

## ASIEQ General Members Meeting

**Date:** Wednesday 19 February 2020

**Time:** 8.30am – 9.40am

**Location:** MinterEllison, Level 22, Level 1 Eagle Street, Brisbane

**Attendees:** Appendix 1

**Apologies:** Michelle Ware (Allianz), Cara Williams (BoltonClarke), Saija Saunders (Brisbane City Council), Thanh Tran (GFG Alliance), David Gomulka (JBS), Amanda Raines (Redland Shire Council), Dean Campbell (Jardin Lloyd Thompson), Christine Judge (Townsville Shire Council), Zarne Cleary (BHP)

---

### Correspondence

Louisa Hackenberg noted that the only correspondence of interest received was a letter from the Premier's office thanking ASIEQ for the 2020 calendars forwarded. ASIEQ also submitted a submission on the audit tools to the OIR.

### Review of the previous Minutes

The previous minutes were circulated.

*Trent Rickard moved a motion to accept the minutes of the meeting on 20 November 2019 as a true and correct record. Seconded by Clodagh McCowen. None Opposed. Motion Passed.*

### Presidents Update

Bill thanked MinterEllison for their generous offer of providing a room and catering for today.

### Mission Vision and Values

Bill thanked the executive committee for participating in a recent collaborative session where all contributed to the draft Mission, Vision and Values. The statements were circulated to members and feedback was received and incorporated into the statements. Bill announced the final version of the Mission, Vision and Values. This will allow our strategic review committee to start planning a way forward and business plan. ASIEQ will be forwarding this information to all major stakeholders.

# ASIEQ Mission Vision and Values

## MISSION



Striving for sustainable outcomes for workers and employers in Queensland by supporting flexible insurance and injury management arrangements that integrate safety, health and wellbeing

## VISION

To be recognised as a valuable contributor to the future direction of the workers compensation scheme in Queensland by providing insights, innovation and practical solutions.



## VALUES

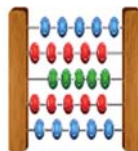
### RESPECT



In all our interactions with a focus on openness, active listening and valuing diversity

### COLLABORATION

By working together to build strong relationships



### ACCOUNTABILITY

By demonstrating good governance, acting responsibly, protecting privacy and displaying integrity

### ACHIEVEMENT

With a clear focus on excellence, quality, sustainability and continuous improvement



[WWW.ASIEQ.COM.AU](http://WWW.ASIEQ.COM.AU)

ASSOCIATION OF SELF INSURED EMPLOYERS OF  
QUEENSLAND

## Inaugural Licence Manager and Stakeholder Lunch.

Deborah McCosker from Leximed has assist ASIEQ in securing a room at the Brisbane Club to run the inaugural Licence Managers and Stakeholder Luncheon. Craig Allen, Deputy Director-General of the Office of Industrial Relations and Bruce Watson, Chief Executive Officer of WorkCover will attend as well as representatives from the Queensland Council of Unions and the Australian Lawyer Alliance will be presenting.

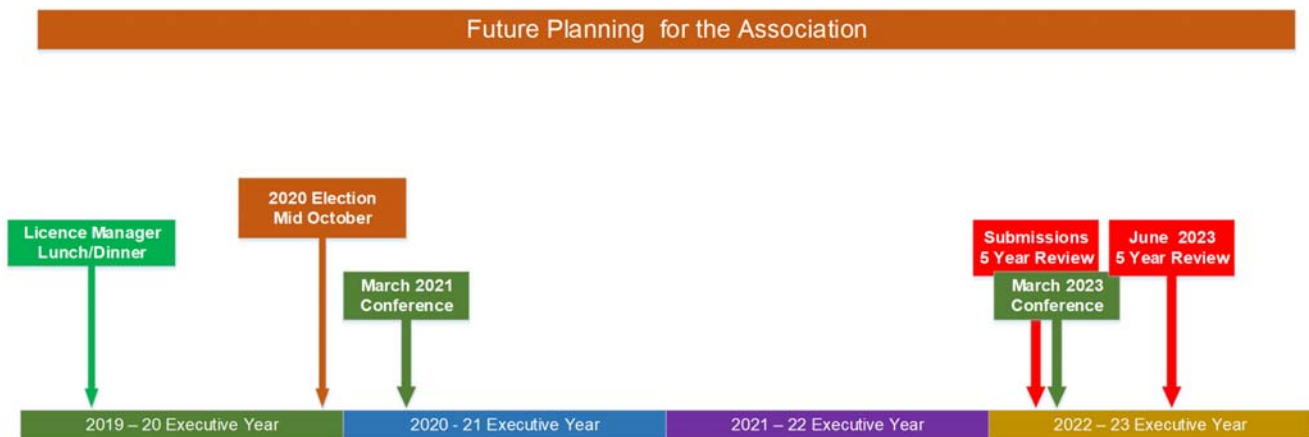
The event will be held on Wednesday 4 March. Bill encourage those in attendance to make this a priority event in their calendar and encourage their Licence Manager's to attend.

This is a new event and will have opportunity for networking. It has been developed in alignment with this year's message of "working together with shared vision and common purpose".

## Mine Dust Health Support Service

There has been a joint initiative between Dept of Mines, WorkCover and OIR to provide a one stop shop for mine dust health support services. It will be housed within WorkCover with a service to support current and retired workers on their journey. Some retired employees are being screened for dust and the process is quite confusing for those who have retired. This will be a phone number where trained staff will be available to give advice and assist with linking who the worker should speak to and what the process will be to investigate lung issues. At this present time, it only covers Dust relating to Mining. This will be announced by both the Minister for Mining and OIR. Bill noted that there is some scope for our logo to be included in the branding however this is still being investigated as to how it would be appropriate and relevant. Bill said that this will apply to both underground and open cut mines.

## Future Long Term Planning



Bill commented that the Association is working on the planning that was discussed at our November meeting. The Licence manager's lunch is well underway.

We have 5 sub committees established. Bill said sometimes it's about coming along and learning. Bill said we will never turn away someone who would like to join and encouraged attendees to be involved. Bill noted that in addition to those listed below, Kate Thurbon (UQ) has joined the planning and strategy sub committee and Malou Tavita has joined the Forum Management sub committee.

Forum Management Sub-Committee	Louisa Hackenberg; Michelle Ware;	Further Members are being sought contact Louisa
Website & LinkedIn Sub-Committee	Victoria Barham; Ann-Marie Saini; Bill Nevin	Further Members will be sought in the New Year.
Special Events Sub-Committee	Bill Nevin; Victoria Barham;	Further Members will be sought in the New Year.
Licensing & Legislation Sub-Committee	Clodagh McCowen; David Gomulka;	Further Members are being sought contact Clodagh
Planning & Strategy Sub-Committee	Clodagh McCowen; Bill Nevin;	Further Members to be sought from the Executive

## 2021 Conference

The Secretariat has worked on a proposal for a 2021 Conference. Bill said the Secretariat has considerable experience in running Conferences of this size and larger. Most of the work will be done by the Secretariat however a sub committee is needs to be established to develop a dynamic technical program. Bill invited those in the room to nominate a committee.

Nominations were received from:

- Clodagh McCowen (Coles)
- Rosemary Neal (GFG Alliance)
- Trent Rickard (Teys Australia)
- Kate Thurbon (UQ)
- Victoria Barham (Star Entertainment)
- Malour Travita (Tricare)
- Kylie Howard (Brisbane City Council)
- David Zeller (Wilmar)
- Lou Riches and Julie Wilson (Gold Coast City Council)
- Rebecca Sanderson (Allianz)
- Suzanne D'Andrea (Your Future Career and Wellbeing)

Bill thanked the volunteers and advised they will be contacted shortly to commence work on a program.

## Website and Social media

Bill noted at the last executive committee Digital Nomad were nominated as the provider of a new website. The website will be launched between late March and May. Bill requested members to send through any photo's that we might be able to use on the new site. To assist with new photographs, Briony Walker has been engaged to take photo's at today's forum. She will also be taking profile photo's for members during the morning tea break.

## Treasurers Report

Victoria Barham gave the Treasurer's report.

Closing Balance as at 31/10/19	\$179 313
--------------------------------	-----------

Victoria noted that we are currently \$7 018 ahead of our budgeted figure and this is a result of additional membership fees received. The BAS for October to December 2019 has been lodged and paid.

As Bill mentioned, a new website has been approved. The cost will be \$6 744 against a budget of \$10 000.

There is a trial for increased hours for the Secretariat for the period of January to July where the hours will be increased from 10 to 12 hours per week.

## Linkedin Presentation

Louisa and Danielle gave a presentation on the program LinkedIn and encouraged all members to get a profile and join if they haven't already. ASIEQ have two pages on LinkedIn – one is a public page for anyone to see and the other is a closed group that members need to be invited to join. They encouraged everyone in the audience to request an invitation as this group is a closed group for members only and will have different information from the public page. It is a safe place for members to share articles and to comment on issues effecting the industry.

## OIR Meeting

Louisa discussed the minutes from the recent OIR meeting.

No questions were raised.

## Licencing and Legislation update

Clodagh gave a presentation on the Audit Tools. The Licencing and Legislation group lodged a submission on the audit tool on 9 December 2019. 8 organisations lodged a submission with ASIEQ being one of these. OIR advised that there would be a further 2 week consultation in January and the final audit tools document would be published by March. To date, we have not had the opportunity to have the additional review period. When this is announced, response times will undoubtedly be short and members are encourage to respond quickly to requests for comments. Clodagh outlined some of the key issues addressed in the submission.

One of the main issues ASIEQ raised was the different types of audits and their timeframes (pg 3). For compliance and targeted audits, the timeframes are – 8 weeks given notice, 4 weeks auditor will be onsite, 2 weeks prior a scope letter will be issued with request for relevant documents and naming of a contact person. The 2 week notice is not sufficient time frames. This is also similar for self-audit. If you are employing an external auditor, there can be several month waiting list, so these timeframes need to be extended.

CM – S-4, 4-2 (pg 10) Claims Management service providers says that the Self-Insurer retains evidence showing all claims management personnel at the service provider are appropriate skilled and trained per CM-S:2. – relevant training and supervision requirements for new claims managers – PD log, review manual, early intervention program (pg 11) – ASIEQ have questioned if these are outside the scope of the ACT and there are privacy issues to be considered.

Best practice principals in psych claims. Behaviour in common law claims – appendix. Renewed interest in common law claims. Why is there a sudden interest in this. OIR advised they are receiving complaints relating to the Common Law and perhaps this is best address by the Queensland Law Society.

Pg 13 – Stat claims – self insurer needs to consider all relevant evidence before deciding a claim and need to consider doctor report. There is a lot more consultation with GP's – this can be difficult as GP's are not always responsive.

Page 14, 20 business days – review rights for a worker. We need to advise a worker can obtain a copy of their review file. We have questioned how this is covered.

MAT referrals (Pg 17) – 5 business days needs to advise the employee. ASIEQ have suggested that 10 days is more appropriate.

Section 220 referrals for VOC assistance – claim for damages been lodged – still need to offer the rehab once you've received the NOC.

PI Assessments – PG 19 – if a person requests a second assessment – reasons for decisions need to be offered. ASIEQ have requested why this would need to be done and sought clarification.

When there is no impairment and if NOC – need clarification around

Page 21 – payments of weekly payments need to be done within 5 working days..

Review decisions – overturns – you need to take action within 5 business days. The Insurer has the obligation to advise the worker within 2 business days even though it's a decision by the regulator.

Page 25 – rehab plans on claims – unclear if its on every single claim.

Audit tool is quite a detailed read and it was important that we lodge a submission. OHS wasn't clear information if this is a mid licence assessment in relation to the self audit. If you have 3 year or more licence – 10% requirement and how onerous this is and with a lot of sites, this is very expensive.

In relation to the OHS report – seeing the report before it goes to the regulator so that any simple inaccuracies this can be address. You have 10 days to respond.

OHS requirements compared to other states and the expense that is involved..

More clarity is needed from the regulator.

Delays are often coming from the plaintiff side, not the defendant. When you deny liability, difficult with multi party claims.

## General Business

---

There was no general business raised.

## Next Meeting

The next General Meeting will be held on Wednesday 20 May 2020 at 8.30am. The meeting will be held at Minter Ellison, Level 22 Waterfront Place, 1 Eagle Street, Brisbane.

## Appendix 1 – Meeting Attendees

<b>Firstname</b>	<b>Surname</b>	<b>Company</b>
John	Hastie	ACES
Debbie	Cooke	Adept IME
Rebecca	Sanderson	Allianz
Sherree	Mackaway	ANZ
Trinity	McKenzie	Arnotts Biscuits Limited
Sharon	Smith	Arnotts Biscuits Limited
Monique	Bolton	ASIEQ
Danielle	Bolton	ASIEQ
Louise	Mcknight	Aurizon
Stephanie	Naidoo	Aurizon
Cleary	Zarne	BHP Billiton
Sharon	Archibald	Bolton Clarke
Selena	Malpass	Bolton Clarke
Kylie	Howard	Brisbane City Council
Andrew	Murrell	Brisbane City Council
Veronica	O'Neill	Brisbane City Council
Jennifer	Sears	Brisbane City Council
Kelly	Tucker	Brisbane City Council
Lou	Riches	City of Gold Coast
Julie	Wilson	City of Gold Coast
Jamie-Lee	Crawford	Coles
Christine	Litzow	CSR Limited
Tania	Perina	CSR Limited
Helen	Creagh	EML
Briannca	Grant	Gallagher Bassett
Rosemary	Neal	GFG Alliance
Bill	Nevin	Glencore
Lee	Quinn	Glencore
Karen	Wilson	Inghams Enterprises Pty Ltd
Norbert	Varlet	Jardine Lloyd Thompson (JLT)
Karly	Gillett	Myer Holdings Limited
Briony	Walker	Photographer
Victoria	Edwards	Qantas Airways Limited
Nicole	O'Connor	Qantas Airways Limited
Hayley	Vizzone	Qantas Airways Limited
Louisa	Hackenberg	Queensland Rail Limited
Anita	Roach	Queensland Rail Limited
Brenda	Filli	Resile

Melanie  
Victoria  
Trent  
Jodie  
Malou  
Suzanne

Kerslake  
Barham  
Rickard  
Longden  
Tavita  
D'Andrea

Resile  
Star Entertainment Group  
Teys Australia  
TriCare  
TriCare  
Your Future