

**Association of Self Insured Employers of Queensland Inc.
Minutes of the General Meeting**

Meeting Location:
Minter Ellison
Level 22, Waterfront Place

Date: Wednesday 7th February 2018

Time: 8:30am – 9:45am

Attendees -

Name	Organization	Name	Organization
Tricia Testa	ACES Tricare	Karen Cunneen	OccPhyz Consulting
Trinity McKenzie	Arnott's Biscuits	Russell Schott	Primary Health Care
Sharron Smith	Arnott's Biscuits	Corina-Anne Rose	Qantas
Stephanie Naidoo	Aurizon	Louisa Hackenberg	Queensland Rail
Cara Williams	Bolton Clarke	Natasha Chapman	RedHealth
Andrew Murrell	BHP	Dale Ristovski	RedHealth
Joey Carmichael	City Cover, City of Gold Coast	Pip Garcia	RedHealth
Tania Perina	CSR Limited	Victoria Barham	The Star Entertainment Group
Scott Lewis	CSR Limited	Deborah Allen	Toll Group
Bill Nevin	Glencore	Margaret Sapolu	Toll Group
Brianna Grant	Gallagher Bassett	Justin Crowley	Toll Group
Tony Cacciola	IPAR Rehabilitation	Patina Pitkin	Wilmar Sugar
David Gomulka	JBS Australia	Ann-Marie Saini	Westpac
Rachel Lindsay	Local Government Workcare		
Dean Campbell	Local Government Workcare		
Michael Taylor	Liberty OneSteel		
Linda McCullough	Medconsultants		
Sue Richardson	Myer		

Apologies:

Trent Richard	Teys
Sheree Mackaway	ANZ
Luke Bowman	BHP
Lou Riches	City Cover, City of Gold Coast
Tina O'Reilly	Townsville City Council
Christina Judge	Townsville City Council
Richard McLoughlin	Wesfarmers
Victoria Edwards	Qantas
Chris Litzow	Qantas
Lesley Dame	Wesfarmers

President (David Gomulka) declared the February General Meeting open and invited the Secretary to the podium. Secretary (Tricia Testa) announced the formal apologies. Full apologies list above.

Minutes

Secretary: Tricia Testa

No issues were raised with the minutes

Tricia Testa moved a motion to accept the minutes as a true and correct record of the previous general meeting, seconded by Ann-Marie Saini. None Opposed

Secretariat was unable to provide a correspondence list for today's meeting and have undertaken to distribute the list to all members.

Treasurer's Report

Treasurer: Deborah Allan

- Account Balance as at 01/11/2017: \$139,571.48
- Total Deposits: \$20,376.75
- Total Outgoings: \$14,721.02
- Account Balance as at 31/01/2018: \$145,227.21

Summary of incoming funds

- Bank Interest
- Membership fees from new members
- Membership

Summary of Outgoing funds

- Merchant fees for credit cards
- Secretariat Services

Deborah moved motion to pass these as a true and correct record of ASIEQ's Finances, Seconded by Sue Richardson – Motion Passed

Deborah advised that the ASIEQ has decided to move its banking to Westpac from the Commonwealth as it provided a more intuitive and easy to use system for payments.

Education Activities

- Barry Nilsson Lawyers - Lunchtime Seminars
 - Next one: 27 February 2018
- BT Lawyers
 - Breakfast Workshops continuing
 - 7/12/17: *Containing Costs & Effective Management of Upper Limb Injury Claims with Dr Chris Blenkin.*
 - 1/2/18: *Secondary psychiatric injury & protracted psychiatric claims with Dr Ken Arthur*
 - Next one: 19/4/18: *Uncommon Injuries from Common Causes – Workplace Injury Prevention with Dr. Sid O'Toole*

Legislation and Licensing Subcommittee

- ▶ Subcommittee passed by Executive:
 - ▶ Saija Saunders
 - ▶ Justin Crowley
 - ▶ Clodagh
- ▶ Bill Nevin - Executive representative
- ▶ Yet to meet

OIR Communications “Workshop” with ASIEQ Executive 28/11/17

- ▶ 5 Reps from ASIEQ and 7 Reps from OIR in attendance
- ▶ Janene Hillhouse (OIR):
 - ▶ ASIEQ & OIR have an ongoing relationship from both a policy and operational perspective
 - ▶ how the two organizations can work together to cement key objects of the scheme
 - ▶ understanding each other's needs to ensure an effective scheme
 - ▶ OIR noted the recent ASIEQ submission noted a level of disappointment expressed about the way the OIR consulted with SI's
 - ▶ there is a significant amount of work required in the next 12 months, such as the 5 year review and the roll out of the PWC recommendations.
 - ▶ noted the PWC recommendations around being transparent and accountable and ensuring consistency with these principles going forward
 - ▶ said they would like ASIEQ to provide advice on any given issue in relation to what SI's are thinking and an indication of the level of support or not amongst SI's
 - ▶ they are considering an electronic newsletter that would cover off on all upcoming issues/forums/workshops. She said the newsletters would be produced on a needs basis
 - ▶ Establish a framework for ASIEQ & OIR to work better together.
- ▶ ASIEQ:
 - ▶ sometimes ASIEQ doesn't or won't have a 'position' on a given issue, however ASIEQ can provide valuable and practical input
 - ▶ that OIR provide a draft of any proposed changes to ASIEQ exec, who can review and suggest changes. a 2nd draft can then be put all members
 - ▶ raised that OIR need to review their mailing lists to ensure they have the appropriate contacts for SI's, he gave the example of NIISQ agreements being sent to license managers in others states

- ▶ understand that the members won't always like any given policy change but would like the opportunity to offer our expertise in implementing the changes
- ▶ asked if the SRG is ongoing, JH said it has not officially been finalized, there are still some rehab obligations to consider
- ▶ raised an issue of how correspondence was addressed to one organization and the wording of the heading had an off-putting effect at the start
- ▶ raised the subject of claims training and how in the past Q-COMP had provided training on many subjects.

Actions:

- ▶ It was agreed the communication framework that has been discussed today recommends:
 - ▶ Any issues that concern all SI's would be put to ASIEQ exec first and may need to offer all SI's a forum/workshop
 - ▶ Issues relating to an individual SI is to be addressed directly with them
- ▶ OIR agreed that they could provide a 'catalogue' of various Information Notes and Guidelines and they suggested Online Services as the appropriate location for the documents to be housed.
- ▶ OIR said that it would be helpful if Insurers/ASIEQ exec members can come to meetings with an understanding of the subject to be discussed and with a view of 'working together', she said a 'less combative' approach would be welcomed.
- ▶ OIR agreed they are going to be working on their correspondence style. They are looking at ways of using plainer language and ways of communicating to make it easier to understand
- ▶ OIR said they have stepped away from Training but they would be open to offering/recommending appropriate resources that may be available.

OIR / ASIEQ Catch-up 4/12/17

PwC Review Implementation

- ▶ They are in the process of creating a project plan including time frames and consultation to implement the recommendations.
- ▶ The first items to be addressed will be Financial Indicators and Licence renewal timeframes.
- ▶ An audit tool for the self-insurer framework is being developed and self-insurers will be consulted in the process.
- ▶ They intend to hold an initial meeting in March to commence their consultation process.

General Business

- ▶ Nth Qld Injury Prevention and RTW conference being held in Townsville on 20 April. Also adding a free doctor's breakfast seminar focusing on psychological health.
- ▶ OIR have become aware of self-insurers taking an inconsistent approach in relation to S190 and they will be issuing a guidance note in the near future to clarify the requirements.
- ▶ We raised the topic of destroying claims files and sought clarity on whether the previous advice on holding claim files for 50 years is still relevant given the level of scanning and electronic storage. OIR agreed this topic needs review and undertook to issue further advice.

Executive Planning Day 1/2/18

ASIEQ Objectives:

1. Lobby government / influence policy & stakeholders
 - ▶ We meet various stakeholders
 - ▶ We are represented on a number of bodies
 - ▶ We currently don't:

- ▶ Meet with the Minister
 - ▶ Meet with Simon Blackwood (the “Regulator”)
 - ▶ Meet with industry groups and boards
 - ▶ Meet with regulators such as MAIC
 - ▶ Not involved in CWP Rehab issue
 - ▶ Areas for improvement:
 - ▶ Consistent message/s
 - ▶ Better communication with members
 - ▶ Promote benefits of PIEF
 - ▶ Actions: Connect!
2. Forum for Discussion & Education of Members
- ▶ We conduct Quarterly Forums
 - ▶ Workshops by BT Lawyers & Barry Nilsson’s
 - ▶ Areas for improvement:
 - ▶ Providing sufficient opportunity to members for general discussion; e.g. Lunch and Learn events
 - ▶ Promoting self-insurance and the Association externally
 - ▶ Providing a structured process/plan for our Forums and Workshops
 - ▶ Action:
 - ▶ Develop an “Issues Register” to be maintained by the secretariat
 - ▶ Issues raised by members to be placed on Register
 - ▶ Register to be regularly reviewed by Executive to prioritise issues and to see if any should be raised as scheme/licensing issue
 - ▶ Issues escalated to discussion by wider membership
3. External Education and Information to Industry and Community
- ▶ We Sponsor conferences and have a booth at conferences
 - ▶ Website
 - ▶ Scheduled two 20th Anniversary Events for 2018
 - ▶ We currently don’t:
 - ▶ Provide speakers at sponsored events
 - ▶ Attend/networking at Industry events such as AIG
 - ▶ Use social media
 - ▶ Run our own events such as a conference
 - ▶ Self-promotion
 - ▶ Collaborate with government in their campaigns
 - ▶ Working with a strategic/marketing plan
 - ▶ Actions:
 - ▶ Improve the website
 - ▶ Review future sponsorships & booths to assess cost v value
 - ▶ Conference
 - ▶ History of successful conferences over the last ten years
 - ▶ In 2016, members decided to cancel 2017 conference
 - ▶ If it occurs, it should be March 2019 or 2020
 - ▶ WCQ Anniversary 2017
 - ▶ Action: Put it to wider membership
 - ▶ June 2018 20th Anniversary event:
 - ▶ Book a venue to hold about 80 people
 - ▶ Initial budget of \$20,000 – to be reviewed
 - ▶ Need a stand-alone organising committee
 - ▶ Website:
 - ▶ Need to highlight it is 20th anniversary of self-insurance and events

- ▶ Bill Nevin will oversee development of front-end of website and secretariat will maintain the site within their current agreement
- ▶ Designs to be approved by Executive
- ▶ Marketing & Education Committee to continue to investigate new provider
- ▶ Protocols to be developed:
 - ▶ Banking
 - ▶ Financial delegation
 - ▶ Meetings and Communications
 - ▶ Executive membership and size
 - ▶ Membership Applications
 - ▶ Website
- ▶ Future Executive
 - ▶ Ensure continuing interest in Executive positions
 - ▶ Offer for non-executive members to attend Executive meetings as observers to gain some insight
- ▶ Plans:
 - ▶ 12 month and 36 month plans to be developed
- ▶ Not resolved:
 - ▶ President's message for 20th Anniversary event
 - ▶ ASIEQ's messages and slogans

David Gomulka called for volunteers to assist with organizing the 20th Anniversary Events and in particular the June event. Julie Ashwell from Sundale and Margaret Sapolu volunteered.

Marketing and Education Sub-Committee Update

Ann-Marie Saini provided a brief overview of the subcommittees activities which include the below:

Communication	<p>One of the key themes that emerged from our open conversation last forum:</p> <ul style="list-style-type: none"> • looking for more ways to 'share the collective knowledge' • work more collaboratively • 360 degree approach – information incoming and outgoing
RTW Conference - NQ	<p>Silver sponsorship committed to and signed off Patina Pitkin - Wilmar Sugar to be co-ordinator for ASIEQ Booth</p> <p>Patina taking with her:</p> <ol style="list-style-type: none"> 1. Banners 2. Calendars and printed material for the booth <p>Please make contact with Patina if you would like to be a part of the booth and be rostered on ☺</p>
Spreadsheet of contacts from booth – planned action	<p>Prospective member details have been provided to the Executive for follow up and meetings.</p>

Upcoming ASIEQ Forums	We would like to hear from you – themes and topics that interest you
Website update	Sub-committee will be handing this over to Bill Nevin
Branding Document	Corina-Anne is working on a document to look at streamlining our branding and communication.
20 th year Self-Insurance Events	<ul style="list-style-type: none"> - 20 June 2018- Event - 20 September 2018 – Forum <p>The sub-committee will work with Bill Nevin on these deliverables</p>
Sponsorship evaluations	We are looking at a scoping document to help the Executive evaluate the Return on Investment for sponsorships and opportunities that arise. This will be based on our constitution and objectives

General Business

David raised the issue of holding an ASIEQ conference in 2019 and held a discussion with members as to whether ASIEQ would hold a conference. Victoria Barham talked briefly about the proposed conference and advised that there are four members (Bill Nevin, Victoria Barham, Victoria Edwards and Trinity McKenzie) who have volunteered to assist with the planning of the conference. The majority of feedback that was given was positive with some concerns being raised with a final vote being held with 13 votes in favor for the conference and 5 opposed. The President announced that the conference will be going ahead.

Next Meeting

9th May 2018