

ASIEQ General Members Meeting

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| Date: | Wednesday 18 November 2020 |
| Time: | 9.30am – 10.20am |
| Location: | Zoom online meeting |
| Attendees: | Appendix 1 |
| Apologies: | Sheree Mackaway (ANZ) and Veronica O’Neill (BCC) |

Acknowledgement to Country

Louisa began by acknowledging the traditional custodians of the land on which we met today. Louisa is based in Brisbane which is a contested space, so she paid respects to both the Jagera people and the Turrbul people and their Elders, past, present and emerging, for they hold the hopes, dreams, traditions and cultures of Aboriginal Australia

Welcome

Louisa Hackenberg welcomed members to the November 2020 ASIEQ meeting.

Review of the previous Minutes

The minutes from the previous General Meeting on 19 August 2020 were circulated after that meeting.

Trent Rickard moved a motion to accept the minutes of the meeting on 19 August 2020 as a true and correct record. Seconded by David Gomulka. None Opposed. Motion Passed.

The minutes from the Annual General Meeting held on Friday 30 October 2020 were circulated after that meeting.

Louisa Hackenberg moved a motion to accept the minutes of the annual general meeting on 30 October 2020 as a true and correct record. Seconded by Michelle Ware. None Opposed. Motion Passed.

Correspondence

Louisa noted the correspondence below. No questions were raised.

| Date | In | Out | Method | Sender/ Recipient | Subject |
|------------|----|-----|--------|--------------------------|--|
| 18/08/2020 | | ✓ | Email | OIR - Louise Robinson | Confirmation of receipt of the NIIS RIG submission |
| 17/08/2020 | ✓ | | Email | Danielle Bolton | Email to Treasury re the NIIS RIG submission |
| 17/07/2020 | | ✓ | Email | Danielle Bolton | Email re RRTWP and Accredited RTW guideline comments |
| 6/07/2020 | ✓ | | Email | OIR - Alicia Cross | Consultation request for RRTWP and Accredited RTW guidelines |
| 3/07/2020 | ✓ | | Email | OIR - Steven Campbell | Response to Self-Insurer Audit Framework and Performance Standards and New Rehabilitation Guidance Documents request |
| 28/06/2020 | | ✓ | Email | Bill Nevin | Update request re Self-Insurer Audit Framework and Performance Standards and New Rehabilitation Guidance Documents |
| 20/06/2020 | ✓ | | Email | OIR - Charleen Lovell | Changes to RRTWC training options |
| 3/06/2020 | | ✓ | Email | Danielle Bolton | Advising C McCowen will be the QSITL representative |
| 29/05/2020 | ✓ | | Email | OIR - Leigh Dwyer | Request for nomination for QSITL |
| 26/05/2020 | ✓ | | Email | OIR - Craig Allen | Response to licence extension letter |
| 12/05/2020 | | ✓ | Email | OIR - Steven Campbell | Submission on the second draft of the Audit framework |

Treasurers Report

Victoria Barham gave the Treasurer's report.

- Bank Balance as of 31 October 2020 - \$188 157
- Only 1 outstanding Full membership which will be paid shortly
- 6 outstanding Associate Memberships currently being pursued
- BAS, Income Tax Return and Audit are all lodged and complete

Victoria Barham moved a motion to accept the Treasurers Report as a true and correct record. Seconded by Louisa Hackenberg. None Opposed. Motion Passed.

Presidents Update

Clodagh gave the President's report and she mentioned it will be brief as it hasn't been long since our AGM where an updated was given.

Although the new committee have only been active for a few weeks, there have been a few meetings already since the AGM. We have held our first meeting with Workers Compensation Regulatory Services (WCRS - previously known as OIR). These are valuable meetings as a round table where we can put issues on the table and look at trends in the Workers Compensation and Self Insurer's space. We have two of these scheduled meetings between each forum and if you have anything you'd like us to raise, please let us know. Louisa will cover the details of the meeting later in the agenda.

Clodagh has met with Sharon Stratford who is the manager of Corporate Relations and Engagement at WorkCover Queensland (WCQ). She has provided an update of the key issues WCQ are working on with one of the key items being the Table of Costs for medical fees review that is due to be published around 1 December. Cara Williams attended a meeting with WCQ last week and will be updating members later in the meeting.

Sharon also reminded ASIEQ that PIEF will be holding their conference next year on Personal injury and disability management conference which will now be held in July 2021. ASIEQ are likely to have some involvement at the conference.

We've held the first Executive Meeting for the new committee this week. Clodagh thanked the committee for their willingness to help with the planning for the next year.

We've had a kind offer from Barry Nilson to run some educational sessions in June and September 2021. If you have any topics that you'd like covered, please let us know. One idea that has ready been floated is having staff working from home and the legal issues surrounding working from home including injury claims if people are on breaks and issues with domestic violence. Any suggestions should go to Danielle or Clodagh.

WCRS Meeting

Louisa discussed the minutes from the ASIEQ meeting with WCRS on 10 November 2020. The minutes were circulated as part of the meeting papers. Sadly many of the issues were not progressed due to WCRS being in caretaker mode. The Minister will continue to be Minister Grace Grace.

Louisa did note that the audit tool is still a pilot and WCRS have committed to being clearer in their communication to Self Insurers about this. They have given a commitment to run a forum in the near future. An outline of topics has been sent to Louisa for perusal and it looks very comprehensive.

Some members have already been through the audit framework tool and if you would be interested in sharing your experience, please let Louisa or Danielle know as this may form part of the February forum.

Covid reporting is being changed from weekly to fortnightly as of today. WCRS were grateful for those self insurers that have participated in the gathering of that data and the first snapshot of that is included with the notes.

Members can use these meetings as a way to raise issues in an anonymous way.

Some feedback was given by a member who had recently been audited under the new tool.

Licencing and Legislation

National certificate of capacity

Michelle Ware gave the following update.

Recap:

- Deloitte's National Certificate of Capacity Concept of Operations final report outlined;
 - The preferred method is for the Workers Compensation regulatory authorities in each state to store the data locally.
 - The authority would be responsible for sharing the NCC with the various workers compensation insurers/agent in their schemes.
- A staged approach is being put forward as previously advised and they are seeking to run a pilot with one or two of the states or territories and one/two large General Practices in one those jurisdictions. They will ask interested jurisdictions to express an interest to participate in the pilot.
- Seeking approval to select a Vendor to develop a proof of concept for a national digital solution for the NCC.

Update

- Heads of Workers' Compensation Authorities (HWCA) at their meeting on 8 September 2020:
- Noted Deloitte's National Certificate of Capacity Concept of Operations report
- Endorsed Comcare to approach the market to select a vendor to develop a proof of concept solution for the NCC design
- Several States advised they are not in a position to be involved in the proposed proof of concept pilot (ACT, NSW and TAS were noted as interested participants)

Comcare has commenced the tender process and gone to market. Their timeframes include:

- Publish on the Digital Marketplace 11 November
- Close of RFP – 4 December
- Evaluation – 4 December to 18 December
- Outcome of evaluation – 21 December

Queensland continues to communicate our in principle support for the project and our commitment to undertaking robust consultation with all scheme stakeholders and insurers in relation to any progression and development of a national certificate of capacity

Next Steps

Now awaiting evaluation outcome for the vendor tender and pilot progression with interested jurisdictions, please reach out to Michelle Ware if you would like further information on the project.

ToC Review

Cara Williams meet with WCQ last week to discuss the Table of Costs Review.

Cara advised that there are txt files now available on the website for download by Self Insurer's and they can be found at <https://www.worksafe.qld.gov.au/service-providers/fees> and there should be an update on their website by the end of this week.

- New medical table of costs effective 1/12/2020 expected to be published by the end of this week (indexation changes)
- Significant changes expected next year (MBS taskforce)
 - Anticipate consultation process and ASIEQ seeking input from members for a submission
 - Ensure you are registered for fee updates when published
- WCQ planning an education campaign aligned with release of their internal surgery request tool
- Opportunity to provide input to WCQ if experiencing any concerns with ToC – interpretation of item codes or exclusions, WCQ practices impacting on self-insurers (e.g. regional fees)

Cara noted that some IME's are now charging a regional fee which WCQ are paying as this is covered under their contract however this isn't something that Self Insurer's necessarily need to pay.

There will be opportunity for stakeholder engagement with changes for next year and ASIEQ will continue to participate in this. WCQ also advised they keep a list of any issues that may be raised – so if you have anything, feel free to contact WCQ or ASIEQ to raise. Members can also reach out to Cara should they have more questions or wish to have a greater involvement.

WCQ encouraged all members to subscribe to their electronic updates which can be done on the same page as the link above. Updates will also be sent to providers.

General Business

ASIEQ Calendar for 2021

Work has commenced on the ASIEQ Calendar. This year, we will be asking members to notify us of how many copies they would like as we will only be printing the required amount to reduce waste. Number of requested copies can be sent to Danielle Bolton.

Licence Manager's Luncheon 2021

Work has also began on the Licence Managers luncheon which will be held on 11 March 2021. More information will be forthcoming on this in the new year.

2021 ASIEQ Meeting format and dates

Members were asked what their preference would be moving forward – whether we keep meetings online or return back to face to face. A poll was run and the results tabled were achieved. The Executive Committee will take the results and advise in the near future what format the meetings will hold.

Dates for the 2021 meetings will be:

Wednesday 17 February 2021
Wednesday 19 May 2021
Wednesday 18 August 2021
Wednesday 17 November 2021
Annual General Meeting – Friday 29 October 2021

ASIEQ Christmas Networking function

Members were asked if they would like to gather for a pre Christmas networking function to be held in the Brisbane CBD on Thursday 17 December 2020. A poll was run and the attached results were achieved. The Executive Committee will consider the results and advise members shortly of more information.

ASIEQ Professional Development Event - Extra support service for workers with a psychological claim

Louisa reminded everyone to book for the professional development event next Wednesday with Karina Maxwell who will cover the details of a new service called the Workers' Psychological Support Service that can work alongside with self insurers as an independent, confidential and free service, providing support and advice for workers who are experiencing a psychological (primary or secondary) injury due to the workplace.

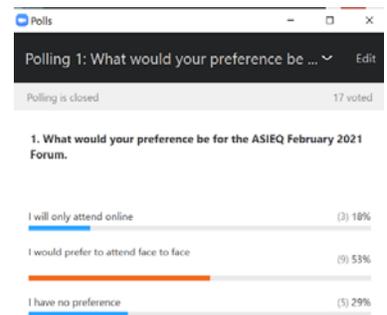
Feedback on meetings

Louisa encouraged members to complete the feedback survey that will be circulated later today.

Next Meeting

Meeting dates for 2021 will be circulated shortly.

Clodagh McCowen
President
17 February 2021



Appendix 1 – Meeting Attendees

| First Name | Surname | Company |
|-------------------|----------------|-----------------------------------|
| Michelle | Ware | Allianz |
| Stephanie | Naidoo | Aurizon |
| Cara | Williams | Bolton Clarke |
| Katerina | Glassock | Brisbane City Council |
| Andrew | Murrell | Brisbane City Council |
| Kelly | Tucker | Brisbane City Council |
| Julie | Wilson | CityCover |
| Clodagh | McCowen | Coles Group |
| Tania | Perina | CSR |
| Suzie | D'andrea | EML |
| Helen | Creagh | Employers Mutual |
| Karen | Wilson | Inghams |
| David | Gomulka | JBS |
| Tony | Cacciola | JLT |
| Rachael | Lindsay | LGAO |
| Paul | Bush | Qantas |
| Louisa | Hackenberg | Queensland Rail Limited |
| Victoria | Barham | Star Entertainment |
| Trent | Rickard | Teys Australia Meat Group Pty Ltd |
| Justin | Crowley | Toll |
| Kate | Thurbon | UQ |
| David | Holmes | Woolworths |