

ASIEQ General Members Meeting

Date:	Wednesday 20 May 2020
Time:	9.30am – 10.26am
Location:	Zoom online meeting
Attendees:	Appendix 1
Apologies:	Victoria Barham (Star Entertainment), Jo Broomhall (ipar), Helen Creagh (EML)

Welcome

Louisa Hackenberg welcomed members to the May 2020 ASIEQ meeting.

Correspondence

Louisa noted the correspondence below. No questions were raised.

Date	In/Out	Article
15 May 2020	Out	Letter to Steven Campbell, OIR with submission for the draft audit tool
9 April 2020	Out	Letter to Craig Allen re Self Insurance licence terms during COVID 19
20 March 2020	Out	Submission to OIR re section 109 and its interaction with sections 133 and 133A
6 March 2020	In	Letter from Dept of Office of Fair trading to confirm our change to the Constitution from the 2019 AGM have been accepted.

Review of the previous Minutes

The previous minutes were circulated.

Louisa Hackenberg moved a motion to accept the minutes of the meeting on 19 February 2020 as a true and correct record. Seconded by Rosemary Neal. None Opposed. Motion Passed.

Treasurers Report

In Victoria Barham's absence, Danielle Bolton gave the Treasurer's report.

Closing Balance as at 30/4/20	\$154 279
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Danielle said that ASIEQ are very close to the figures that were budgeted for this time of year even though we had expected \$10 000 income from income generating events that could not proceed with the restrictions. The budget is healthy due to expenditure items coming in less than budgeted such as the website and Licence Managers Lunch.

The BAS for the March quarter has been lodged and the refund has been received.

OIR Meeting

Louisa discussed the minutes from the AIEQ meeting with OIR on 27 April 2020. The minutes were circulated as part of the meeting papers.

John Hastie asked if anyone has observed issues in contacting OIR. Some had not had issues but Louisa did note that asking for advice in writing can take considerable time. Louisa also noted that there are new phone numbers for the Insurance Advisors and ASIEQ will circulate them. John noted there has been issues with these new numbers.

The question was asked if Safety Audits were raised in the meeting. Louisa said that it was mentioned however it appears there is a delay in getting this information for comment as part of the draft Audit tools.

Presidents Update

Bill gave the President's report.

Licence Managers Luncheon

Bill confirmed the inaugural Licence Manager's Luncheon was held on 4 March. The new ASIEQ Mission, Vision and Values were publicly launched. The speakers included Craig Allen (Regulator), Bruce Watson (WorkCover), Greg Spinda (Australian Lawyers Alliance) and Jacqueline King (Queensland Council of Unions). Excellent feedback was received from attendees after the event which demonstrated it was a valuable exercise.

2021 Conference

Bill advised the ASIEQ Executive Committee had made the decision to cancel the Conference which was scheduled for March 2021. The event was cancelled before any costs had been incurred. This decision will be reviewed by the new Executive after the AGM.

Corvid-19 Discussion with OIR

Bill noted that ASIEQ had sent a letter mid April to Craig Allen, Deputy Director General confirming that Self Insurers remain committed to no disruption of funding for treatment and rehabilitation and maintaining a high level of claims management service. The letter also highlighted that whilst everyone is doing their best, travel restrictions, the reduction of medical rehabilitation services and the ability to find alternative duties is impacting the planned delivery of services. The letter recommended that all licence renewal audit processes be suspended for 6 months and that automatic extension of licences be granted due to the Covid-19 pandemic.

To date, there has been no formal response however it was acknowledged at the meeting with OIR on 27 April. The OIR have advised their preference in relation to licence extensions be made by Self Insurers on an individual basis as OIR believe it would require a legislative change to postpone licence audits. OIR Insurer Services asked that all ASIEQ members keep them informed of any potential issues with meeting their requirements. Some Self insurers have had extensions upon request.

ASIEQ Website

Bill advised members that the new ASIEQ website, designed by Digital Nomads, is now live. One of the key improvements is that each individual will now have their own login which removes the need for two logins with our old site. There are still some updates required to text on the site and this will be ongoing. The back end of the website is now easier to update. The budget for the site was \$10 000 however it's come in under \$7 000. Bill thanked Danielle Bolton for her work in getting the site finalised and live.

Self Insurer Audit Framework and Performance Standards

Bill noted that this issue has been ongoing for some time. We submitted suggested changes to the OIR in December 2019 which covered the breadth of views from the members. At the meeting with OIR in April, ASIEQ expressed the need to expedite the finalisation of this document and agreed to a short response time for submissions on a second draft of the document. Unfortunately, we were not aware at the time, how little of our original submission had been addressed. The draft also did not contain appendix 5 relating to the amendments to Sections 109, 133 and 133a which we had raised a number of issues with in the first submission. The first submission also contained a number of questions about how the audit would be implemented and no response was received on this.

Louisa asked if Injury reports would now have to be lodged twice if the business has their own online injury reporting system (safety database). Bill said the form looked confusing and it would be easier to just fill out a claim form. Cass said that two of her clients have asked this question and were advised that as long as the same data was captured from another system and could be produced, that would be sufficient. It was the opinion that the form is a back up. David asked how the data submission is being lodged (is it separate) and Louisa responded that it's covered in the latest version of the audit framework (IC – S: 3 – page 36). It has to be collected and be able to be submitted in the future to the regulator. This information needs to be captured from 1 July but will not need to be submitted until next year. It should go into the claims system and is a new item in the audit tool. Further clarification around this issue is needed. Discussions may be required with software developers for the claims management systems to ensure the required fields are being captured. Saija also raised an issue around separating the excess from the non excess in data and asked how other insurers were dealing with this. Louisa felt it didn't matter who paid it but as we get close to 1 July, this may need further investigation.

The second submission from ASIEQ has requested a meeting with OIR to discuss the first submission and also review the consultation process. There has been no response to this letter however there

was an approved form and two fact sheets released this morning by OIR. These will be circulated by ASIEQ to ensure all members have received it.

Bill confirmed he would follow up with OIR as there is a need to sit down and discuss these issues. Bill also asked members to copy the ASIEQ Secretariat in to any concerns they raise with OIR (admin@asieq.com.au)

General Business

Website Use

Danielle gave a quick demonstration of the new website and advised members there is a login facility under the resources tab on the site. All members will receive an email this morning with their new details. Members and Associate Members will all receive a log in as Associates now have access to some information previously only held for members. The online discussion forum is still available in the members only section and we encourage all members to use this for discussion. She also asked members to check the member and associate member listings to ensure the company information is correct. Any changes can be emailed through.

Danielle encouraged members to submit resources for inclusion on the site as ASIEQ want to build this into a valuable knowledge base.

Education Session

Danielle reminded members that we have a session next Wednesday (27 May) on Psychological Informed Physiotherapy with Matt Forster. Members should contact Danielle to book if they haven't already. This invitation can be forwarded to others in your teams such as the claims managers.

Online meeting

David Gomulka thanked Louisa and Danielle for running the meeting via an online format and felt that it had worked very well.

Next Meeting

The next General Meeting will be held on Wednesday 19 August 2020. The time and location will be confirmed closer to the date depending on the Corvid-19 restrictions.

Bill Nevin

Approved

Signed by
Bill Nevin
President
19 August 2020

Appendix 1 – Meeting Attendees

Firstname	Surname	Company
Joshua	Wong	3DMind Solutions
John	Hastie	ACES
Michelle	Ware	Allianz
Sherree	Mackaway	ANZ
Danielle	Bolton	ASIEQ
Stephanie	Naidoo	Aurizon
Cara	Williams	Bolton Clarke
Kelly	Tucker	Brisbane City Council
Saija	Saunders	Brisbane City Council
Andrew	Murrell	Brisbane City Council
Kylie	Howard	Brisbane City Council
Katerina	Glassock	Brisbane City Council
Veronica	O'Neill	Brisbane City Council
Jamie-Lee	Crawford	Coles
Clodagh	McCowen	Coles Group
Cass	Wild	Employers Mutual
Karen	Apikotoa	Gallagher Bassett
Briannca	Grant	Gallagher Bassett
Rosemary	Neal	GFG Alliance
Thanh	Tran	GFG Alliance (Liberty OneSteel)
Bill	Nevin	Glencore
Karen	Wilson	Inghams
Dean	Campbell	Jardine Lloyd Thompson (JLT)
Tony	Cacciola	Jardine Lloyd Thompson (JLT)
David	Gomulka	JBS Australia
Rachael	Lindsay	LGAQ
Denise	McNamara	Myer Holdings Limited
Jodie	Singarella	Qantas Airways Limited
Louisa	Hackenberg	Queensland Rail Limited
Alexandra	Fannin	Red Health Independent Medical Assessments
Rehan	Lowmass	Red Health Independent Medical Assessments
Amanda	Raines	Redland City Council
Mark	Davis	Redland City Council
Malou	Tavita	Tricare
Jodie	Longden	Tricare
Richard	McLoughlin	Wesfarmers Group WorkCover
Ann-marie	Saini	Westpac Banking Corporation
Patina	Pitkin	Wilmar Sugar P/L
Cheryl	Kraft Reid	Woolworths
Suzanne	D'Andrea	Your Future
Karly	Gillett	Myer Holdings Limited