

it's up to you!

INJURY
MANAGEMENT
WORKSHOPS &
TRADE EXPO

PROGRAMME

Ridley Convention Centre
Royal Adelaide Showgrounds
Tuesday 10 May 2005

Programme

This workshop based Trade Expo will address options in injury management. A short play will set the scene with a choice of workshops during the day, concluding with an open forum.

Tuesday 10 May 2005

8.50am	Welcome and Opening Remarks – Steve Standen, Chairperson, SISA
9.00am to 9.30am	Short play – “Cold Claims”
9.45am to 11.00am	Workshops 1 to 5 Choose a Workshop to attend
11.00am to 11.30am	Morning Tea
11.30am to 12.45pm	Workshops 1 to 5 Choose a Workshop to attend
12.45pm to 1.45pm	Lunch
1.45pm to 3.00pm	Workshops 1 to 5 Choose a Workshop to attend
3.00pm to 3.15pm	Quick Break
3.15pm to 4.05pm	Open forum – facilitated by Brenton Illingworth
4.05pm	Closing Remarks – Steve Standen, Chairperson SISA
4.15pm to 5:15pm	Drinks and nibbles

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About the Workshops

WORKSHOP 1

Dr Peter Jezukaitis, Corporate Health Group

Structuring letters to the medical profession

Dr Jezukaitis will provide a tips and assistance to structure written requests for medical reports, initial reports and independent medical examinations. He will also suggest methods of interpretation of those reports.

WORKSHOP 2

Dr Paul Pers, SANO

Managing the health profession

Paul Pers will discuss and work through what constitutes appropriate servicing and practical influencing strategies to cease treatment, acceptable duration times for injuries and taking charge of pain focused patients. SANO will provide tools and a systematic approach to organisations to free them of their reliance upon service providers.

WORKSHOP 3

Graham Rorie & Devon Gamlin, Image Investigations

The "When and Why" to investigate – the pitfalls, the economic benefits and how to instruct factual or surveillance investigations

Graham Rorie and Devon Gamlin will provide an overview into the history of investigation, the pitfalls and trap, the economic and managerial benefits.

They will also provide you with information to brief an agent for surveillance or factual investigations.

WORKSHOP 4

Dr Noel McCleave, McCleave Medico-Legal

Case Conferencing

In the initial consideration, Dr McCleave will overview interviewing technique. From this, he will lead on to Case Conferencing and look at aspects of presentation, communication, content and limitations. He will also consider language, including body language; plus what to avoid.

He will look at gaps and traps and what not to do; also how to deal with hostility. He will consider aspects of case managers and doctors and what outcomes are achievable. Dr McCleave will emphasise the need to prepare and note take.

WORKSHOP 5

Ann McDonald, Minter Ellison

A Legal Opinion

This workshop will cover four areas of seeking a legal opinion; the stages in the life of a workers compensation claim when a legal opinion can be sought; why seek a legal opinion; what information your lawyers will require and tips on keeping your legal costs "under control."

OPEN FORUM

This session provides the opportunity for delegates to share knowledge and information from their own experiences and from the workshops to the introductory short play.

Your facilitator

BRENTON ILLINGWORTH LSCL

**Member of the Law Society
Former Member of the
Public Sector Lawyers Com-
mittee**

**Diploma of Government
(Management)**

- Certificate in Management Development Program Leading and Managing People from the University of Adelaide Graduate School of Management
- Certificate in Management and Organisational Leadership
- Attorney-General's representative on the Working Party with respect to amendment S54 of the Workers Rehabilitation and Compensation Act, 1986
- Former Advisor to the Australian Forum on Uniform Codification of Criminal Law

Brenton was admitted to the Bar as a Legal Practitioner in 1979. He remained in private practice until 1985.

Brenton was thereafter Senior Assistant Crown Prosecutor, prosecuting major criminal trials and appeals. Brenton went to the Bar in 1990 and was defence counsel in the

WarCrimes Trial of Mr I T Polyukhovic. He worked on the High Court Challenge to the validity of the War Crimes Act, directed and supervised investigations in Europe, America and Russia.

Brenton rejoined the Attorney-General's Department in 1992 and was Managing Solicitor of the Civil Litigation Section. He practiced in the workers compensation and civil jurisdictions. He served on numerous advisory panels and working parties dealing with the Workers Rehabilitation and Compensation Act. He also managed the Criminal Injuries Compensation Division and Fraud Section. Since January 2003 Brenton has been Managing Solicitor in the Administrative and Industrial Section, managing the Prosecution, Business and Professional Division including prosecutions on behalf of Workplace Services, Environment Protection Authority and various Boards.

Brenton is the principal counsel for the Crown in the Coroner's Court appearing in matters such as the inquest into the NCA bombing, Whyalla Airlines tragedy, and Aboriginal deaths in the Pitjantjatjara Lands.

Your workshop presenters

DR PETER JEZAKUITUS

**Occupational Physician
Corporate Health Group
Medicine at Work**

**Areas of interest and
current activities**

- Occupational physician in referral based private practice with a range of consultancies
- Health surveillance and monitoring
- Management of occupational injury and rehabilitation
- Workplace risk assessment
- Development and review of occupational health policies/procedures
- Implementation of Occupational Health and Safety initiatives and monitoring of programmes
- Impairment evaluation
- Past experience has included the mining and health care industries
- Active involvement in teaching of medical students, trainee occupational physicians, health and safety students.

**Qualifications and
Memberships**

- Occupational Physician MBBS FAFOM (RACP)
- Diploma of Musculoskeletal Medicine University of Otago
- Ex Member Nuclear Safety and Radiation Health Committees, Australian Radiation Protection and Nuclear Safety Agency
- Currently a Member of the Radiation Health Safety and Advisory Council
- Past examiner in occupational medicine for the final part

Publications

- Assessment and Management of Workplace Absence, Australian Faculty of Occupational Medicine
- Zoonotic Diseases, Occupational Medical Handbook, NSW WorkCover
- Fellowship Affairs. Q Fever: Preventable Occupational Morbidity. Nov 1997
- Environmental and Occupational Health. 1997 Greenberg (ed) Mosby. Hazards of Health Care workers. LeLeu LA, Jezukaitis PT, Greenberg G.
- Occupational Medicine: State of the Art Reviews - RSI: A perspective from its birthplace. 1999 14:1 Gun RT. Jezukaitis PT

DR PAUL L PERS

MBBS, FRACGP

Health Management Consultant, SANO

Paul has provided advice to a range of corporate, government and university clients in Australia, New Zealand and the US in the areas of work injury management, claims management, performance based provider contracting and duration benchmarks development and training. Specific assignments have included:

- Development of training modules on the management of chronic pain, occupational stress and musculoskeletal injuries for several workers compensation insurers;
- Development of risk identification templates and workflows with a suite of proprietary injury management tools for workers compensation, compulsory third party and income protection insurers with an focus on long term tail and psychiatric claims;
- Development and delivery of innovative training programs for claims and rehabilitation staff using workers compensation claims management tools;
- Compiling summaries of international best practice literature in chronic pain, back pain and neck pain

for medical and allied health providers;

- Development of Clinical Guidelines for GPs in Work-related Acute Low back Pain;
- Claims re-engineering process for a large industry-based compensation scheme.

Paul leads an experienced group of SANO clinicians who have designed innovative claim management tools including;

- SANO Multidisciplinary Resolution team utilising an IT based case management workflow;
- An approach to claims management based on the recognition of key triggers and behaviours as well as management and alignment of stake holder expectations.

Prior to working with SANO, Paul spent 25 years in clinical General Practice in Adelaide as well as teaching and lecturing, preparing training programs and dealing with medico-political issues. Paul was a medical consultant to SA Workcover Corporation for 10 years. He is a frequently invited speaker at conferences on chronic low back pain and occupational stress.

IMAGE INVESTIGATIONS PTY LTD

Through leading by example for the past seven years providing services to the South Australia Workcover Corporation, Devon and Graham have increased investigation results for clients of Image Investigation and provided effective outcomes for numerable Workers Compensation Claims.

DEVON GAMLIN

Surveillance Manager

Devon Gamlin, returned home to South Australia from NSW in 1997. He brought the skills and knowledge acquired from managing the Sydney office of one of the most successful Investigation Companies based in the eastern states. During his 8 years of experience in the Australian Defence Force, Devon was infused with a level of professionalism, determination and discipline to meet the constant challenges faced within the investigation industry.

Devon trained over 35 surveillance investigators over a four year period as the Sydney office grew rapidly based on results achieved in the field. He managed a team of 22 full-time investigators who fulfilled an average of 3400 hours

of surveillance work per month. Passing on his skills to new investigators is a high priority for Devon.

Devon has 13 years of surveillance experience and is relentless to improve surveillance services in SA with the introduction of the latest video, computerised technology and tailor made strategies. Devon has achieved beneficial surveillance results when conventional surveillance methods have failed.

GRAHAM RORIE

Factual Manager

Graham Rorie immigrated to South Australia from the United Kingdom in 1997. Grahams' skills and knowledge increased over his 16 year investigation career which commenced with service in both the UK military and Police force. Graham has served in many of the world's trouble spots which included Northern Ireland, South America, the Middle East and the Balkan's conflicts in an intelligence gathering and counter terrorist role.

Since Graham entered the SA Private Investigation industry in 1997, he has been responsible for a revolution in Investigative attitudes and techniques. The principles of integrated, holistic management, Intelligence based investigations and

cognitive chronographic reconstructive technique have set new standards throughout the industry. Graham is heavily involved in training new investigators for the future and performs field investigations on a daily basis.

DR NOEL MCCLEAVE

B.Sc., M.B., Ch.B., LL.B.,

G.D.L.P., M.M.J., M.Soc.

Sc.(Crim.), F.R.A.C.G.P.,

F.A.C.L.M., F.A.C.B.S.,

Dip.Obst., Dip.Aust.C.O.G.,

D.M.J.(Clin.).

Forensic & Medico-Legal Consultant

McCleave Medico-Legal

Dr Noel McCleave graduated in medicine in 1970 and he obtained his Fellowship of The Royal Australian College of General Practitioners in 1983.

He initially did general practice and this included obstetric practice and practice in a remote area.

Later, following his having obtained a Masters degree in Medical Jurisprudence, also a Masters degree in Social Science, Criminology, his practice emphasis changed to forensic and legal medicine. He continues to practice in these areas as a professional expert witness.

Dr McCleave is also medical consultant to QBE Mercantile Mutual Worker's Compensation Insurers,

South Australia; also to CGU Worker's Compensation Insurance.

Dr McCleave is a qualified Barrister & Solicitor and principal of his own boutique law firm, McCleave Law. His special interests are medical law and negligence, product liability and criminal matters.

He is frequently called on by other lawyers to give advices on evidence.

He is a member of the Faculty Board and Faculty Executive of South Australia and Northern Territory branch of The Royal Australian College of General Practitioners. He is Secretary and Council member of the Australian College of Legal Medicine. He was a member of the Australian Medical Association, South Australia Branch, Task Force, on Tort Law Reform; he is member of the AMA / Law Society Medico-Legal committee; and the Attorney-General's committee on expert witnessing.

He is a member of the Minister of Sport and Recreation Advisory Committee on Boxing and Martial Arts; also the AMA Representative on the Transport Minister's Road Safety Committee, Alcohol and Drugs Task Force.

ANN MCDONALD LLB

Partner

Minter Ellison

- Law Society of South Australia
- Australian Insurance Law Association

Anne has been a partner at Minter Ellison since July 2003.

Her principal area of practice is workers compensation and allied employment issues. Anne has provided legal services to claims agents, exempt employers, rehabilitation providers and the WorkCover Corporation by way of advice and counsel work for over 20 years.

Anne also acts in family law and defacto law property matters and other allied disputes in the Family Court and Magistrates/District Court.

Registration details

SISA full members: \$330.00 per person

SISA associate members: \$352.00 per person

SISA non-members: \$385.00 per person

Add \$60 per person for registrations received after Wednesday, 20 April 2005.

Registrations will be accepted:

- by email melissa@sisa.net.au, or
- by post 136 South Road, Torrensville 5031 by close of business on Wednesday, 4 May 2005.

The registration fee includes refreshments and copies of presenter's notes. These will be available on the day.

Confirmation of registration will be sent by email within 7 days of receipt of your registration. Please keep a copy of this registration for your own records

Please note that there will be no refunds after, Thursday, 5 May 2005. A full refund applies to cancellations made before this date. You may substitute another delegate up to the beginning of the seminar without penalty.

Substitutions and cancellations must be in writing to melissa@sisa.net.au.

CONDITIONS OF REGISTRATION

Please note that the registration fee applies to one delegate registering. It is not possible to share one registration fee between several people. SISA and natalie bottroff & associates reserve the right to make changes to this program and speakers, in the event of any unforeseen circumstances which may arise.

Registration form

Title: _____ Name: _____

Organisation: _____

Postal Address: _____

Phone: _____

Email: _____

WORKSHOPS

Includes morning and afternoon teas, lunch, drinks and nibbles. Please select one workshop for each session.

Workshop	1	2	3	4	5
9.45am to 11.00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.30am to 12.45pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.45pm to 3.00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DRINKS & NIBBLES

4.15pm to 5.15pm Yes No

Dietary requirements: _____

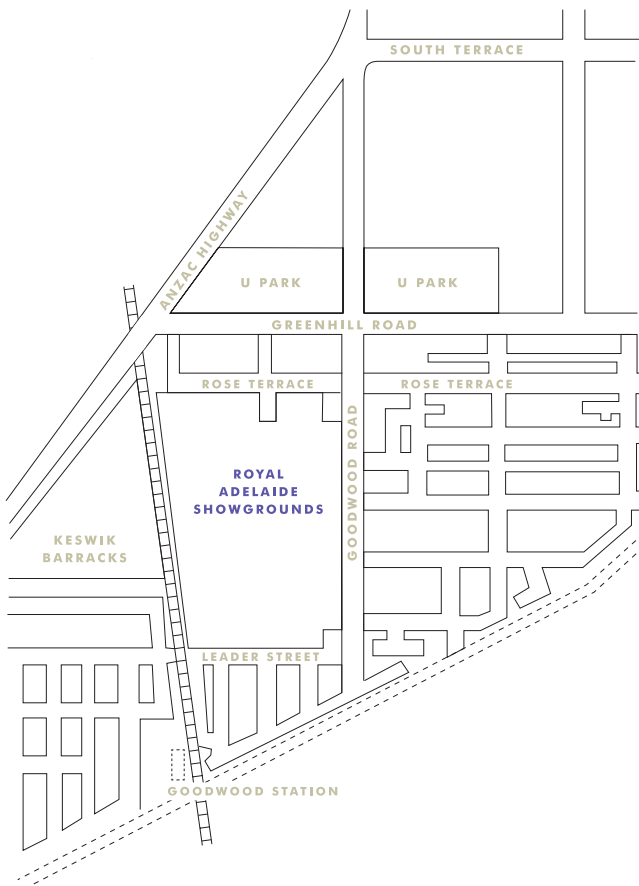
Mobility or physical requirements: _____

INVOICING DETAILS

The invoice will be addressed to the person/s attending from their respective organisation, unless otherwise requested.

How to get there?

- Free on-site car parking – enter from Rose Terrace and follow the signs to the Ridley Convention Centre
- Tram stop number 7 – Goodwood Station
- Bus Stop number 2 on routes: 210, 214, 216 from King William Street
- Goodwood Train Station on the Belair, Noarlunga, Brighton, Tonsley routes.
- For more public transport details please visit www.adelaidemetro.com.au.



Feedback from previous SISA and NB&A seminars

SIMPLY SAFETY

18 October 2004

"Thank you for running this event you have provided us with an opportunity to network and be given up to date information and take some tools back to our workplace."

"Good overview of topics that are major issues of concerns within industries today. (A very informative day – thank you)".

"Well organised – fantastic speakers".

THROUGH, OVER, UNDER OR AROUND

24 March 2004

"This has been the most informative and well spent day for many years – thank you."

"Well done! One of the better ones in SA that I have been to."

"Worthwhile experience, very enjoyable and informative."

Want more information?

CONTACT

Natalie Bottroff

Natalie Bottroff & Associates Pty Ltd

Mobile: 0400 030 602

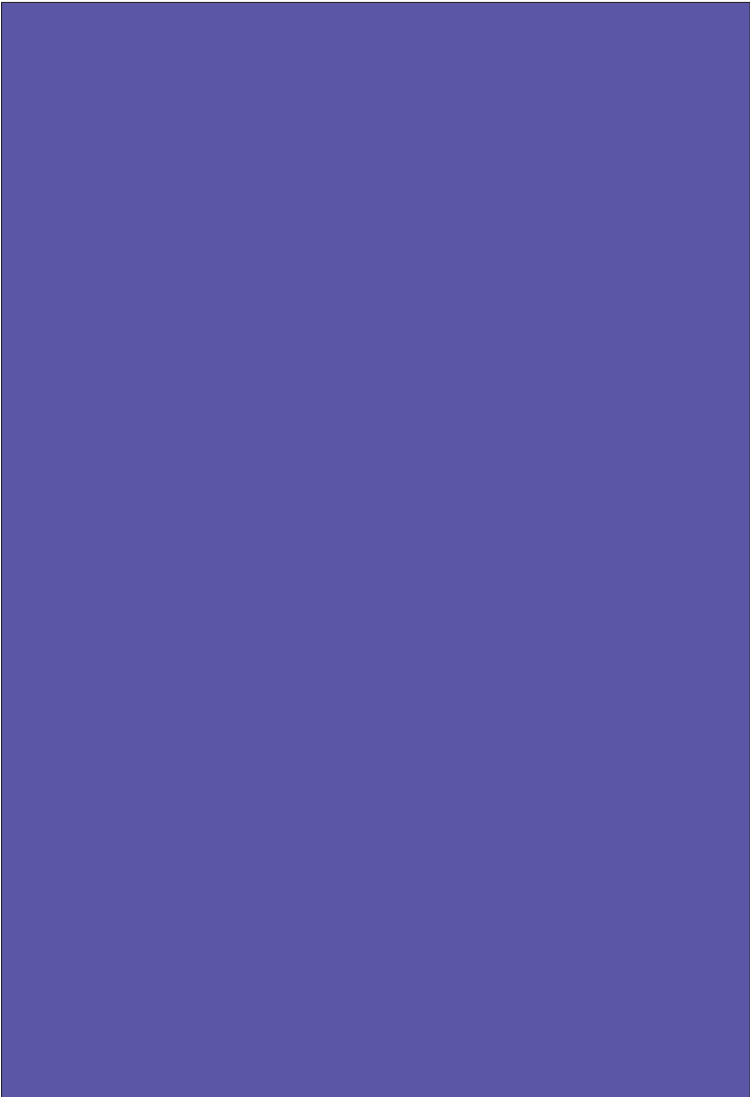
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Darryl Turner

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