



SICorp

NSW Self Insurance Corporation

2013 TFM Risk Management Conference & Awards

6 and 7 November 2013

Australian Technology Park, Sydney
2 Locomotive St, Eveleigh NSW

PROGRAM SCHEDULE & SPEAKER INFORMATION

manage
risk

drive
performance



TIME	DAY 1: Wednesday, 6 November 2013			
9:00	Conference registration (day 1)			
9:30 - 10:00	Official opening and welcome to the conference			
10:00 - 11:00 Plenary	Keynote address Risk, innovation and high performance in professional sport Todd Greenberg, Head of Football, NRL			
11:00 - 11:30	Morning tea			
11:30 - 12:15 Protecting organisational value	Enterprise risk management framework Meredith Sturman, Corporate Audit and Risk Manager, TransGrid	Well designed work - leadership for improving worker health and organisational productivity David Caple, Adjunct Professor La Trobe Uni & Director, David Caple & Associates	Trends, Spikes and Hot-spots Jusuf Luhur, Risk Management Specialist, Risk Insight, NSW Self Insurance Corporation (SICorp) Jill Charters, WHS&IM Consultant, Suncorp Risk Services	
12:15 - 12:25	Transition to next session			
12:25 - 1:10 Innovation	Delivering Customer Service through Innovation Kate Foy, General Manager Customer Services & Jacinta Hargan, Principal Manager Customer Experience, Transport for NSW	How to engage the workforce to achieve a sustainable safety culture Dr Rod Gutierrez, Principal Psychologist, Dupont Sustainable Solutions	Thinking differently to make a difference - the pros and cons of shared risk models of remuneration Dr Caroline Howe, Director, THINK Howe Beth Smeaton, Senior Consultant, THINK Howe	The Australian PlantBank – safeguarding plants for the future John Siemon, Project Manager PlantBank, Mount Annan Botanical Gardens
1:10 - 2:00	Lunch			
2:00 - 2:45 Managing change	Leadership for organisational change Michael Coghlan, Organisational Change Manager, Family and Community Services. Vice Chair NSW Community of Change Professionals	Managing the changes in people post injury Greg Pineo, Communications Manager Xchanging	A behavioural approach to effective fleet management Matthew Jupp Client Risk Services CPUM, GE Commercial Insurance	
2:45 - 2:55	Transition to next session			
2:55 - 3:40 Upholding public sector values	Promoting an ethical, values based public service culture Peter McIlwain, Executive Director, Public Sector Values Group, NSW Public Service Commission		Managing workplace bullying as a risk: challenges and opportunities Dr Carlo Caponecchia, Senior Lecturer, The University of NSW	
3:40 - 4:10	Afternoon tea			
4:10 - 4:55 Plenary	Performance measures, organisational values and risk culture NSW Department of Finance and Services			
5:00 - 6:00	Networking drinks			

TIME	DAY 2: Thursday, 7 November 2013			
8:00	Conference registration (day 2)			
8:30 – 9:30 Plenary	Welcome to day 2 of the conference and keynote address Managing innovation and risk in a public sector context Mark Matthews , Executive Director, HC Coombs Policy Forum, Australian National University			
9:30 – 9:40	Transition to next session			
9:40 – 10:25	Your Duty Of Care - Doing It Right Daniel Pritchard, Chief Operations Director, Dynamiq	Measuring and evaluating performance - using the TMF Data Warehouse Laura Deverson, Manager, Client Services, NSW Self Insurance Corporation (SICorp)	Interaction between HR, IR and workers compensation /return to work Megan Clark, Manager, Employee Safety & Wellbeing, Safety, Return to Work & Support Division, at Safety, Return to Work & Support Division	Patient Engagement – the price of not changing Dr Karen Luxford, Director Patient-Based Care, Clinical Excellence Commission
10:25 – 11:10	Morning tea including awards applicant storyboard networking and People's Choice voting commences			
11:10 – 11:55	Corruption thrives in the policy-reality gap Robert Waldersee, Executive Director, Corruption Prevention, Independent Commission Against Corruption (ICAC)	Work, health and safety, return to work and wellness: challenges and opportunities Carmel Donnelly, General Manager, Strategy & Performance, at Safety, Return to Work & Support Division	Resilience and organisational change – a psychosocial perspective Rachel Clements, Director Psychological Services, Centre for Corporate Health	Communicating through documentation “what does good look like”? NSW Maternity Risk Network
11:55 – 12:05	Transition to next session			
12:05 – 12:50	The role of corporate culture in retaining older workers Dr Caroline Howe, Director, THINK Howe	Typical rehabilitation barriers and strategies for effective workplace management of psychological injury and illness Fiona Green, Clinical Psychologist and Rehabilitation Consultant Psychology at Work	The corruptive role of cognitive biases in the assessment of risk Susan Rafty, Risk Services Manager, NSW Self Insurance Corporation (SICorp)	Risk management issues in a Hospital setting that lead to litigation Mirella Fiscaro, Senior Associate, Henry Davis York
12:50 – 1:00	Transition to Awards and close of People's Choice Award voting			
1:00 – 4:30	Awards for Excellence Lunch Dining Room <i>(separate program will be provided)</i>			

Speaker Information

Master of Ceremonies



Andrew Daddo

Andrew Daddo has been a regular face in the Australian entertainment landscape for over twenty-five years. From television to radio to film to stage, Andrew has had a crack at just about everything - not all of it was good, but he'll never die wondering what might have been. When asked his favourites, The Great Outdoors, The Sydney and Beijing Olympics, MTV USA and ABC TV's The Factory come to mind.

He hosted the 702ABC Evenings program for a couple of years, which was the best job and the worst time for a dad with three young kids.

Andrew has also written over twenty best selling books for children, writes for The Sydney Morning Herald and various magazines including Australian Golf Digest and Holidays with Kids.

His three children are growing up too quickly, he lives on Sydney's Northern Beaches and fancies himself as a golfer, if only in his mind. From time to time he makes furniture out of wood and has learnt the hard way to measure many times before cutting once.

He regularly podcasts Get A Freakin' Life, has two picture books about to be released and is thrilled to be part of the conference for the TMF.

Wednesday, 6 November 2013

Keynote speaker

10:00 – 11:00

Risk, innovation and high performance in professional sport



Todd Greenberg, Head of Football, NRL

Todd Greenberg is a proven leader in the sports management industry.

Todd is currently the Head of Football at the National Rugby League (NRL) with responsibility to develop and lead Football strategy and operations across the whole of game. This includes leading and governing the NRL Elite competitions along with an oversight across Game development, Pathways and Participation.

Prior to joining the NRL, Todd spent six years as the Chief Executive Officer of the Bulldogs Rugby League Club making him at the time, the youngest CEO in the

National Rugby League.

Leadership, team building, community engagement, cultural and brand transformation were the trademarks of his tenure at the Bulldogs. Todd is a strong advocate for elite athletes using their profile and reach within the broader community to enable positive change. This has been demonstrated in particular through partnerships with not for profit organisations like Camp Quality.

In 2009, Todd won the prestigious NSW Sports Administrator of the Year Award and in 2011, was voted as one of 'Sydney's top 100 most influential people' as part of the annual Sydney Morning Herald/Fairfax feature within The Sydney Magazine. Born and raised in Sydney, Todd's professional career highlights an understanding across a variety of venue, sports and governing body structures. His experience working across multiple elite sports coupled with significant stadia management knowledge has created a well-rounded skill set of administrative, operational, marketing, commercial and high performance

competencies.

Todd holds a Bachelor of Sports Science degree from the University of NSW and a Masters, Management (Sports Management) from the University Technology, Sydney.

Concurrent sessions – Protecting organisational value

11:30 – 12:15

Enterprise risk management framework

Meredith Sturman, Corporate Audit and Risk Manager, TransGrid

TransGrid is a State Owned Corporation and is the owner, operator and manager of the high-voltage electricity transmission system in New South Wales. TransGrid's operates in a highly regulated market and faces a variety of strategic and operational risks including risks relating to safety, network reliability, regulatory compliance and financial performance.

TransGrid have reviewed and re-implemented their enterprise risk management framework over the past 18 months in order to deliver better risk management processes and business outcomes. The review focused on providing transparency of strategic risks to the Board and senior management. In this presentation Meredith will describe the process that TransGrid has undertaken to improve enterprise risk management, where they are now and what improvements are in the pipeline.

Well designed work - leadership for improving worker health and organisational productivity

David Caple, Adjunct Professor La Trobe Uni & Director, David Caple & Associates

The Australian Work Health and Safety Strategy (2012-2022) has identified seven key action areas to address workplace risks across the government and private sector. The action area "safe design" indicates that "well designed work can improve worker health and impact on productivity". Programs focussing on addressing organisational culture to imbed the principles of prevention of WHS risks require a clear understanding of the role for leaders and WHS systems. The introduction of proactive key performance indicators (KPIs) relating to the leadership together with engagement and consultation with the staff provide the foundation pillars towards ensuring safe design of work processes in public sector workplaces.

Trends, Spikes and Hot-spots

Jusuf Luhur, Risk Management Specialist, Risk Insight, NSW Self Insurance Corporation (SICorp)

Jill Charters, WHS&IM Consultant, Suncorp Risk Services

This session will explore opportunities for improvement through understanding NSW TMF claims history. The session will provide a helicopter view and insight into workers compensation claims and the identification of adverse trends, spikes and hot-spots.

By understanding their data, agencies are better able to focus on strategies that can make a difference for injury prevention and management. Strategies to improve performance will be discussed based on research and current practices.

Concurrent sessions – Innovation

12:25 – 1:10

Delivering Customer Service through Innovation

Kate Foy, General Manager Customer Services, Customer Experience Division, Transport for NSW

Jacinta Hargan, Principal Manager Customer Experience, Transport for NSW

In October 2012, Transport for NSW established an 'App Hot House' competition to develop Apps for customers powered by the Public Transport Information and Priority System's real time bus data. The initiative was driven by customer insight that highlighted the priority customers placed on information about bus movements to inform their use of public transport.

The approach to leverage the developer community's innovation to give customers a solution that would respond directly to their needs was a bold step for TfNSW, but one which has proved to be a great success for both customers and TfNSW.

In the first month more than 600,000 downloads of real time bus apps occurred and real-time data was accessed 3.3 million times by App users.

TfNSW has effectively used this approach to drive further improvements in the data feed and coverage for bus regions across the greater metro Sydney area and earlier this year delivered the first feed of real-time train data.

How to engage the workforce to achieve a sustainable safety culture

Dr Rod Gutierrez, Principal Psychologist, Dupont Sustainable Solutions

Making a safety choice around what 'I want to do' or following the rules because 'I want to' is significantly different than 'I follow the rules because I have to'. When you take responsibility for your own safety and for those around you, not only do you internalise a value for safety, but you also demonstrate 'Felt Leadership'.

From an organisation point of view, to achieve a sustainable safety culture requires an approach that integrates the behavioural (external motivation) and the cognitive elements (how people think and feel) within the context of the teams they operate (social context). This approach coupled with Felt Leadership drives to influence people to think and behave in ways that are consistent with what is important.

This workshop explores an innovative concept of integration and the critical role Felt Leadership plays. This session will also be supported with practical learning from case studies, including feedback from the State Emergency Service.

Thinking differently to make a difference – the pros and cons of shared risk models of remuneration

Dr Caroline Howe, Director, THINK Howe

Beth Smeaton, Senior Consultant, THINK Howe

Long has been the debate and discussion around various shared risk models in Workers Compensation in the move away from hourly rate remuneration. Dr Caroline Howe will discuss the pros and cons of shared risk models of remuneration in workers compensation with a particular focus on working with Workplace Rehabilitation Providers. What's happening now and what are the lessons we learn moving forward.

The Australian PlantBank – safeguarding plants for the future

John Siemon, Project Manager PlantBank, Mount Annan Botanical Gardens

In a period of unprecedented threats to the environment the Royal Botanic Gardens & Domain Trust (the Trust) is developing a coordinated approach to plant conservation by deploying our scientists to where they are most needed. The Trust's collections are extensive with over 19,000 taxa growing in the living collection, over 1.2 million pressed herbarium specimens dating back to 1788 and over 100 million seeds in the current seed bank. However the Trust's assets are aging and it is now time to reinvigorate core scientific infrastructure.

The Australian PlantBank (PlantBank), a science, conservation and education facility was recently completed at the Australian Botanic Garden, Mount Annan. PlantBank is dedicated to conserving plant biodiversity. At the heart of PlantBank the thermally efficient vaults and cryogenic store will one day house representative samples of all of Australia's 25,000 plant species and provide duplicate seed storage facilities for local, state and international partners.

Concurrent sessions – Managing change

2:00 – 2:45

Leadership for organisational change

Michael Coghlan, Organisational Change Manager, Family and Community Services. Vice Chair NSW Community of Change Professionals

In an era of change the public services must build ability within its people to manage change and cope with uncertainty. How do you build change management and change leadership capability within your organisation? What are the lessons learnt from Government change programs and how do we make change sustainable without causing change fatigue.

Managing the changes in people post injury

Greg Pineo, Communications, Manager Xchanging

Every day we renegotiate our relationships. It may not be apparent when each day is similar to the one before it. However, when an event occurs, like a workplace injury, the playing field changes.

Today is very different to yesterday. Things have changed. But how changed? In this session we examine the changes in a workplace relationship brought about by a workplace injury, and the changes brought about by those facilitating the return to work process. We discuss the important part we play in bringing about change – both positive and negative – and how to focus on positive change in our behaviour and our conversations.

Fleet risk management – managing the risk

Matthew Jupp, Risk Consultant Motor Fleet, GE Commercial Insurance, Suncorp Group

- Common perceptions of the driver and organisation when it comes to fleet risk
- Address the main sources of driving risk including, vehicle, environment and most importantly the driver
- Our approach to fleet risk management and the importance of organisations developing a supporting risk framework

- Real life case studies from a variety of organisations (sales based city fleet, rural fleet organisation and religious not for profit organisation). What risk management these organisations have implemented and how this has influenced their crash rates

Concurrent sessions – Upholding public sector values

2:55 – 3:40

Promoting an ethical, values based public service culture

Peter McIlwain, Executive Director, Public Sector Values Group, NSW Public Service Commission

Peter joined the NSW public sector in 2009, after working as a senior executive in Australian Government agencies in Melbourne and Sydney. From 2004 to 2007 he was chief executive of the Office of the Employment Advocate. Peter's expertise is in helping employers redesign their employment frameworks to respond to new priorities and changing business conditions. His current brief is to implement the newly legislated ethical framework for the NSW public sector.

Managing workplace bullying as a risk: challenges and opportunities

Dr Carlo Caponecchia, Senior Lecturer, The University of NSW

With a proposed national code of practice and a recent House of Representatives inquiry, bullying has started to become taken more seriously as a workplace hazard. Though a risk management approach should be adopted for this hazard, as for all others, there are significant information gaps and misperceptions that can present a barrier to prevention and management of bullying. This session discusses recent developments in the bullying field, outlines some of the barriers and how they can be overcome, and highlights the additional benefits of a consistent systematic approach to preventing and managing workplace bullying.

Plenary

4:10 – 4:55

Performance measures, organisational values and risk culture

NSW Department of Finance and Services

TBA

Plenary

8:30 – 9:30

Managing innovation and risk in a public sector context



Mark Matthews, Executive Director, HC Coombs Policy Forum, Australian National University

Mark Matthews is the Executive Director of the HC Coombs Policy Forum which is a joint Australian Government and Australian National University policy think tank that focuses on experimental and exploratory policy work carried out at the interface between government and academia. The Forum also has an innovative co-production partnership with ABC News 24 facilitating contribution to national debate on public policy matters via the Future Forum TV series. Mark's own research and policy work focuses on governments' role as uncertainty and risk manager of last resort and the implications for policy formulation, program evaluation and review, and the specific implications for science and innovation policy. In addition to working as a management consultant, Mark has held academic positions in the UK

universities of Sussex, Bath and Warwick. His major qualifications include a B.A. (Hons) in Geography, an MSc. in Science, Technology and Industrialisation and a Doctorate (D.Phil) in Science and Technology Policy, all from the University of Sussex, UK.

This address will focus on the challenge of how best to articulate an 'appetite for risk' when seeking to deliver innovation in a public sector context and will lay out a roadmap for enhancing public sector innovation that is 'fit for purpose'. If governments are not able to foster the innovations that can increase productivity in the public sector (a third of the economy) then overall national wellbeing will suffer. In the private sector there are well established and understood mechanisms for managing the risks faced when investing in innovation. An 'Appetite for risk' is a key component of corporate strategy and an influence on competitiveness. However, when it comes to fostering innovation in the public sector, it is unwise to attempt to simply transpose the private sector approach to managing the investment risks associated with innovation. Governments are the uncertainty and risk managers of last resort and, nowadays, operate in a very different environment of transparency and accountability in which risk-taking of any kind can be problematic. In short, the risk-reward relationship for the public sector varies significantly from that of the private sector. It is imperative to recognise these differences in order to enhance the effectiveness of efforts to stimulate public sector innovation.

Concurrent sessions

9:40 – 10:25

Your Duty of Care - Doing It Right

Daniel Pritchard, Chief Operations Director, Dynamiq

Keep Your People Safe, Informed And Travel Ready, 24/7 Everywhere In The World..... and what can happen if you don't.

Every traveller is different, and so is every journey. So how do you meet your duty of care requirements for all of your people and ensure that you bring everyone home safely, everyday? Take a peek behind the scenes at Dynamiq, TMFs provider of Emergency and Overseas Travel Assistance to find out!

Measuring and evaluating performance – using the TMF Data Warehouse

Laura Deverson, Manager, Client Services, NSW Self Insurance Corporation (SICorp)

Questions around a business's performance are easy to ask... Answering them, however, is typically much more difficult.

This session will showcase a simple analytical framework that has been designed to assist agencies in:

- developing good performance measures
- developing analytical capability and critical thinking skills
- developing a reporting culture that can address both existing reporting requirements and ad-hoc reporting that arises

The framework will be demonstrated using a case study which has a focus on the data collected in the TMF Data Warehouse, but the framework is not limited to the Data Warehouse and has far reaching applications across all aspects of business information.

Interaction between HR, IR and workers compensation/return to work

Megan Clark, Manager, Employee Safety & Wellbeing, Safety, Return to Work & Support Division (SRWSD)

The impact on a worker's absence from the workplace is felt not only by the employer but the worker and their work colleagues. "Work is good for you" and early intervention where injury, illness or absence is concerned is the key to a sustainable return to work after absence.

However early intervention is appropriate in more aspects than the management of workplace injury and illness. A human resources "team" with a holistic approach to early intervention, de-escalation of conflict and workplace wellbeing, including non-work related health concerns, takes a client focused approach to effective management in the workplace. Organisations where the human resources functions share responsibility for the worker across work health safety, injury management and industrial relations, facilitate growth towards a constructive, empowered, productive and safe workplace.

Patient Engagement – the price of not changing

Dr Karen Luxford, Director Patient-Based Care, Clinical Excellence Commission

Dr Luxford's presentation will focus on evidence that engagement helps to decrease incidents/errors and drives down litigation. She will provide practical examples of how you can transform care delivery to increase engagement.

Concurrent sessions

11:10 – 11:50

Corruption thrives in the policy-reality gap

Robert Waldersee, Executive Director, Corruption Prevention, Independent Commission Against Corruption (ICAC)

For most of the past 100 years work to rule has been a threat to management not a promise to audit. It is a threat simply because policies are generally not workable. Nevertheless non-compliance has long been a focus while the value of the policies themselves often escapes scrutiny. Yet ICAC inquiries frequently identify situations where the policies are setting up a work process vulnerable to corruption. Where competing goals cannot be achieved. Where policy contradictions allow policy shopping and where policy compliance is

simply impossible. Vulnerable operations, staff workarounds and active deceptions are some of the consequences. The policies themselves create a situation conducive to corruption.

Work, health and safety, return to work and wellness: challenges and opportunities

Carmel Donnelly, General Manager, Strategy and Performance, at Safety, Return to Work & Support Division

This presentation is aimed to provide TMF agency managers with an update of challenges and opportunities for the public sector.

Resilience and organisational change – a psychosocial perspective

Rachel Clements, Director Psychological Services, Centre for Corporate Health

In today's complex, competitive and ever changing workplaces, the concept of how individuals respond to and manage organisational change is an area that we can no longer afford to ignore. In fact, it urgently requires our attention as leaders. In order for organisational change to be successful, consideration must be given to the individuals going through change, as part of any successful change management strategy. This session will cover the following topics:

- Understanding the psychological aspects of change
- Identifying early warning signs that may raise your concern for staff
- Emotional resilience – the key to any successful change management
- How to best support staff during change

Communicating through documentation “what does good look like”?

NSW Maternity Risk Network

This presentation describes how a maternity documentation tool developed by NSW Maternity Risk Network provides a clear framework for clinicians for quality documentation as well as providing a mechanism for peer review for clinical practise.

Concurrent sessions

12:05 – 12:50

The role of corporate culture in retaining older workers

Caroline Howe, Director, THINK Howe

Dr Caroline Howe will share some of her interesting and unexpected findings around the current implications of trying to engage and older workforce. Results discussed are based on her research into the psychological implications on health and wellbeing in moving from work to retirement. What do we know about current workplaces and what can we learn from older workers to make the workplace a better place to work? Research findings will be shared on why companies need to think differently and what needs to be considered moving forward to retain the ageing workforce.

Typical rehabilitation barriers and strategies for effective workplace management of psychological injury and illness

Fiona Green, Clinical Psychologist and Rehabilitation Consultant Psychology at Work

Fiona will share insights on the management and rehabilitation of psychological injury and illness in the workplace. Barriers ranging from how to negotiate effective treatment plans with doctors and health professionals through to how to design sustainable return to work programs will be explored. Fiona will share innovative strategies to address typical obstacles and suggest ways of maintaining our own resilience and motivation whilst managing these sometimes challenging cases.

The corruptive role of cognitive biases in the assessment of risk

Susan Rafty, Risk Services Manager, NSW Self Insurance Corporation (SI Corp)

Although we like to think of ourselves as rational decision-makers, this is not always the case. And it isn't just a straightforward matter of IQ, tertiary education, or experience. In fact, according to the great body of research fuelled by the insights and discoveries of Nobel Prize winners Daniel Kahneman and Amos Tversky, smart, highly educated, and experienced people are no less prone to unconscious and systematic errors of reasoning and judgement than anyone else.

Known as cognitive biases, these unconscious and systematic errors expose organisations to perhaps the biggest risk of all — faulty risk assessments.

Today Susan will introduce delegates to some of the most thoroughly researched and well-understood cognitive biases, and illustrate how they interfere with good decision-making. She will highlight the importance of behavioural strategy in the decision-making process, and demonstrate how, with a small number of practical interventions, the assessment of risk can be protected from the full corruptive force of cognitive biases.

Risk management issues in a Hospital setting that lead to litigation

Mirella Fisicaro, Senior Associate, Henry Davis York

This session will provide an insight into the risk management issues identified from recent medical negligence claims and coronial inquests and how they are managed between solicitors and Hospitals once litigation has commenced.

Registration Information

Registrations for this event have now closed. If you have any questions contact Anna Daher on 8121 9711.

Cancellation policy

No cancellations will be considered on the early bird offer.

A cancellation fee of \$50 will be charged on full price tickets when cancellation occurs prior to the 23rd of October 2013. Cancellations made after this date will be charged at the full ticket price.

Substitutions are encouraged if you unable to attend please contact SRS to nominate your alternate attendee via riskservices@suncorp.com.au