

ASIEQ Annual General Meeting

Date:	Friday 30 October 2020
Time:	3pm
Location:	Via Zoom
Attendees:	Appendix 1
Apologies:	Amanda Raines (Redland City Council), Shelley Hird (Redland City Council), Thahn Tran (GFG Alliance), Sheree Mackaway (ANZ), Rachael Lindsay (LGAQ)

Review of the previous Minutes

The minutes from the 2019 Annual General Meeting had been approved at the General Forum Meeting on 20 November 2019.

Presidents Report

Bill Nevin gave the President's report. Bill commented on the fact that he was presenting the President's report through Zoom technology and that it was a strong indicator that the Executive this year has been focused on advancing the use of technology to maximize the participation of members from around the state into the operations of ASIEQ. It was not just due to COVID, however it was an agenda item to improve access to meetings for remote members. We had started using conference calls prior to March this year. In any event, the Executive have adapted to the environment and successfully kept to the meeting schedule that was adopted in November last year. Bill offered thanks to Louisa Hackenberg and Danielle Bolton for implementing the technology and adapting the meetings accordingly.

Bill acknowledged the difficulties members had experienced during this extraordinary year and highlight that Qantas and Star Entertainment were significantly impacted with loss of business, business closure, stand downs and redundancies. The Executive have recognized the financial hardship faced by these entities and negotiated reduced membership fees to ensure ASIEQ maintains full membership into 2021. It should be noted that membership fees are almost fully paid and ASIEQ is in its best financial position in regards to membership payments thanks to the efforts of our Secretariat.

Bill thanked the 2020 Executive committee for their efforts during this difficult year. Special thanks was given to Clodagh McCowen for stepping up and nominating for the President's position moving forward; to Louisa Hackenberg for coordinating the change of programming for our

meetings and presentations and thanks to Victoria for sorting out the electronic banking with Westpac. Accounting has been simplified significantly whilst meeting appropriate standards.

Janine Hillhouse from the Workers' Compensation Regulatory Service has sent an email and would also like to thank the current Executive for the active engagement, responsiveness and commitment to improving Workers' Compensation outcomes and changing the dialogue in 2020. Bill thanked all members that have supported and or contributed to the development of the Association during the last 12 months.

Bill also thanked our sponsors and supporters who have been recognized on the ASIEQ website. These providers contribute an annual fee or make payment in kind which covers the cost of our website maintenance and provides some additional funds to help with future upgrades. Special mention was given to Trent Forno who graciously provided the offices of MinterEllison at no charge to ASIEQ for our Quarterly Forums. Our first meeting in 2020 is featured on the ASIEQ website. Since Covid, ASIEQ were unable to utilize the rooms however it is likely they will consider providing the rooms in 2021. Bill also gave a special mention to Mark Wiemers from BarryNilsson who made rooms available for Executive Meetings and also catered and provided rooms for two Executive Work shops free of charge. Mark also provided training events in 2019 and presented at the August 2020 Forum. Mark has also offered to discuss training initiatives in 2021 with the new executive.

The 2019/20 Executive's approach to the year was ambitious for any year, however the Executive should be satisfied with some significant initiatives being achieved during a difficult time.

The first executive meeting was a workshop to try to understand the current environment, stakeholder relationships, the diversity of our members and the short term and long term planning that needed to be considered. Importantly five sub committees were established to address some of the key issues. The sub committees consisted of:

- Forum Management Sub Committee
- Website & LinkedIn Sub Committee
- Special Events Sub Committee
- Licensing & Legislation Sub Committee
- Planning & Strategy Sub Committee

The Executive established key messages and a platform of 'Working together with shared vision and common purpose' and released the 2020 calendar. Letters were sent to major stakeholders advising that the new Executive is committed to:-

- Reducing the social and business cost of workplace injuries
- Improving relationships with all scheme stakeholders and
- Assisting members to implement and comply with recent amendments to the Workers' Compensation and Rehabilitation Act

This theme was used to drive many of the initiatives that were undertaken through the year.

The President started the year promoting Coffee Diplomacy with other Members & Stakeholders like OIR to improve consultation and start building stronger relationships. Sadly Covid put a stop to this initiative however it should be considered an idea for 2021.

The Special Events sub committee achieved a great success with the Inaugural Licence Managers and Stakeholders Lunch, however it was working towards three separate events.

1) Thoughts had been given to an end of year training day to be linked with an evening function for stakeholders and the training day participants. This would have provided an opportunity to learn,

build relationships and promote ASIEQ. Whilst venues and costs had been considered, the concept died as a result of the pandemic.

2) Due to the success of the 2019 'Back to the Future of Injury Management Conference' a conference committee was formed with a significant number of members willing to contribute to a March 2021 Conference. Quotes were obtained from the Secretariat to assist in the running of the event, the venue was tentatively booked and discussions had commenced with stakeholders with support provided by WorkCover and OIR to be involved in the event. Agreements were reached with PIEF to obtain promotion of the conference at their 2020 conference in Brisbane. A lot of background work had been done before Covid cancelled the PIEF conference and they rescheduled to March 2021. A decision was made to cancel/postpone the event until world order was restored. A 2022 event could be considered, however this is an issue for the new Executive as there needs to be at least a year's lead in for a two day conference. This is one of the most disappointing aspects of the year as this event has previously promoted ASIEQ as a major player within the scheme, whilst allowing engagement with all key stakeholders. This type of event would have set the scene for 2021. Bill offered thanks to all who nominated to be on the conference committee.

3) The Inaugural Licence Manager's and Stakeholders Lunch held on 4 March at the Brisbane Club, allowed ASIEQ to announce ASIEQ's Mission Vision and Values to major stakeholders supporting ASIEQ's working together with shared vision and common purpose message. ASIEQ earned a lot of respect by inviting key stakeholders to provide feedback in regards to how self-insured employers could improve. The benefits of the event should be considered by the new executive when planning for 2021.

The Website & LinkedIn Subcommittee was able to utilize the budget of \$10,000 that was set aside from the previous committee to establish a modern, professional looking website using images taken at our February Forum at MinterEllison. The website came in under budget and on time so many thanks to the Committee and our Secretariat. One of the reasons for moving to the updated version of the website was to provide a more efficient online discussion forum for our members and this was achieved. The on-line forum has not attracted much participation from our members. The Website and the LinkedIn address provide two strong promotional and communication tools. To be effective all members need to contribute to how the system is utilized. It would be beneficial if all members contributed articles for news items, submit an online discussion topic on occasion and also use the website as a link point to other sites. For example, if you want to go to the WCRS on-line log-on, go to ASIEQ Website scroll to important links and connect. This year's committee was able to upgrade and renew, now the maintenance period begins and we need assistance from all members.

As a prelude to the Planning and Strategy sub-committee commencing serious planning and strategy development, it was determined that ASIEQ required its first Mission, Vision and Values Statement. The committee, in conjunction with the Executive, coordinated a Half Day workshop in January using a facilitator at BarryNilsson's premises. A draft document was circulated to members and member feedback was incorporated in the document before the final draft was presented to the membership at the February forum. This was another important step in the development and promotion of ASIEQ during 2019/20 year. The 2020/21 Executive may like to consider a review of the Objects of the ASIEQ constitution which are in need of an update to compliment the Mission, Vision and Values and address changes within the scheme since they were last updated in about 2013.

The Planning & Strategy committee has considered the early developments of a position paper for submission to the Government for the five year review. This has not been progressed to any measurable degree and would be a continuing issue for consideration of the 2020/2021 Executive.

The Forum Management Sub-Committee activities can be seen in the way the forum meeting rooms are structured and how variations in consultation methodology and interactive meetings have been created. This year Louisa and the committee were put to the test with Covid changing all developments that had occurred up to the February Forum. Working with Danielle Bolton Secretariat, forums were moved to zoom meetings and training elements were for the first time provided in webinar sessions. Bill thanked Jennifer Veiga - MinterEllison for presenting at the February forum and Mark Wiemers - BarryNilsson and Matt Forster - Pace it Physio for presenting Webinar Sessions to Members.

Louisa would also like to thank members who participated in the forums and encourage this participation to continue next year as it helps to transfer knowledge throughout the association and we do have a wealth of experience internal to the association that should be utilised.

The Licencing and Legislation Committee has been effectively responding to issues raised by OIR and responding in appropriate time frames and following up issues on ASIEQ's behalf at meeting with OIR. However OIR has had difficulties managing its commitments and deliverables over a wide range of issues.

The Executive and Committee have pursued many issues such as the finalisation of the audit tool with endeavours to force a conclusion by the end of June which did not eventuate. Many thanks to the Licencing & Legislation Committee for their perseverance during the year.

Bill noted that the new Executive will inherit several significant issues that will need to be addressed

Issue 1 - The WORKERS' COMPENSATION AND REHABILITATION AND OTHER LEGISLATION AMENDMENT BILL was introduced on the 12th August and has been referred to Parliamentary Committee. The Bill related to the acceptance of PTSD claims for first responders. The Explanatory Notes state:- The Bill does not change or increase the entitlements available, but instead provides an alternative pathway for decision-making by reversing the onus of proof to promote early claims acceptance. This may potentially result in behaviour changes which, in turn, may increase the number of workers' compensation claims lodged and accepted for claims within the scope of this Bill.

Issue 2 - The Self-Insurer performance and audit framework including the draft Self-Insurer Audit Framework, the draft Audit Report template, and the draft Self-Insurer WHS performance

Issue 3 Accredited Return to Work Program Guidelines and Rehabilitation and Return to Work Plan Guideline for Insurers. OIR Delivered the Executive Draft Guidelines on the 8 July 2020 and were asked for comment before they were to be circulated to members in the immediate future. The executive responded on the 17th July as requested and the response was "We are grateful for the assistance of the ASIEQ Executive in undertaking this initial review and value the feedback. We will consider and advise of next steps relating to the broader consultation when confirmed." These documents may in fact be holding up the audit framework and performance stand documents.

Issue 4 – Determining the Regulating re-entry to the National Injury Insurance Scheme (NIIS) in Queensland after accepting treatment, care and support damages is an Important issue. The review is coordinated by Treasury with support from OIR ASIEQ responded to a request for feedback as follows:-

Preclusion Period for re-entering the Lifetime Schemes

ASIEQ recommends **Option 2** with a minimum preclusion period of 10 Years. (It is important to ensure the participants carefully consider the decision to elect to leave the lifetime scheme in favour of a TCS damages award)

Pre-conditions of re-entry to the Lifetime Schemes

ASIEQ recommends **Option 2** – re-entry at the discretion of the Agency or Insurer, having regards to a regulated list of considerations when determining re-entry.

Other Considerations

Contribution to the funding of cases that re-enter the lifetime scheme. Currently where claims resolve with contribution there is no process for seeking contribution if a persons re-enters the lifetime scheme

This will need to be followed closely as it has significant financial consequences for members involved in NIISQ Cases. The contribution issue is a significant future problem.

Issue 5– Implementation of Section 109, 133 and 133A. – This arises from the amendments to the Act that commenced on the 1st July 2020. The implementation of these sections is poor with no clear direction or planning for electronic reporting which was suppose to start from January 1 2021.

Issue 6 - National Capacity Certificate Review – Michelle Ware has been keeping ASIEQ well informed in regards to this issue.

On behalf of ASIEQ, Bill offered many thanks to the new committee for nominating and offered support to the Executives endeavors through the year.

Treasurers Report

Victoria Barham gave the Treasurer’s report.

Item	Total
Income	\$82 845.45
Expenses	\$71 715.77
Surplus	\$11 129.68

Victoria noted that we had budgeted to make a profit of \$2155 for the year which was exceeded by \$8 974.

Major expenditure items this year was the Secretariat, the Licence Manager’s luncheon, the new Website and using a facilitator to help with designing the ASIEQ Vision, Mission and Values.

The audit was conducted by McFillin Audit Services.

Victoria recommended ASIEQ appoint McFillin Audit Services to perform the 2020/21 Audit.

Victoria Barham (Treasurer) moved a motion to nominate Mike McFillin from McFillin Auditors to be the 2020/21 Auditor. Seconded Clodagh McCowen. None Opposed. Motion Passed.

Elections

Danielle Bolton acted as the Returning Officer and declared all positions vacant. She noted that one nomination for the following position had been received by the due date.

President – Clodagh McCowen (Coles)
Secretary – Louisa Hackenberg (QR)
Treasurer – Victoria Barham (Star)
General Committee members:
Helen Creagh (EML representing Woolworths)
Michelle Ware (Allianz, representing South32)
Cara Williams (Bolton Clarke representing ACES)

There being no objections, the members above were accepted by the Members.

A nomination for Vice President had been received however had to be withdrawn due to circumstances beyond that members control. As such, there was a casual vacancy for this position. Nominations were called from the floor.

Trent Rickard (Teys) nominated for the position which was seconded by Rosemary Neal (GFG Alliance). There being no objections, the nomination was accepted.

The new committee were welcomed.

Vote of thanks

Clodagh McCowen thanked the 2019/20 committee:

President – Bill Nevin (Glencore)
Vice President – Clodagh McCowen (Coles)
Treasurer – Victoria Barham (Star)
Secretary – Louisa Hackenberg (QR)
General Committee:
Ann-Marie Saini (Westpac)
Cass Wild (EML/Woolworths)
Michelle Ware (Allianz/South 32)

Clodagh also thanked those who had been involved in the sub committees and everyone that had contributed and she sincerely hoped this support would continue.

Thanks was given to Danielle Bolton who has provided the Secretariat services for the past year. Danielle does a lot of work behind the scenes and makes the organisation work seamlessly.

A very special vote of thanks was given to the departing President, Bill Nevin. Clodagh noted Bill's extensive history with ASIEQ.

The organisation started in 1998 and Bill was there for the founding which was then known as Queensland Workers' Compensation Self Insurers' Association (QWCSIA). Bill was there laying foundations. We have little records for those first two years however we then found Bill held the following positions:

Chair in 2000

Chair in 2002

Chair in 2007 – 2010

Immediate past president from 2010 – 2013 (formal position)

Committee member in 2014

Committee member in 2016 & 2017

President in 2018, 2019 until today.

In summary, Bill has been on the committee for at least 15 year of the 22 year history of the organisation – 7 year as chair which is an enormous effort. In addition to this, Bill ran the following conferences:

2008 Conference – Sustainable Return to Work Outcomes

2009/10 Conference – A seamless transition between rehabilitation and health

2011 Conference – Leadership and Vision in Injury Management

2013 Conference – The evolution of injury management towards better business practices

2019 Conference – Back to the future of Injury Management

The members supported Clodagh's vote of thanks as a gift of appreciation was presented.

Where to from here.

Clodagh advised that the first meeting of the new committee is scheduled for the following week and that next week the administration will be in full flight to get the new committee underway. This will include advice to stakeholders, scheduling 2021 meetings and updating the website. Clodagh thanked Bill for his issues to take forward. It is hoped we will have some events next year however we plan to include Zoom going forward to allow participation by those members outside of Brisbane.

Clodagh asked members to submit any items they would liked raised with OIR to the Secretariat.

Clodagh thanked the 2020/21 Executive Committee for their nominations and said that she looks forward to working with them over the coming year.

General business

There was no general business raised.

The meeting was declared closed at 3.45pm.

I hereby certify that these minutes are a true and accurate record of the meeting

Clodagh McCowen
President
18 November 2020

Appendix 1 – Meeting Attendees

Firstname	Surname	Company
Cara	Williams	ACES
Michelle	Ware	Allianz
Trinity	McKenzie	Arnotts
Stephanie	Naidoo	Aurizon
Veronica	O'Neill	Brisbane City Council
Saija	Saunders	Brisbane City Council
Andrew	Murrell	Brisbane City Council
Julie	Wilson	City Cover Gold Coast
Jamie-Lee	Crawford	Coles
Clodagh	McCowen	Coles
Tania	Perna	CSR
Helen	Creagh	EML
Cass	Wild	EML
Karen	Apikotoa	Gallagher Bassett
Briannca	Grant	Gallagher Bassett
Rosemary	Neal	GFG Alliance
Bill	Nevin	Glencore
Karen	Wilson	Inghams
David	Gomulka	JBS
Karly	Gillett	Myer
Louisa	Hackenberg	Old Rail
Victoria	Barham	Star Entertainment
Trent	Rickard	Teys
Justin	Crowley	Toll
Malou	Tavita	Tricare
Kate	Thurbon	UQ
Jim	Carmichael	UQ
Deb	Allen	UQ
Ann-Marie	Saini	Westpac

In attendance – Danielle Bolton, Secretariat.