

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

Meeting Location:
BCEC – Room A2 - Merivale St & Glenelg Street, South
Brisbane QLD 4101

Date: Wednesday 20th February 2019

Time: 8:30am – 9:45am

Attendees -

Name	Organization	Name	Organization
Sharon Smith	Arnotts	Susan Atme	Woolworths
Trinity McKenzie	Arnotts	Clodagh McCowen	Wesfarmers
Stephanie Naidoo	Aurizon	Natasha Chapman	Red Health
Cara Williams	Bolton Clark	Sven Roehrs	Red Health
Kelly Tucker	Brisbane City Council		
Saija Saunders	Brisbane City Council		
Chris Litzow	CSR		
Louise Cook	Gold Coast City Council		
Rosemary Neal	GFG Alliance		
Bill Nevin	Glencore		
Natasha Iselin	Glencore		
Joshua Mountford	Glencore		
Karen Wilson	Inghams		
David Gomulka	JBS Australia		
Sue Richardson	Qantas		
Louisa Hackenberg	Queensland Rail		
Wayne Cook	Queensland Rail		
Amanda Raines	Redland City Council		
Mark Davies	Redland City Council		
Deborah Allen	Toll Group		
Victoria Barham	Star Entertainment Group		

Apologies:

Trent Richard	Qantas
Richard McLoughlin	Townsville City Council

Secretary (Louisa Hackenberg) declared the February General Meeting open announced the formal apologies. Full apologies list above. Louisa introduced the new format of the meeting that ASIEQ has moved away from passive meetings and is testing a new format of a collaborative meeting as suggested and discussed at the 20th Anniversary planning day last year.

Minutes

Secretary: Louisa Hackenberg

No minutes were recorded for the November General Meeting as there was no quorum.

Meeting notes were taken at this time and have been circulated to members.

Treasurer's Report

Treasurer: Deborah Allan

Deborah Presented the ASIEQ Finances as per the below:

- Account Balance as at 01/11/2018: \$185,867.38
- Total Deposits: \$69,369.16
- Total Outgoings: \$50,196.50
- Account Balance as at 30/01/2019: \$206,856.09

A breakdown of the Conference income was also provided as per the below:

- Conference Opening Fund: \$25,000.00
- Total Deposits: \$111,034.00
- Total Outgoings: \$25,514.46
- Account Balance as at 30/01/2019: \$110,519.54

No concerns raised. Deborah moved a motion to pass these as a true and correct record of ASIEQ's Finances, seconded by David Gomulka – Motion Passed

President's Report

President: Bill Nevin

Bill Nevin gave an overview of the below topics:

Developing a Platform for 2019

- ▶ Back to Basics to Build a Better future is our Message this year that we have promoted on our Calendar and the ASIEQ Website.
- ▶ Going back to strategy, business, vision, ideas, planning, success and solution
- ▶ The aim of what we are trying to do this year is to develop a platform for 2019 and today's forum is a trial to determine what the future may hold.
- ▶ A decision will be required going forward as to what the meeting forum for the May forum will look like. Options were provided as to other options there are for discussion later in the forum.

Update since the November Forum

- ▶ Communication Strategy – LinkedIn – ASIEQ Members Group (***Need to promote LinkedIn availability and usage by members.***)
- ▶ Production of draft by-laws delayed to 30th April because of Conference commitments.
- ▶ Susan Atme appointed Contract Manager to oversee Secretariat.
 - Contract expires 31 July 2019 – tender process required.
- ▶ Office of Industrial Relations held forum 3rd December to discuss:-
 - Self Insurance Performance and Compliance Framework
 - Workers' Compensation Compliance and Enforcement Policy

Members advised policy/documents to be released by 31 December with all other documents to be released by 30 June 2019.

Subsequent extension provided to 31 January. Further input by ASIEQ to be discussed by David Gomulka. Still awaiting Regulator Sign Off.

- ▶ Licence Managers invited to attend Forum on the 28th February 2018 must RSVP by 25 February. The forum is to discuss the claims and rehabilitation performance management auditing of self insurers. (***This topic was reviewed in group discussion in forum***)

2019 Back to the Future of Injury Management Conference Update

- ▶ The Hon Minister Grace MP has agreed to open the conference
- ▶ Dr Mary Wyatt has also agreed to come on as a special guest speaker. Dr Mary Wyatt was brought in to review WorkCover performance when it had a 96-98% return to work rate. The report of this has not ever been seen however her findings led to finding particularly irregularities within the WorkCover system. Noted as coding errors by claims advisors. You will note after that report the return to work rates went back down to something like 92%. Though you will not get the report it is a good opportunity at the conference to meet and discuss with Dr Mary Wyatt.
- ▶ The Conference 6 page flyer has been released (***distributed to members at the meeting***)
- ▶ Thanks to the Table sponsors. Without them the conference would not be possible.
- ▶ Approximately 230 Seats have been sold to date
- ▶ This includes 24 tables of 8 Seats (192 Seats)
- ▶ ASIEQ has 2 tables which have been sold to members
- ▶ Members tickets price-\$625 + GST until 28 February
- ▶ Current Rate \$1220 +GST p/p (Less \$200 Supporters Discount)
- ▶ Over \$159,000 in invoices issued to date
- ▶ Current costs incurred approximately \$156,000
- ▶ Further income to be used to improve Conference e.g.
- ▶ ASIEQ to sponsor coffee cart
- ▶ Would appreciate assistance promoting the conference
- ▶ Note - Bookings to Close on 11th March

Poster Competition

- ▶ Judging to occur next week

OIR Meeting

- ▶ Meeting Notes were distributed to Members in 7th February. Also circulated with Meeting Agenda (Attachment 1)

David Gomulka raised a question in regards to the 5 year issue with section 2.20. Bill Nevin discussed the issue of the management void between the Statutory claim and the Common Law claim. The legislation does not empower the insurer, employer or worker to do anything. The Government is focused on return to work outcomes and when a NOC is issued they want you to follow up return to work outcomes. This topic was discussed at length as to why it is believed this is occurring mainly in regards to cessations. Sue Richardson brought up that this was like return to work assist and Bill Nevin advised that that is where this had initially started but received resistance from both Self Insurers and WorkCover. Further clarification would be received from David Gomulka when he attends the Stakeholder forum later in the month.

Meeting with Tony James – Acting Director General – Regulator

- ▶ Meeting on 21/02/2019 – President, Vice President and Secretary to attend
- ▶ Previously had Tony James present at ASIEQ Leadership and Vision Conference 2011
- ▶ Tony James will know that we are focused on leadership and vision in injury management and that we were the drivers back in 2011
- ▶ Short meeting but ASIEQ will be advising that we are willing to work together

Worksite Wellness Program Manger Course

- ▶ National Wellness Institute of Australia has been a supporter of all ASIEQ events for many years
- ▶ Opportunity for a relationship build
- ▶ Copies of program course have been circulated to attendees

PIEF Update

- ▶ Sue Crawford CEO PIEF has been asked about training options for QLD
- ▶ Sue will be attending the Back to the Future Conference
- ▶ Working Parties should seek out Sue at the conference
- ▶ PIEF to hold their Bi-annual Conference and Awards in QLD 2020

WorkCover Update

- ▶ Informal meeting with Sharon Stratford & Laurent Cazier
- ▶ New Premium Structure being offered – Burning Cost Model?
- ▶ Open to approaches by entities that want to return to WorkCover
- ▶ Would consider joint working parties on audit issues.

No further questions were raised. No motions or actions were raised.

Website Update

Website and Events Coordinator: Louise Cook

Louise provided update in regards to the changes and updates of the ASIEQ Website covering:

- ▶ Members Section – Events updated to include breakfast and lunch seminars including presentation from these forums once completed.
- ▶ Regulator Documents – All current documents received from the Regulator have been placed on the members section of the website

Also an update in regards to ASIEQ's LinkedIn:

- ▶ ASIEQ - Public page for promotion of ASIEQ
- ▶ ASIEQ – Members Only Group – discussion page only limited to ASIEQ Members.

Encourage everyone to get on board. Happy to assist anyone that needs help getting a LinkedIn and finding the Page and the Members Group.

No questions were raised. No motions or actions were raised.

Licensing and Legislation Subcommittee Update

Licensing and Legislation Coordinator: David Gomulka

David circulated Licensing and Legislation Subcommittee Update Document and a letter to the OIR regarding submission for Framework (*Attachment 2 and 3*). David provided overview on:

- ▶ The 5 Year Review
- ▶ The overarching regulatory framework for monitoring and regulating self-insurer licensing and performance – letter to OIR
- ▶ 2 reviews under way concerning surveillance

Susan Atme (Woolworths) advised that the Regulator in New South Wales did contact all Insurers in regards to surveillance inquiring about our practices and procedures and they came from the angle by doing the right things for our team members. Discussion was had in regards to what these review were looking for and it was determined it was mainly from a privacy point of view for team members and customers. Clodagh McCowen (Wesfarmers) advised that she had recently attended a seminar that mention facial recognition and how this was also a focused issue as well.

No further questions were raised. No motions or actions were raised.

General Business

Susan Atme – Vice President

Raised the issue of the Secretariat contract expires on 31 July 2019 and that a tender process needs to be started. Currently only Deborah Allen and Susan working on this currently and requesting any assistance from the members.

- ▶ No Volunteers
- ▶ Clodagh McCowen requested to understand what would be required

- ▶ Susan Atme Advised that it would require an expression of interest to be sent out and reviewing the submission against our requirements and the fees and creating a scope of work.
- ▶ Louise Cook advised that we wouldn't have to start again as this process has previous been completed when engaging Smart Assist
- ▶ Saija Saunders advised she would share the documents from the previous tender

Susan request that if anyone is interested in assisting to get inContact with her.

No further General Business. General meeting closed.

Next Meeting

15th May 2019

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Attachment 1

Details from OIR and Executive Meeting on 30th January:-

Attendees – Bill Nevin, Susan Atme (Conference Phone)

Janene Hillhouse, Rachel Hawkins, Aleisha Dunn, Steven Campbell

1. OIR Update:

- a. **Organisational Changes** - Dr Simon Blackwood, Regulator, left OIR on the 8th Jan 2019 - Tony James acting in this role and the role is being advertised. This change combined with the retirement of Paul Goldsbrough and the resignation of Julie Nielsen will see several people acting in different roles. It may take several months before positions will be filled and in the interim OIR will provide a temporary Organisational chart for distribution.
- b. **Five year review of the Act and other policy initiatives** – OIR was able to review the proposal with the Minister recently and there is more work being conducted on the proposal. The stakeholder reference group meeting was postponed for about 3 weeks with the next meeting to have large GIG focus and possible outcomes designed to ensure early intervention and RTW in claims models. A brief example was given about cases where claims are ceased without a RTW. It was suggested that provisions under Section 220 for common law obligations to instigate a return to work program may be brought forward. The Licensing and Legislation committee will provide further details following the next meeting.
- c. **PWC Review Implementation- Framework & Compliance and Enforcement Policy** – The process is a couple of weeks behind however final consultation with stakeholders has occurred. Janene Hillhouse thanked ASIEQ for their feedback and noted that there was feedback from individual self-insurers, unions and legal professionals.

Janene Hillhouse advised that the Framework and the Compliance & Enforcement Policy would be released possibly before the next ASIEQ forum on the 20th February with some tinkering to the document, but no major changes. The next step is the development of the Audit Protocols and OIR will arrange an OIR forum with self-insurers before the end of February to discuss and obtain feedback from

members. The other elements of the framework will most likely not start until after the 1st March and will run concurrently with the audit protocols.

- d. **Self-Insurer Application Forms available online** – This issue has been circulating for some time. OIR need to provide copies of the Claim forms for Self insurers on their website to allow workers to obtain claim forms from WorkCover or the relevant Self-Insurer. The concerns from members in regards to how the claims forms were requested by OIR was raised and Janene acknowledged that this should not have happened the way it did and the matter should have been transparent in regards to what was happening.

Concerns were also raised in potential delays in rehabilitation etc. if workers were able to get claim documents from a website without following process. It was also discussed that the claim in itself may not provide directions on lodgment requirements etc. Janene advised that guides could be added and that she would send a template for additional information to be added to OIR website to give additional instructions.

- e. **Support Service for Psychologically Injured QLD Workers** –OIR tendered for a support service for psychologically injured QLD workers. The Queensland Council of Unions was successful in the tender. This service will start on the 28th February. WorkCover is funding the initiative although the initiative will be open to all QLD employees. The service will be provide from a Social Worker perspective not a claims advisory service that is also provided by the QCU. This is about workers that might not be supported in early stages if a rejected claim, etc, or suffering financial hardship, etc where they need a holistic service to navigate the space. OIR will monitor the grant by WorkCover and the performance of the service.

The opportunity was taken to once again raise the issue of the QCU publications that are funded by OIR in regards to the Workers' Compensation advisory service. These documents never mention rehabilitation, just claim, reviews, appeals and compensation rights. OIR undertook to review the matter once again.

- f. **OIR North QLD Conference update** – Briefly discussed details can be obtained:

<https://www.worksafe.qld.gov.au/nq-conference/home>

2. ASIEQ update / topics for discussion:

- a. **ASIEQ Conference update:** - Distributed current 6 Page Brochure and sought assistance in obtaining Ministerial attendance to open the conference. OIR suggested possibly Tony James as the A/Regulator to open the event. ASIEQ to follow up with Minister's Office.
- b. **Levy Rate determination for this year** – No advance warning in regard to the potential rate was provided. Once again advised that it would be calculated after O/S Liability is known. Details of the Levy rate not to be released until April 2019.
- c. **Documents provided by OIR to ASIEQ** - OIR thank for the provision of Regulatory Documents developed by OIR. A List of these documents are now available on the ASIEQ Website in the member's area. It was noted that these were higher level documents and that Information Notes and Facts sheets etc. would also be required. E.g. Documents in regards to Section 186 and exchange of files between insurers. OIR agreed to consider documents over the last 4 years and provide same. ASIE should ask for particular documents where possible.
- d. **Retention and disposal of workers' compensation files** – This is an issue that has existed for 20 years that continues to get pushed back. The project has been added to the list of projects and based on the Regulator's own issues seeking approval to destroy documents it will be at least 12 months before there is further headway on this issue. At this stage there will be no permission to destroy old claim files in the immediate future.

3. General Business & issues for future discussion

- a. **Ongoing Relationship Management meetings** – This was just an update that about half of the Self-Insurers have met with Janene Hillhouse and Rachel Hawkins to date. They are having about 2 meetings a month at this time.
- b. **New arbiter actuary to be appointed** – Consultation required with ASIEQ. This was not seen as a big issue and more a formality. Concerns were raised in regards to the actual process of trying to get accurate assessments for self-insurers when they purchase companies. The smaller the portfolio the more volatile the potential assessment and the greater the exposure for the parties involved. There needs to be a review of the process to potentially allow reassessments after a period. There is also concerns on release of information from WorkCover as they tend to not want to release files so an accurate assessment can be conducted.

- c. **Review of Work Capacity Certificate** – Rachel Hawkins advised currently consultation in regards to the QLD Work Capacity certificate has been completed with recommendations being made to Janene Hillhouse.

There is also national group under HWCA reviewing a National WC Certificate. The two issues need to be considered as to whether to forge ahead with the separate QLD certificate, wait for an acceptable national certificate or possibly agree both certificates are acceptable for use. Further information to be provided in due course.

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