurance and Risk, NSW Health*
Amber Chandler *Partner, Barker Henley*
Facilitator: *John Barnes National Manager, Workforce Strategies, Marsh*
WORKSHOPS (CONCURRENT)
**PRACTICAL AND PROACTIVE
STRATEGIES FOR ASSISTING
WORKERS WITH PSYCHOLOGICAL
INJURY CLAIMS**

2.35pm – 4.00pm

Amber Chandler
Partner, Barker Henley
Tim Severino
Senior Consultant, Marsh
Katherine Lamont
Senior Consultant, Marsh

Do you know how to recognise when an employee is suffering from a mental health condition? What is the difference between stress and a psychological illness? What do you do when you are performance managing or disciplining an employee and they suddenly disclose a mental illness? This workshop covers prevention, claims management, liability and the legal aspect of claims for psychological injury presented by experts from Marsh and Barker Henley. Tim will provide sound best practices for employers from a psychological and safety perspective. Katherine will discuss claims management, while Amber will clarify legal requirements surrounding workers compensation claims for psychological injury claims and bullying complaints.

**USING YOUR DATA EFFECTIVELY TO
IMPROVE YOUR SAFETY AND INJURY
MANAGEMENT PERFORMANCE**

2.35pm – 4.00pm

Kosta Savidakis
Principal, Marsh
Kristy Nicholson
Principal, Marsh

There is data available in your organisation, but are you capturing it and using it in the most effective way?

In this workshop, Kristy and Kosta will explore the range of data sources that may be available in your organisation and how that data can be used to create meaningful performance metrics relevant to all levels of the organisation, from the top down. They will investigate how to set KPIs that both align to the organisation's business goals and improve safety and injury management performance.

INTEGRATED PEOPLE RISK

2.35pm – 4.00pm

Mark Kelt*Consultant, EML Plus***Michael Stoddart***Group People Risk Manager, Lendlease***Kiri Chase***Principal, Marsh*

Managing injuries and illnesses of your employees is critical regardless of whether the injury or illness arises out of the course of employment or not. Our highly credentialed speakers will discuss the full breadth of options available to employers in managing all injuries including the positive impacts on culture, cost containment, access to data and return to work outcomes. This workshop will help you to understand how employers can structure their people risk programs to get it right.

4.00pm – 5.00pm

DRINKS/NETWORKING