



Association of Self Insured Employers of Queensland Inc

Conference Report

9 and 10 March 2022

Brisbane

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Summary

On 9 and 10 March 2022, the Association of Self Insured Employers of Queensland held a conference for members and non members in the Self Insurances sector.

The 2022 ASIEQ Conference was designed to be a multidisciplinary event exploring the unique and ground breaking ways organisations have pivoted to not just survive, but progress in these strange times. We have seen massive change which in normal times may have taken years to implement, being made in a matter of weeks. How have these changes affected the way in which workers' compensation is managed and what will we continue to improve in the future now that we are on this new path?

Change is a given in the workers' compensation field – schemes must be flexible to meet the needs of workers, especially when how and where we work creates a new landscape. How are employers coping with large portions of their workforce working from home and what are the implications of injuries made in the home where the work/home lines are now blurred? How do we ensure workers are getting the treatment they need when travel has become difficult and at times unreliable? How do we deal with employees that don't want to take holidays and are suffering from fatigue, creating a greater risk of injury? These are just some of the questions we'll be examining as we give those in the Self Insurance, Workers' Compensation and safety/wellbeing space an opportunity to connect, learn and laugh.

Conference Objectives

The key conference objective was to deliver the Vision of the organisation:

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.

In addition, the following Conference objectives were also considered.

Objective	Detail	Met/Not met
Sector event	A milestone event to highlight best practice in the Self Insurance Sector	Met
Member benefit	A learning and networking opportunity for ASIEQ members	Met
Information sharing	Opportunity for industry leaders and specialists to share ground breaking information	Met
Relationship building	Opportunity to strengthen the relationship with the Office of Industrial Relations and WorkCover Queensland	Met
Advertising opportunities	Opportunity for Associate Members and other interested organisations to advertise relevant services to members	Met
Attendee Safety	To maximise safety precautions for attendees so that they feel safe to attend an event face to face	Met
Governance	To run the event ensuring good governance including that the event does not run at a loss	Met

Conference Committee

The following people were on the Conference Committee:

- Clodagh McCowen (Coles) – Chair
- Tania Perina (CSR)
- Patina Pitkin (Wilmar)
- Cara Williams (Bolton Clarke)
- Helen Creagh (EML), resigned Dec 21
- Julie Wilson (Gold Coast City Council), resigned Dec 21

The conference was supported by Association Solutions as the Event Managers. Director, Danielle Bolton, is also the Secretariat for ASIEQ.

The Conference committee met on 18 occasions to discuss and plan the Conference.

The Conference Committee were overseen by the ASIEQ Executive Committee:

- Clodagh McCowen (Coles) – President
- Trent Rickard (Teys) – Vice President
- Victoria Barham (Star Entertainment) – Treasurer
- Cara Williams (Bolton Clarke) – Secretary
- Paul Bush (Qantas) – Committee
- Matt Cross (Big W) – Committee

Conference Highlights

Attendees were asked what their conference Highlights were. The answers were:

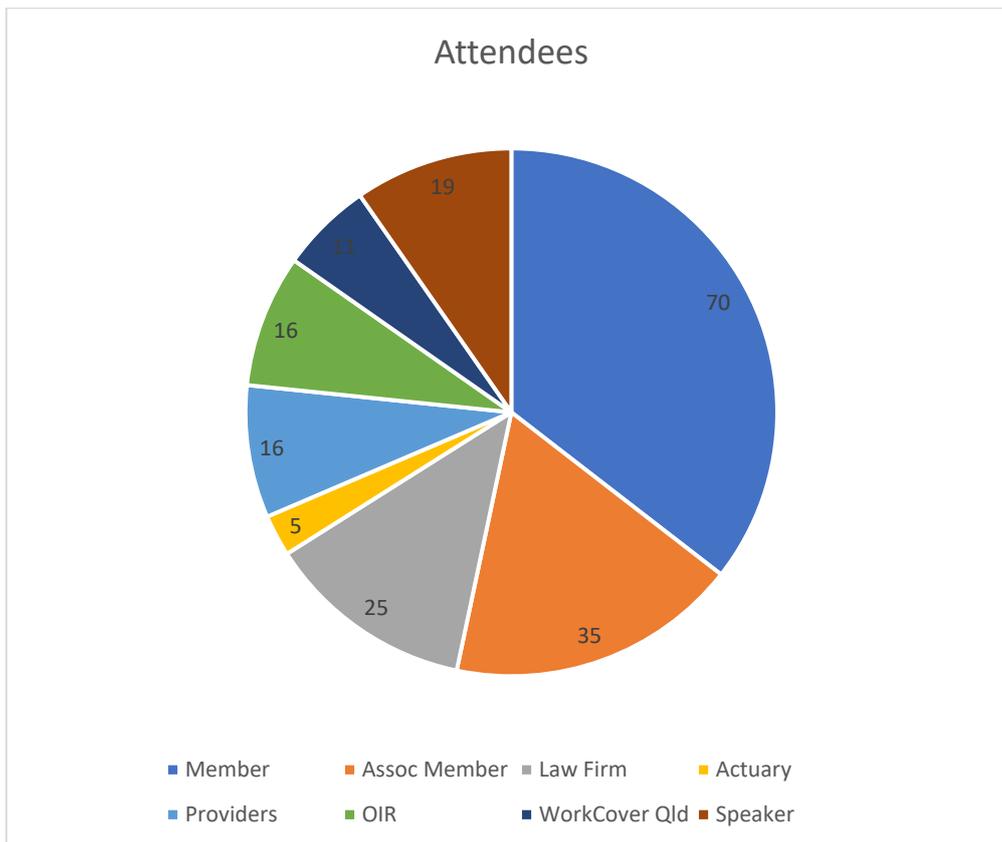
Variety of topics was pretty good.
The wide range of speakers and topics
Georgia Murch and the motivational speakers.
Having the choice to move around to different speakers
speakers
I actually learned new industry information and the networking
Sue from Finity's presentation on Workplace Bullying and Harassment claims in Workers Compensation scheme
Day 2 and the initial speaker Gus Balbontin
One day dedicated to mental health and psychological injuries
Definitely the key note speakers but all of the presentations really.
Hearing about the innovation and learnings that has come from not being able to do conferencing, tribunals, or work in the traditional sense from the lawyers and Workers Comp regulator for example.
Medicinal Cannabis; Foundation of safety science
The guest speakers. Being able to network face to face
Key notes from Gus and Georgia
Talk on medicinal cannabis
Gus, Georgia and Matthews sessions. Really engaging and motivating speakers that provoke thought and a desire to be/do better
The welcome to country by Maroochy Songwoman was amazing. Gus was super energetic and a fantastic way to start the day! Sam Popple provided a great presentation on the People at Work digital platform - super informative! Sue Freeman and her presentation on psych claims - really thought provoking.
Keynotes, wide variety of presenters
Networking opportunities, regulator and WCQ updates,
Keynote speakers, range of topics, being able to network face to face (and without masks!)
Networking and being able to see people in person
Well organised, good speakers, good focus on prevention, compliance and case management
I was only able to attend Day 2 but it was absolutely fantastic. Learnt so much about secondary psychological injuries.
Not applicable as only attended the session where I was presenting.
Gus Balbontin, Georgia Murch, Dr Dekker, Preventure and Medex

Overall quality of speakers, kept on time, exhibitors space
Safety topic
I enjoyed most of the speaks at the conference. Felt the legal side of the talks could of been presented a bit better with interesting slides and or ice beaker techniques.
Gus and Sidney
Speakers - Gus Balbontin & Georgia Murch
diverse topics - engaging
Being able to see everyone face to face again!
Quality of presentations and speakers
Matt Aimes story and Trent and Mark's presentation.
All presentations were topical given the current environment in RTW
The first day was fantastic - really energetic speakers/presenters
Able to talk to other colleagues again. Also good to see where claims are heading i.e. mental health/psychological injuries.
Split groups with different presenters; Relevance of presentations - current;
Keynote speaker Gus Balbontin. The Ageing workfore Dr Angus Forbes Success stories of redeployment Suzi D'Andrea
It was good to have a mix of Speakers, not directly associated with Self-Insurers or Workcover, but to break up the tone of the event.
Gus Balbontin was a very powerful and empowering speech. Sidney Dekker also provided an exceptionally powerful and well delivered speech.
Dr Nandam presented information in a well solidified manner and Sue Freeman's speech was also very well presented.
Gus was great, matthew ames was brilliant
Networking, well timed presentations - didn't feel like then went on for too long yet enough time to be informative
Keynotes, research updates, insights and development.
Gus Balbontin was the bomb. I enjoyed Georgia Murch too.
Lovely food, great variety of speakers and topics.
Certain talks on the second day.
Flow and structure of conference was great, length of time allocated to speakers was good, high calibre and relevant content of speakers, being able to meet and network.
I was only able to attend to speak
Gus, great way to start a conference. The many knowledgable speakers, the opportunity to network including cocktail event.
Gus Balbontin's session, Georgia Murch's session and Sam Popple talking about People at Work.
Also just the opportunity to talk to people in person!
Good mix of topics and presenters and face to face was amazing!
I really enjoyed watching and listening to the Welcome to Country indigenous lady. It was interesting to hear her story and she had beautiful singing voice. The other highlight was the presentation by Mark Weimers and Trent Forno. Normally by the afternoon you are quite fatigued from sitting and listening to speakers all day but they were very entertaining and engaging and were a perfect way to end the day.
The Medicinal Cannabis session was very informative

The morning sessions on both days and then the last session on the last day
networking opportunities, the speakers, the great vibe in the room
Guest speakers in the mornings
Getting the opportunity to catch up with former colleagues I've not seen in a long time.
Guest speakers were excellent with very interesting topics.
Soiree Function was lovely.
Being able to see everyone face to face after such a long time of nothingness.
a realistic discussion by Dr Angus.
a realistic discussion about medicinal marijuana
Great to interact face to face and I like the mix of inspiring speakers with practical information.
the speakers were great!
The speakers mentioned below; The food; The happy hour
Networking post Covid
Georgia Murch's presentation on feedback
really great diversity in topics and speakers
The lonely planet guy was amazing!!
Georgia Murch, The networking.
Hearing different & interesting topics. Getting to know other people from my company who I don't work with on a day to day basis. Mingling & meeting others in the industry.
As an organiser, Danielle was available for enquiries and assistance.
Having Dr Angus Forbes present was a highlight for us! I have heard he read the room well at the end of the day !
Networking drinks. The Keynote speakers on both days.
Lots of applicable programs/ideas/contacts to take to own workplace
1. Face to face interactions - the opportunity to meet with leaders in their field and ask about their work and rationale behind it which is definitely better done face-to-face rather online.
2. Excellent speakers
The varied content and choice of speakers were fantastic
attending
Great opening presentation on day 1 and supported by a great presentation from Sydney Dekker. The streams were also well attended and had some good speakers

Attendee Demographic

There were a total of 197 attendees at the 2022 Conference. This consisted of the following:



Program

The following program was delivered.

Wednesday 9 March 2022

9am	Welcome to Country	
9.15am	Keynote presentation – Gus Balbontin	
10am	Update for WCRS – Janene Hillhouse	
10.20am	WorkCover Qld Common Law, Janine Reid	
11am	Morning Tea	
11.40am	Wearable technology - manual handling risk assessment/rehab & prevention - Tennille Cilia, Preventure	Fatigue management and sleep deprivation – Professor Dawson, CQU
12.10pm	Ergonomic - working in sub optimal environments, OIR Workplace Health and Safety – Marina Vitale, WHSQ	NISQ Update – Kassandra Squire and Tracey Butler
12.35pm	Health and Wellbeing program – Shannon Ahearn, Redlands City Council	Dust related diseases – Dr Robert Edwards, Wesley Dust Disease Research Centre
1pm	Lunch	
1.45pm	Foundations of Safety Science – A century of understanding accidents and disasters – Sidney Dekker	
2.30pm	Developments in the legal profession – Kara Thomson, Qld Law Society	
3.15pm	Afternoon Tea	
4pm	The aging workforce – Dr Angus Forbes, Lime Medicolegal	
4.30pm	Workers' Compensation in a Pandemic - Locking in the Gains and Facing the Challenges by Mark Wiemers and Trent Forno	
5pm	Soiree Function	

Thursday 10 March 2022

9am	Keynote presentation, feedback that doesn't suck – Georgia Murch	
9.45am	Update for WorkCover Queensland – Bruce Watson	
10.05am	First Responder legislation update – Michelle Turton, WorkCover Qld	
10.20am	Psychological injury claims – what's coming and what can be done about it? – Sue Freeman, Finity	
10.45am	Morning Tea	
11.15am	Compliance, Culture and Leadership – during COVID and Beyond!! – Gareth Davies, SafeAssure	People at Work digital platform: psychosocial risk assessments. Sam Popple, OIR
11.45am	Innovation in the workers compensation setting: medication management, the missing link. – Esra Alzamily and Jenan Abdulwahed, MLCOA and Medex	Psychosocial Risk Management – David Whittingham, Decipher Zone
12.15pm	Success Stories of redeployment – Cara Williams, Suzi D'Andrea and Vicki McCarthy	Health Benefits of Good Work – Dr Mary Wyatt, Return to Work Matters
12.45pm	Lunch	
1.45pm	Limited resources? Identifying high risk musculoskeletal cases in the hours following injury – David Brentnall, Axis Rehabilitation	Medicinal Cannabis – Dr Andrew Lingwood, Occphys
2.15pm	Secondary Psych injuries in the workplace – Samantha Breust, Konekt	
2.45pm	Afternoon Tea	
3.15pm	Panel – Minimising secondary mental health injuries – Dr Sanjay Nandam, Karina Maxwell, Jane Stevens	
3.45pm	Keynote Presentation, moving past injury – Matthew Ames	
4.30pm	Conference Close	

Speakers

Firstname	Surname	Company	Pres type
Jenan	Abdulwahed	Medex	Stream
Shannon	Ahearn	Redland City Council	Stream
Esra	Alzamily	Medex	Stream
Matthew	Ames	Renovating Matthew Foundation	Keynote
Gus	Balbontin		Keynote
David	Brentnall	Axis Rehabilitation	Stream
Samantha	Breust	Konekt	Stream
Tracey	Butler	NIISO	Stream
Tennille	Cilia	Preventure	Stream
Luke	Danaher	IMED Radiology	Stream
Suzi	D'Andrea	Vocational Redirection	Panel
Gareth	Davies	SafeAssure	Stream
Drew	Dawson	CQU	Stream
Sidney	Dekker	Griffith University	Plenary
Robert	Edwards	Wesley Dust Disease Research Centre	Stream

Angus	Forbes	Lime Medicolegal	Plenary
Trento	Forno	MinterEllison	Keynote
Sue	Freeman	Finity	Plenary
Janene	Hillhouse	WCRS	Plenary
Andrew	Lingwood	Occphyz	Stream
Karina	Maxwell	Workers' Psychological Support Service	Panel
Vicki	McCarthy	Coles	
Georgia	Murch		Keynote
Sanjay	Nandam	Australia Telehealth	Panel
Sam	Popple	OIR	Stream
Janine	Reid	WorkCover Qld	Plenary
Maroochy	Songwoman		Welcome to Country
Jane	Stevens	WorkCover Qld	Panel
Kara	Thomson	Queensland Law Society	Plenary
Michelle	Turton	WorkCover Qld	Plenary
Marina	Vitale	Workplace Health and Safety Queensland	Stream
Bruce	Watson	WorkCover Qld	Plenary
Mark	Wiemers	Barry.Nilsson Lawyers	Keynote
Cara	Williams	Bolton Clarke	Panel
David	Wittingham	Decipher Zone	Stream

Venue

The venue chosen for the event was the Brisbane Sofitel. The key reasons for this choice were:

- Rooms capacities were appropriate for estimated attendance
- All rooms were on the one level
- Excellent environmental standards
- Compliant to all Queensland Government health regulations
- Excellent reputation for service standards
- Well located in the centre of the Brisbane CBD
- Access to public transport
- Car parking facilities onsite
- Accommodation onsite
- Prices were within the Conference budget

When attendees were surveyed after the event, 60% scored the venue as excellent, 38% as very good and 2% as just ok.

Additional comments received about the venue from participants were:

The location excellent, above Central Station, easy to get to. Bathroom facilities excellent, no queuing for the toilet.

Good food, great service

helpful and friendly staff. Food was excellent.

lunch was average and limited choices
Food was absolutely amazing! And great idea with the coffee van.
Great job looking forward to the next one :)
The configuration was not good for the exhibitors, when there was lunch everyone took their food and sat inside the hall at the tables which moved people away from browsing the booths and took at fantastic
Signage on ground floor to say the conference was on level 2 would have been helpful. I asked at the concierge to know this.
Set up of Lyon room was a little challenging with such a large gap between screens but otherwise very good. Staff were professional, good facilities, good foodGreat venue and set up. The food options and set up could improve.
More access to soft drinks
The food was lovely.
The Lyon room was too spaced out from the speaker
Conference wifi would have been good.
Timing of food at lunch was poor. Options was also mediocre. The fact there wasn't high speed wifi available was very disappointing.
The food was great, well presented, always plenty and fresh
Catering was great
Food was good
Was a nice venue.
Venue was excellent in terms of location, the air con seemed to struggle (though it was a hot week!) and it would be good if there were more powerpoints available for charging laptops/phones - even at tables or a bank during recess. All minor though
Some exhibit stands were in a low traffic / quiet areas
Attentive and friendly staff
The drinks evening venue for acoustics was very poor - it was too loud and unsuitable to be able to have any type of meaningful conversation as you had to yell to be heard and then it was difficult to hear.
The venue was in a great central location and easy to access and catering was good.
One the second room had an odd configuration and wasn't ideal
Lovely
Sofitel was the perfect venue - food was excellent, comfortable environment
the seating was very uncomfortable. signage to locate rooms was non-existent
Great service and the food was lovely too.
food was great too

Would be great if the conference concierge had a phone charger.
Too long a break for Afternoon tea. Could cut the time down.
Our location of our stand was out of the way and we missed a lot of traffic. Could have had more catering nearer. We tended to be the 'quiet' space where people came to make a phonecall!
Too much beautiful food!
Great location for public transport and parking
well done

Covid-19 Safety Measures

The following measures were taken for the safety of attendees:

- All attendees were required to be double vaccinated to gain access to the venue
- Attendees were given two Rapid Antigen Tests (RAT) to be performed each morning before attending
- Attendees were temperature checked on arrival
- Seating was allocated to avoid attendees needing to use more than one seat.
- Each attendee was given a small bottle of hand sanitiser in the conference satchel. Additional sanitiser was available at reception.
- The Brisbane Sofitel upheld their Covid Safe Industry Plan which can be found at <https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Environmental considerations

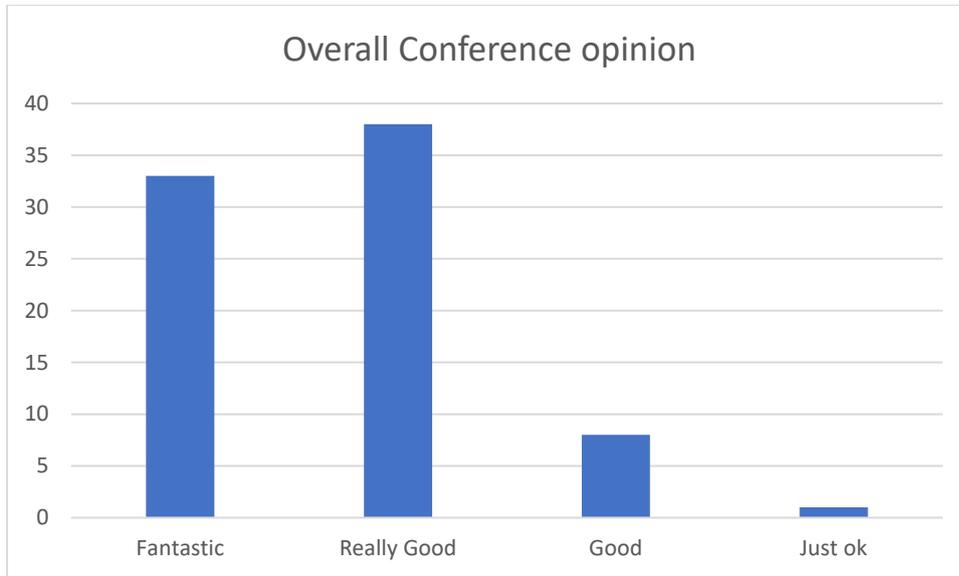
The following environmental considerations were applied to the Conference:

- The Brisbane Sofitel is part of the Accor Planet 21 agreement which can be found at <https://all.accor.com/gb/sustainable-development/index.shtml>. This details the Accor Sustainable Development program.
- A conference app was used to avoid the need for a printed program. Minimal printing was done for the conference.
- Water at the tables was served in Carafes and was not individually bottled water.
- Fruit served was in whole pieces reducing wastage and spoilage.
- The venue was situated directly above Brisbane Central Train station encouraging the use of public transport.
- Notepaper supplied was surplus stock from the ASIEQ 2019 conference.

Survey Results

A survey was circulated amongst attendees and 81 responses were received, representing 41% of the total audience.

What was your overall opinion of the conference?



In what capacity did you attend the conference?

Attendee	65
Speaker	12
Sponsor	10
Trade Exhibitor	6

* Some attendees attended in more than one capacity.

What was your opinion of the Conference App?

Excellent	24
Helpful	32
Easy to use	41
Hard to use	1
Difficult to Navigate	4
Better than a printed program	32
Good to connect with others at the event	8
Selecting streams was easy	21
Selecting streams was pointless	8
Selection streams was hard	5
Registering was easy	25
Registering was hard	2
Didn't use it	16

What are your suggestions to improve future events

Mixing up the tables a bit. We were alongside other rehab providers which I felt wasn't that beneficial for networking with potential customers.
Send around a list of all the attendees and a copy of all the slides
Not at this point
More medical speakers from psychiatry, ortho, Occ physicians for example
The second room could have been set up better.
Myself and a number of the exhibitors were quite shocked to not have Wifi included.
no - i thought it was a very professional, informative and well organised event.
No same again pls
Nil comes to mind.
Well organised event - attendees impressed
I think it could be good to have more topics that are relevant for the large self insured employers. It seemed there were topics more relevant for smaller organisations and that might be challenging to implement at larger organisations.
Some of the topics where the same, need to spread out or limit topics
To have all information saved in USB to provide it to the attendee.
Possibly allocating more time to the speakers with interesting fields to allow for questions. If speakers go over possibly look at reschedule lunch and or shortening break times. (ask guest first though)
Networking area was too noisy to meet new connections
More Stall Holders
As the first day is so long, have the second day finish at lunch
Conference wifi
The app should be more interactive - having participants post and engage similar to social media.
Short session of activity late morning, mid afternoon to keep people sharp.
The app didn't seem to show me which streams I had selected.
Some items did go for a little too long.
No, it was good. More SI member presentations would be good.
Maybe arrange speakers in a different way. It was very difficult to follow Gus' speech, because he was very powerful, uplifting and driving. This was a difficult speech to follow and unfair to the second speaker. The reason this is an issue is because the opening speech built up an expectation that wasn't followed by the following speaker and for lack of a better term 'killed the mood' immediately.
I would prefer to choose sessions rather than streams
Some insight into key topics prior to the event or curating of content would be great. A lot of the content was very similar in nature and it would have given attendees more choice to mix the sessions rather than grouping like with like
For networking purposes I think you should try to make sure that competitors are not on the same table and it is split up to allow for networking to useful potential clients
Ensure the networking soiree is held somewhere with good acoustics that you can have conversations.
More panel session with Q+A; allow more time for questions at end of each speaker
No, it was excellent
avoid the airy fairy speakers such as the first one who got where he was by lying on his resume - not an ideal choice given that we are meant to portray honesty and integrity

As a trade exhibitor it would have been great to have blocked off the seating in the main conference room and had seating around the exhibition area, as during lunch most people didn't come to our booths as they went inside to eat lunch and sit down and didn't come back out.

Make the happy hour much longer :)

Had a good mix of topics. Felt some of the presenters were a sales pitch though rather than an information session eg wearable technology one.

Information on the Hash tags for use on social media in the info pack?

Have 2 people allowed on stand in the package.

Video the presentations

More networking opportunities

Thoroughly enjoyed.

When speakers are on stage they should be also on the two big screens so people at the back can actually see them

Some more presentations about leadership and disruption from outside the safety / workers comp arena. Given the conference is about personal and professional development, having other types of motivational speakers to help build other soft skill capabilities that are essential in todays market.

Any other comments

I would like to acknowledge the ASIEQ committee and Danielle Bolton as it was obvious that a lot of thought and hard work had gone into making the conference relevant and happen.

Thank you, well organised event!

Normally at conferences you get a list of all the attendees, and a copy of all the presentation slides. Is that going to happen in this case?

Excellent event. Thank you

It was a positive group which made the day pleasant. Great support from the organisers and AV.

Danielle is absolutely amazing. Treated all participants (that I could see) with great care and made sure we were all catered for .

An excellent conference organised against the back-ground of COVID, floods etc. A credit to the organising committee and am helpers. Very professional!!

It was really well thought through and the selection of speakers were great.

Please send me the slides form the event

Overall thoroughly enjoyed the two day conference.

Great two days

It's difficult to predict the exact content that Speakers will present, but there was a lot of overlap.

Statistics are not super interesting to listen.

No other than great job to the ASIEQ and committee

Well done. I enjoyed the two days.

I think we shall put a speaker forward at the next one. could I have some info on this.
The AV guys were great - very chill which is what you need and able to run through where I was to stand etc. Gave me the option of roaming mic which was great if I had wanted it.
Overall very good and exceeded my expectations!
It was a great conference with a good variety of speakers.
The only issue I had with the App was I was logged out and did not receive a password to log back on
Loved the conference. I'll be back
Thanks for the excellent conference. It was well coordinated and very welcoming. Looking forward to the next one!
Lovely event!
It was one of the best
Looking forward to the next one.
Thank you for a great conference.
Felt v privileged to be part of such a pro-active professional group opening sharing ideas.
Fantastic conference - it was great to reconnect with everyone face to face, great speakers and the ability to choose which speakers we want to listen to.

Learnings

Some attendees did not like having to stay in the same seat during the event. As this was a Covid measure, it's hoped that this can be avoided for future events.

Some attendees did not like having to chose the session they wanted to attend and others would have like to chose each speaker rather than a whole stream. It is difficult to have attendees chose speakers as session rarely run to the exact time. Consideration will be given in the future as to whether it is necessary to make attendees pre choose their selections.

Some attendees and trade suppliers requested the supply of Wifi. This will be considered for future events.

Some attendees commented that the social event was very noisy. This was the "wet weather" alternative as a thunderstorm was predicted for the afternoon of the Soiree. This would have been avoided if we had used the outdoor area originally planned. Consideration will be given to this aspect for future events.

A concern was held that some attendees may not be comfortable with the Covid safety measures such as performing RAT tests each day however only one minor negative comment was received at the event. Many comments were received

that people were grateful that ASIEQ had gone to such lengths for their safety and to minimise the risk of exposure to Covid-19.

The four major keynote speakers were paid for their time to attend the event. It is evident from the survey forms that this was a wise investment as these speakers were repeatedly noted in the conference highlights.

A professional photographer was hired for the duration of the event. He was able to take "head shots" of attendees to use for their linkedin profile, take photo's for use by speakers, new photo's for the ASIEQ website and a photographic history of the event. This was a worthwhile investment as it had many outcomes.

Summary

The general consensus from attendees was that the event was well run, topical, informative and useful. Members have expressed their appreciation in being able to access such an event. For many, it was their first professional development event in over two years and there was much gratitude around being able to see people face to face again.

Many sponsors spoke to the Conference Committee and Organiser at and after the event to express their satisfaction with their participation.

The speakers were well received and much discussion was held during breaks around the subject matter and concepts in the presentations.

In summary, the conference succeeded in all its objectives and is something the organisation can be very proud of.