

ASIEQ General Members Meeting Minutes

Date:	Wednesday 22 February 2023
Time:	9.05am – 9.48am
Location:	Queensland Rail, 295 Ann St, Brisbane (Upper Ground Floor Auditorium) Via Zoom
Attendees:	Appendix 1
Apologies:	Trent Rickard (Teys), Patina Pitkin (Wilmar),

Acknowledgement to Country

Cara Williams began by acknowledging the traditional custodians of the land on which we individually came from today. Cara asked everyone to take a minute to think about the traditional owners of the land on which they stand.

Welcome

Cara welcomed everyone for coming today given there were significant traffic issues.

Review of the previous Minutes

The minutes from the previous General Meeting on 16 November 2022 were circulated after that meeting.

Helen Creagh moved a motion to accept the minutes of the meeting as a true and correct record. Seconded by Clodagh McCowen. None Opposed. Motion Passed.

Correspondence

Date	Incoming	Outgoing	Method	Sender	Subject
30/01/2023		✓	Email	WCRS	Amended submission for the RRTW guidelines
27/01/2023		✓	Email	WCRS	Submission for the RRTW Guidelines
25/01/2023		✓	Email	KPMG	Acceptance of offer to be involved in WCRS Review
25/01/2023		✓	Email	Dr Mary Wyatt, RTW Matters	Acceptance of Symposium invitation
20/01/2023	✓		Email	WCRS	Invitation for meeting with KPMG re WCRS Review
11/01/2023	✓		Email	Dr Mary Wyatt, RTW Matters	Invitation to Symposium on early psychosocial triage and management
23/12/2022	✓		Email	WCRS	Notification re 5 year review, inc ToR
16/12/2022	✓		Email	WCRS	Update on Claim Farming
14/12/2022	✓		Email	WCRS	Invitation to comment on RRTW guidelines
9/12/2022		✓	Email	WCRS	Submission re NIIS re-entry
30/11/2023	✓		Email	WCRS	Invitation to comment on NIIS re-entry after TCS damages
16/11/2022		✓	Letter	Office of Fair Trading	Annual Return and changes to Constitution
11/11/2022	✓		Email	WCRS	List of approved actuaries

If members wished to read any of this correspondence in full, they can contact the Secretariat for a copy. The correspondence was noted.

Presidents Update

Clodagh McCowen gave the President's update and welcomed attendees to the first meeting for 2023. Clodagh thanked Louisa Hackenberg and Helen Creagh from QR for assisting with a meeting room today.

Clodagh noted that whilst it is only February, it has been a busy start to the year with:

- RRTW Guidelines
- 5 year review
- Review of the WCRS Regulatory approach - KPMG
- Claim farming reporting requirements
- Awards dinner

Rehabilitation and Return to Work Guidelines

The Regulator has advised the guidelines are in the final stages of approval and should be published late March or April 2023, but similar to the audit tool and the roll out of that guideline, she encouraged insurers to start adopting the practices in the latest draft version so they are ready to go once finalised. We have asked for at least a few weeks notice of the actual date.

5 Year Review

Before Christmas we received notification of the Terms of Reference for the 5 year Review of the QLD workers compensation scheme

Section 584A of the Workers' Compensation and Rehabilitation Act 2003 (the Act) requires the responsible Minister to ensure a review is completed at least once every five years on the operation of the scheme.

The next review is required to be completed by 30 June 2023 and a report tabled in Parliament as soon as practicable after completion of the review.

The Honourable Grace Grace MP, Minister for Education, Minister for Industrial Relations and Minister for Racing, instructs the reviewer/s to inquire into and report on the operation of Queensland's workers' compensation scheme, in particular:

1. the performance of the scheme in meeting the objectives under section 5 of the Act, including:
 - a. maintaining a balance between providing fair and appropriate benefits for injured workers or dependants and persons other than workers, and ensuring reasonable cost levels for employers;
 - b. ensuring that injured workers or dependants are treated fairly by insurers;
 - c. providing for the protection of employers' interests in relation to claims for damages for workers' injuries; and
 - d. providing for employers and injured workers to participate in effective return to work programs.
2. emerging issues facing the Queensland workers' compensation scheme;
3. the effectiveness of current rehabilitation and return to work programs and policy settings, including ways to increase Queensland's current return to work rate;
4. the management of mental injuries in the scheme such as:
 - a. further opportunities to improve the experience of injured workers with a mental injury;
 - b. the growth of secondary mental injuries claims i.e., mental injury claims that arise with or following a physical injury; and

- c. the impact of the presumptive post-traumatic stress disorder provisions for first responders introduced in the Workers' Compensation and Rehabilitation and Other Legislation Bill Amendment Act 2020.
5. considering the issues raised in the review, any matters that may be relevant in the remake of the Workers' Compensation and Rehabilitation Regulation 2014.
6. consider any national regulatory proposals or findings from national reviews in relation to gig workers and other forms of insecure work that should be taken into account by the government in its consideration of the outcomes of the Consultation Regulatory Impact Statement for Workers' compensation entitlements for workers in the gig economy and the taxi and limousine industry.

We held a Webinar on 1 February for our members to attend and we discussed some topics of interest. Clodagh thanked everyone who attended and contributed and for those who have sent in submissions to ASIEQ for consideration. Any further comments can be passed to our Secretariat by 24 February as we have a short extension until 3 March to finalise our submissions. Clodagh thanked those executive members who assisted her in drafting this paper. At this stage some of the key points we will be covering are:

- Psych and mandatory MAT Reviews for WPI, also discussing second reviews in DPI assessments.
- Remote employees outside of QLD and the need to obtain a separate policy in their jurisdiction.
- s532c – Authorised persons
- Something around delays with the Review Unit – can anything be done to tighten timeframes.
- Journey claims – not aligned with legislation other states, give example of increase in journey claims due to electronic scooters where workers don't wear adequate safety equipment like helmets and often no recovery rights as no CTP insurance attached to motorised scooters or bikes.
- s572A – information sharing
- Re-insurance
- Mandatory injury reporting.

The Executive have also been invited to participate in consultation and we are currently arranging a meeting with the appointed reviewers Ms Glenys Fisher and Professor David Peetz where will make verbal submissions. This will occur before March 10 at a date to be advised.

Review of the WCRS Regulatory approach - KPMG

WCRS engaged an external consultant, KPMG, to conduct an independent review of its current regulatory approach toward all scheme insurers including self-insured employers and WorkCover Queensland.

The purpose of the review is to ensure WCRS' regulatory approach remains best practice and to investigate opportunities for ensuring consistent performance and compliance expectations are being applied to all insurers across the scheme.

KPMG is facilitating consultation sessions and is directly arranging these sessions with stakeholders. They scheduled a session with ASIEQ on 6 February 2023 and a number of members of ASIEQ Executive attended.

Some of the points we raised were:

- The self Insurance Audit tool and framework has very high standards that must be followed and a number of these requirements are very onerous on Self Insurers (SI) and particularly on case officers. A large number of these requirements are not requirements of WorkerCover Queensland and it seems unfair and burdensome that we are expected to meet such high standards and suffer consequences to our licence if they are not met.
- SI often receive conflicting information and responses from staff at WCRS when raising questions or interpretation. On occasion ASIEQ have queried a point and this is documented in the minutes of our meeting and we are still waiting for advice from policy unit over 12 months later.
- We discussed excessive wait times in the review unit and MAT. This has been a longterm issue.
- We raised issues around data specifications and reporting requirements
- One insurer gave an example of having to respond to a complaint urgently and provide examples of a process. 6-9 months later there has not been a response to this issue or any further guidance.
- We discussed authorised person for example where WCRS are unable to assist us with an investigation when we require use of those powers.
- We discussed certain key promises not being met such as the 12 month review of the audit framework not taking place and no review insight.
- Generally the length of time it takes to roll out any guidelines or information.

An officer from WCRS was present in the consultation sessions as an observer.

The review is expected to be completed by the end of March 2023. At this stage its unclear whether we will receive a copy of these findings or if they will somehow be tabled as a document in the 5 year review.

Claim farming reporting requirements.

From 30 June 2022, it is an offence to engage in claim farming practices in Queensland's workers' compensation and personal injury schemes.

This amendment was made by the Personal Injuries Proceedings and Other Legislation Amendment Act 2022.

Workers' Compensation Regulatory Services has now published information on the WorkSafe website regarding the new claims farming laws and obligations for insurers and law practices. If you click on the frequently asked questions there is a useful table for when a law practice certificate needs to be served. There are also links for when you need to report the absence of a form and you can complete a practice form on the website if you want to have a trial run before you submit your reporting.

Awards dinner

Finally, Clodagh wanted to discuss an educational seminar and awards dinner that we are proposing for self insurers at the end of the year. For the past 3 years we have held a licence managers lunch for self insurers and for representatives for Workcover and WCRS to attend. This has been a successful event each year and well done to Danielle being able to facilitate these events during covid. For 2023 we are thinking of mixing it up and hosting a short educational seminar in the

afternoon with guest speakers from WCRS, and Workcover and following this with an awards dinner. This focus of this event will be to award and recognise case managers from the self insurers who are providing exceptional service or who have reached milestones in the industry. This is different to the RTW awards organised by WCRS or the APRA awards that recognise high performance in the rehabilitation space. This is an event geared towards case management in the SI space.

We are still in the early stages of organisation but its likely to take the shape of

- Thursday night in August.
- Education seminars commencing after lunch
- Each self insurer given a number of free tickets - potentially up to 5 with opportunity to purchase more.
- Following education seminar some drinks and socialising opportunities.
- Followed by an awards dinner where we may have up to 5 awards coving issues such as:
 - Recognition of service for those working in CM in QLD for 25 plus years.
 - Newcomer award for CM working in SI industry for less than 5 years and providing
 - Culture award
 - Innovation award
 - Development award for manager working in SI.

There will be more information on this shortly.

Treasurers Report

Trent Rickard gave the Treasurer's report.

- Bank Balance as of 31 January 2023 - \$246 103
- Outgoings for January was \$3307
- BAS for Quarter ending Dec was lodged
- All memberships paid
- Term deposits being investigated for funds

Clodagh McCowen moved a motion to accept the Treasurer's report. Seconded by Cara Williams. None Opposed. Motion Passed.

ASIEQ and WCRS Meeting

Clodagh and Louise Cook went through the recent minutes of meeting from the WCRS meeting. She recommended Members send through any topics they would like us to raise. Copies of the minutes are circulated via email prior to this meeting and can also be requested from the Secretariat.

Sub Committee Reports

RIG

There was no discussion on this topic.

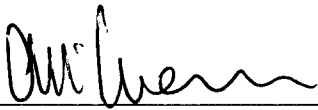
General Business

Masterclasses

Cara asked the members to suggest any topics they would like explored in a masterclass. Suggestions can go through to the Secretariat.

Next Meeting

The next meeting will be back at the offices of MinterEllison on Wednesday 24 May 2023.



Clodagh McCowen
President
24 May 2023

Appendix 1 – Meeting Attendees

Firstname	Surname	Company
Sharon	Smith	Arnotts Biscuits Limited
Danielle	Bolton	ASIEQ
Stephanie	Naidoo	Aurizon
Cara	Williams	Bolton Clarke
Janette	Brien	Brisbane City Council
Katerina	Glassock	Brisbane City Council
David	Gomulka	Brisbane City Council
Kylie	Howard	Brisbane City Council
Betty	Kenny	Brisbane City Council
Louise	McNeil	Brisbane City Council
Andrew	Murrell	Brisbane City Council
Veronica	O'Neill	Brisbane City Council
Sigourney	Stone	Brisbane City Council
Kelly	Tucker	Brisbane City Council
Vicki	McCarthy	Coles Group
Kmberley	Reynolds	Coles Group
Malou	Tavita	CSR Limited
Clancy	Rose	Gallagher Bassett
Louise	Cook	Gold Coast City Council
Karen	Morris	Gold Coast City Council
Lou	Riches	Gold Coast City Council
Karen	Wilson	Inghams Enterprises Pty Ltd
Tony	Cacciola	Jardine Lloyd Thompson (JLT)
Susan	Lloyd	JBS Australia
Megan	White	JBS Australia
Rachael	Lindsay	Local Government Association Queensland
Carla	Pollard	MLCOA
Tanya	Orszulak	OIR
Jahna	Marshall	PFD Foods
Rene	Becker	Prudence Rehab
Nathan	Cook	Prudence Rehab
Kym	McMaster	Prudence Rehab
Luke	Bowman	Queensland Rail Limited
Ann-Maree	Comerford	Queensland Rail Limited
Helen	Creagh	Queensland Rail Limited
Louisa	Hackenberg	Queensland Rail Limited
Nikky	Rhodes	Queensland Rail Limited
Piper	Hofstee	Red Health
Sean	Montague	Red Health
Denis	Newman	Rehab Management
Sharon	Seymour	Sundale
Trent	Rickard	Teys Australia Meat Group Pty Ltd
Victoria	Barham	The Star Entertainment Group
Louise	Grant	Townsville City Council
Christine	Judge	Townsville City Council
Lesley	Dame	Tricare
Deb	Allen	University of Queensland

Kate	Thurbon	University of Queensland
Clodagh	McCowan	Wesfarmers Limited
Kristine	Scott	Woolworths Group
Lauren	Darben	Work Rehab