



*New ideas
for an age old problem*

MANAGING THE AGEING WORKFORCE

This Conference will explore the results from research papers, international projects piloted in Australia and discuss risks associated with managing an ageing workforce.

With a focus on workers compensation claims and occupational health, safety and welfare and human resource matters, this Conference will also outline strategies to assist organisations to address workforce ageing.

APRIL 3RD AND 4TH 2006
HILTON ADELAIDE,
VICTORIA SQUARE, ADELAIDE

APRIL 3RD

- 9.00am **Welcome MC – Glenn Ridge**
-
- 9.10am **Open**
Steve Standen, Chairperson, Self Insurers of SA
-
- 9.15am **Overview of South Australia**
– The Ageing Population
Member of Parliament (subject to election outcome)
-
- 9.35am Keynote Address:
-

Age Management: The Challenge for Individual, Enterprise and Society

Professor Dr. Juhani Ilmarinen, Finnish Institute of Occupational Health

The demographic change of population and workforce sets new challenges for all levels of our societies. Individuals over 50 years face rapid changes at work due to globalisation and new technologies.

At the same time they experience changes in their functional capacities and health as well as in requirements of new competencies. All this will have an impact on their values and attitudes toward work life and retirement. The enterprises wonder how to improve the productivity and quality of work when their workforce will grow older. The fear of increasing sickness absence rates and work disability cost due to the ageing push enterprises to find sustainable solutions. The managers and supervisors play an important role in recruiting manpower, training of employees and in organising the work so that flexibilities will meet both the needs of employees and employer.

The society is also responsible for the solutions. The governments, ministries and social partners should create new and effective legislations which will support both the enterprises and individuals to cope with the ageing challenges. The infrastructure should meet the growing needs of social and health services. The employment rates of senior workers and

the dependence ratios show how successful the public policies have been. Age Management covers all three levels - individuals, enterprises and society. A new, interactive way to co-operate between and within the levels are urgently needed. The experiences and results of Finnish concepts and national programmes will be introduced.

10.20am **Morning Tea**

10.50am

Work Ability and Ageing in Australia

Louise Rolland, Professor of Ageing and Work and CEO of Business Work and Ageing

The shifting demographic of the populations of developed countries is increasing the average age of workers in some countries, including Australia, slowing the growth of labour supply. A key strategy to ensure that access to adequate levels of labour is sustained is a higher level of employment participation of Australians over the age of 55 years. However this will only be achieved if work practices that impact health and well being, limit exposure to learning and development and offer limited flexibility to support work life balance are addressed.

The Finnish Institute of Occupational Health's 'Work Ability' model provides an integrated approach to assessing and improving health and well being into later life. BWA is currently working with three Australian companies, Qantas, Australia Post and the RACV to translate the model to the local environment.

This session will discuss health and wellbeing as a contributor to later life participation in work in the context of the Australian environment.

11.40am **Quick leg stretch**

APRIL 3RD

11.50am

Meeting the OHS and Workers' Compensation Challenges for an Ageing Population

Dr. Peta Miller, Office of the Australian Safety and Compensation Council

Mature workers, those over 45 years of age, will form more than 80% of the projected increase in the workforce between 1998-2016. The Australian Government recognises this as an emerging issue with economic, social and health consequences and is implementing policies designed to encourage greater workforce participation of older workers. Ageing workers face specific occupational health & safety concerns. These include decreased physical capacity, fatigue, increased rates of musculoskeletal disorders and greater incidence of disease. In order to ensure the health and safety of older workers within the workplace, organisational practices will need to be adjusted, new technologies adopted, and assistance given to cope with work demands.

The Australian Safety and Compensation Council (ASCC)'s charter is to provide leadership and coordination of national efforts to prevent workplace death, injury and disease and to improve workers' compensation systems, and rehabilitation and return to work of injured employees. By reducing occupational injury and disease now, our ageing workforce becomes healthier and more productive into the future. Any changes will also benefit other age groups and therefore have a positive impact on the whole workforce

12.40pm Lunch

1.40pm

Responding to the Ageing Workforce – a Prevention and Disability Management Perspective

Alan Clayton, Bracton Consulting

An ageing workforce has important consequences for the prevention of workforce injuries and illnesses and for their management and return to work after their occurrence. For instance, the fatality

incidence rate for workers 55 years and over is around seven times greater than the rate for workers aged 15-24 years and this differential is considerably greater for disease cases. Effectively dealing with this situation requires a comprehensive, structured, cooperative and integrated approach to prevention and disability management. Such an approach is still relatively embryonic in Australia, particularly when compared to exemplar overseas models such as the Finnish workability model. Greater attention will need to be directed to primary prevention initiatives, together with imaginative approaches to control of harmful exposures. Effective disability management will need to be grounded in wider initiatives to address workplace culture. Attention should be directed to more sophisticated disability management approaches such as that developed by the National Institute of Disability Management Research (NIDMAR) in Canada, and, in particular, its consensus based disability management audit tool (CBDMA).

2.20pm Quick Leg stretch

2.30pm

Maturity Blues; beyondblue's Response to Depression in Later Life

Dr. Nicole Highet, beyondblue

Depression is a common health problem that affects one in five Australians at some point in their adult lifetime. Unfortunately most people with depression do not seek treatment. Within the elderly population, rates of depression are estimated to be greater amongst those living in residential care. This presentation will specifically address key issues surrounding depression for older Australians. In particular, this includes gaining understanding of the potential risk factors, together with assessment of current awareness, understanding and attitudes that older Australians have surrounding depression. The presentation will also provide an overview of beyondblue initiatives to address the issue of depression in the Australian population.

3.15pm Quick leg stretch



3.30pm

A Healthy Workforce, a Healthy Bottom Line - Industry Specific Workplace Health and Productivity Management - the Australian Experience

Nicholas Marks, Gallagher Bassett Services

As Australia's ageing population challenges slowly gather pace in the public arena and to a lesser extent within government policy, it is of significance to note that many industries and organisations in Australia do not have a medium or long term strategy for understanding and managing their ageing workforce.

As the last speaker for the day Nicholas will not only aim to keep the audience awake and involved, he will review the extent of Australia's ageing workforce and its effect on key industries and organisations. Based on Australian evidence and programs this session will cover:

- The 'double whammy' of the ageing workforce and lifestyle related health changes.
- Why industry specific strategies differ are most effective and outcome focused.
- How the integration of injury prevention, health promotion and injury management derives superior results to singular approaches.
- The clear relationship between health and productivity.
- How your organisation or industry can practically plan, implement and measure effective ageing workforce strategies to achieve positive return on investment.

4.15pm

Panel discussion: The influence of ageing on compensable disabilities

All Conference speakers to participate

5.00pm Close Post Conference drinks and nibbles

Workshop Choice

8.30am Open

9.00am Workshop Choice

Workshop 1

Improving Later Life Work Ability

Louise Rolland, Professor of Ageing and Work, and CEO of Business Work and Ageing

Expanding on Professor Rolland's presentation, this interactive workshop will enable delegates to discuss in greater detail pertinent examples from delegate's own experiences and gain further insight into the Finnish Institute's "Work Ability" model and how this can be applied to your worksite.

Workshop 2

Assessing Cognitive Impairment in the Ageing Workforce

Mr Colin Field, Medico-Legal Consultants of Australia

Given Australia's rapidly ageing population, there is also a potential ageing workforce, with all of its concomitant medical, psychological, and social issues.

Hand in hand with this natural increase will be a proportional increase in degenerative diseases of the nervous system including dementia, and also including more subtle forms of age-related memory loss such as mild cognitive impairment. Advancing age is by far the single biggest risk factor for development of cognitive impairment.

This workshop describes the role of the neuropsychologist in working with ageing populations. A careful neuropsychological review is able to detect the presence of any early age-related cognitive decline of concern. Importantly, the neuropsychological review is able to distinguish real organic changes from non-organic issues such as depression, anxiety or stress, fatigue or burnout, and also

any intentional malingering or exaggeration of symptoms for purposes of compensation.

Where problems exist, the neuropsychologist can provide information and advice where required to the worried worker or the concerned employer. In the case of a confirmed organic cognitive loss, a clear and correct early diagnosis can also assist in marshalling appropriate health-care forces.

10.30am Morning Tea

11.00am Workshop Choice

Workshop 3

Managing for the Long Haul: Issues Relating to Workforce Health and Retention with an Ageing Population

Denise Keenan, Cognition

and **Dr. Geoffrey Graham**, Occupational Physician

This workshop will introduce attendees to an overview of a framework for managing the ageing workforce. The framework integrates concepts from a range of relevant areas, including occupational health and well-being, safety and leadership. The framework emphasises the need to have strategies in place to manage staff from the point of entry into the organisation. This framework allows customisation to suit the nature of the workplace to which it is being applied and the audience will participate in small group exercises, utilising a case study approach of a mythical organisation, to explore how the framework may be applied and the attendant practical difficulties and benefits of doing so. The information presented and the exercises conducted will engage the audience in thinking about the complexities of attempting to address the issue of managing an ageing workforce, with the view that they take their learnings back to their various organisations. The discussion will also further "road-test" elements of the framework, as attendees will be encouraged to consider how it may be applied in their workplaces.

Workshop 4

The Legal Dimension

Grant Archer, Finlaysons Lawyers

The landscape of the Australian and particularly the South Australian Workforce is changing rapidly. Employers are now obliged to review the breadth of their employment policies to reflect the changing demographic and associated needs of their employees. The policies and processes used in the past may now be unable to effectively deal with the changing demands of the workforce and the expanding framework of legal liabilities.

This workshop will examine and explain the complex legal framework facing employers and managers in the face of the changing demographic in their workplace. By using case studies, the workshop will examine how the law with respect to Employment, Discrimination, Workers Compensation and Occupational Health and Safety and will increasingly demand more strategic responses from employers in the day to day management of employees. Rather than just identify the rules and regulations however, the workshop will present practical suggestions and guidance to assist delegates in confidently addressing these issues in their own workplace.

12.30pm Close



ABOUT THE MC

Glenn Ridge

Glenn Ridge is the former host of National Nine Network's "Sale of The Century" - a role he held for 11 years. Over this period he expanded his own production company - Q Media Group. He now does a number of documentaries and hosts "The Boat Show" and "The Car Show" on Channel 9.

Raised in Adelaide, after leaving school he studied and worked as an engineering draftsman for the South Australian Housing Trust for 5 years. At 22, he enrolled in the 5KA Radio School, and 9 months later left the public service and started his media career as an announcer at Bendigo's 3CV. Glenn first became involved in television in 1980, when he joined TV8 (now Southern Cross Broadcasting) in Central Victoria as the Host and Producer of a weekly one hour music video show titled "Breezin".

A trained scuba diving instructor, his hobbies include golf, tennis, riding motor bikes, sky diving and heading off on 4 wheel driving expeditions all over our great, vast country. He also has a keen interest in motor racing and regularly competes in off-road races including the Targa Tasmania.



KEYNOTE SPEAKER

Professor Dr. Juhani Ilmarinen

Director, Life Course and Work - theme, Finnish Institute of Occupational Health (FIOH)

Dr. Ilmarinen is a Director of a new theme Life Course and Work in FIOH, Helsinki, Finland. The aim of the theme in 2006-2010 is to create new social innovations how to extend the working life. It covers the needs of young, middle aged and older workers. Innovations are needed to get the younger generations earlier to work, to decrease the risk of unemployment and sickness absence of middle age groups and improve their possibilities to get back to work, as well as to find solutions for longer work careers for older workers.

Dr. Ilmarinen made his Ph.D. in 1978 in the University of Cologne, Germany. When returning back to FIOH a longitudinal study of ageing workers (45+) was started in 1981, and the subjects has been followed up 16 years. In 2006, the 25-year follow up will be carried out. In 1990-1996 he planned and conducted the FinnAge-Respect for the Ageing Programme, and was a member of the State Committee, which suggested 40 recommendations to cope with the ageing challenges. Dr. Ilmarinen was a key player of the Finnish National Programme on Ageing Workers (1998-2002).

Under his leadership the method called Work Ability Index (WAI) was developed, the comprehensive concept of Promotion of Work Ability (PWA) was created and tested in praxis, and the latest innovation was the evidence based concept of Age Management. He is the Chair of the Ageing Committee of the International Ergonomics Association (IEA) and Secretary of Ageing and Work Scientific Committee of The International Commission on Occupational Health (ICOH).

ABOUT THE SPEAKERS

Alan Clayton

Principal, Bracton Consulting

Alan Clayton is the principal of Bracton Consulting Services Pty Ltd, an independent consulting organisation working primarily in the field of accident compensation and injury prevention. He is also an associate of the Centre for Employment and Labour Relations Law at the University of Melbourne and the National Research Centre for Occupational Health and Safety Regulation at the Australian National University. Alan Clayton has undertaken work for a wide range of bodies including the International Labour Office, the Institute of Work and Health in Toronto, many Australian accident compensation regulators and the Accident Compensation Corporation in New Zealand. He conducted (with Professor Dennis Else) a review of self insurance arrangements in South Australia for the South Australian Government and, more recently, undertook a review of rehabilitation arrangements in the South Australian WorkCover scheme for the WorkCover Corporation.

Dr. Nicole Highet

Deputy Chief Executive Officer, beyondblue

Dr. Nicole Highet: is the deputy CEO of beyondblue; the national depression initiative. Nicole has a Doctorate in clinical psychology, specialising in the treatments for depression.

In her role at beyondblue, Nicole's portfolio includes monitoring community awareness and understanding of depression and the stigma currently associated with it. From this research key messages are translated into the development of beyondblue national advertising campaigns.

Nicole also conducts significant research with people who live with or care for persons with depression and related illnesses, and overseas beyondblue's consumer and carer reference group Bluevoices.

In this forum Nicole will be discussing beyondblue's work in the area of depression in the elderly. In particular, assessing the understanding and attitudes surrounding depression within this population group, and highlighting key activities to address this issue across Australia.

Nicholas Marks

Assistant Claims Operations Manager, Gallagher Bassett Services

Nick has a passion for helping organisations understand and implement strategies to manage their ageing workforce to obtain the human and financial benefits of health and productivity management through the integration of injury management, health promotion and injury prevention. Nick is currently working in the claims operations team for Gallagher Bassett Services who where recently appointed as a claims agent in the NSW Workers Compensation scheme and has previously worked within the safety, injury prevention and health promotion industry. Nick holds a Bachelor of Nursing, Masters in Public Health and is currently completing his MBA.

Dr. Peta Miller

Director, Research Section, Office of the Australian Safety and Compensation Council

Peta Miller gained her Bachelor of Applied Science in Occupational Therapy from Curtin University in 1978 working in a range of settings from prisons, child psychiatry, aged care to acute hospitals. In 1986 her interest in occupational health and safety lead her to move into working within the OHS domain. In 1996 she completed a Graduate Diploma of Ergonomics and in 2004 her research doctoral thesis on the OHS issues of varying workloads. She worked as a rehabilitation consultant and certified professional ergonomist until she joined the National Occupational Health and Safety Commission in 2001.

She is currently the Director of the Research Section in the Office of the Australian Safety and Compensation Council (the body replacing NOHSC) responsible for activity within the National OHS Research Action Plan and the National Occupational Disease Prevention Action Plan. ASCC has developed a range of policy papers on OHS issues for an ageing workforce and in 2005 the Workplace Relations Ministers Council identified that developing national policies on this topic should be considered one of the priorities of the ASCC.

Louise Rolland

Professor of Ageing and Work and CEO of Business Work and Ageing

Louise's background is in labour market policy and planning and local and regional development. In 1997 she began actively researching and devising strategies to focus organisations and policy makers on the potential impact of population ageing on the sustainability of Australian business. In 1999, she established Business, Work and Ageing to produce and promote information about the ageing of the workforce and its potential impact on Australian business, and to provide the necessary resources for business and government to respond to the challenges presented. She is now regarded for her leadership in this field, both in Australia and internationally. BWA works with major Australian companies including Westpac, Qantas and Australia Post.



THE WORKSHOP PRESENTERS

Colin Field

Neuropsychologist, Medico-Legal Consultants of Australia

Colin Field is a registered psychologist in South Australia and Northern Territory, and has been in full-time practice in neuropsychology since 1982. He holds a Bachelor of Behavioural Sciences (Honours) from LaTrobe University conferred 1979, a Master of Science (Clinical Neuropsychology) from the University of Melbourne conferred in 1982 and a Bachelor of Letters (Honours) from Deakin University conferred 1991, and is currently completing studies toward a Doctor of Psychology (Forensic) at University of South Australia. He is a Fellow of the Australian Psychological Society (1993) and a Member of the Society's College of Clinical Neuropsychologists (foundation member 1984; certificate number 0007!), and the College of Forensic Psychologists (1996). He holds or has held honorary clinical lectureship positions for all three South Australian universities.

He is a consultant neuropsychologist with Medico-Legal Consultants of Australia, and also holds part-time appointments to Glenside (Psychiatric) Hospital, and Repatriation General Hospital Daw Park (Memory Disorders Clinic). He also operates a private practice which specialises in medicolegal (motor vehicle and industrial injury), forensic (deteriorated responsibly for to brain damage in criminal cases), and ageing and dementia cases. He also directs an on-road driving and dementia clinic, and as such provides consultancy services to specialist psychogeriatricians and Transport SA regarding driving competency in older drivers.



Dr. Geoffrey Graham

Occupational Physician

Geoffrey is an occupational physician in private practice in South Australia. He is also registered to practice as a specialist in the Northern Territory, Queensland and Victoria.

Following graduation from the University of Adelaide in December 1974 he worked as a general practitioner and sports medicine practitioner, including travel overseas with Australian teams before commencing work in occupational medicine. He was awarded Fellowship of the Australasian College of Occupational Medicine in 1987.

He is currently the principal of Occmed SA and the medical adviser to Australia Post SA/NT. He also provides a consultancy to a number of companies and organisations including those in the mining, airline, food and manufacturing sectors. He is a designated aviation medical examiner for CASA (Australia) and Hong Kong CAD.

Denise Keenan

Managing Director, Cognition

Denise Keenan has been practising as a psychologist in both organisational and individual clinical psychological work for over 19 years. She is the Managing Director of COGNITION, a successful psychological consulting practice. Denise has particular interest and expertise in working in the areas of occupational health and safety, injury management, psychological trauma, workplace stress and organisational wellbeing. In addition, she also has expertise in leadership and change management as they relate to her key areas of interest. Denise helps organisations develop a more sophisticated perspective of the interaction between organisational and individual factors within each of these areas and to implement change across all levels of the organisation to achieve desired results.

Grant Archer

Partner, Finlaysons Lawyers

Grant began his association with Workers Compensation in South Australia as a claims officer with the WorkCover Agency in 1987. Prior to commencing with Finlaysons, Grant was employed at Moody Rossi & Co providing representation to workers. Grant joined Finlaysons in 1988 and was made a partner of the firm in 2002. Grant has extensive experience in Workers Compensation matters and has a particular interest in developing client specific risk management and claims management strategies, and industry specific OHS&W policies and procedures. As a result of his background as claims officer, workers representative and representing a wide range of exempt employers, Grant provides a uniquely balanced perspective to the management and assessment of workplace injury claims.

REGISTRATION DETAILS

Conference and Workshops

SISA Full Member \$480.00 (inc GST) per Delegate

SISA Associate Member \$500.00 (inc GST) per Delegate

Non-Member \$515.00 (inc GST) per Delegate

Conference Dinner

Dinner \$110.00 (inc GST) per Delegate

Register here: melissa@sisa.net.au

Seating is strictly limited and bookings will be taken on a "first come first served" basis.

Registrations will be accepted by email or fax 8234 9533 by close of business on Tuesday, 28 March 2006.

The registration fee includes refreshments, conference pads and folders. Copies of presenters' papers will be available post-conference.

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 records.

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.

CANCELLATIONS

Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively a full refund will be made for cancellations received in writing (letter, fax, email) up to 7 days before the New Ideas for an Age Old Problem Conference. For any event cancelled by SISA and natalie bottroff & associates, registration fee is fully refundable.

ACCOMMODATION

Hilton Adelaide

Please quote "New Ideas" Conference rate of:

Room only:

\$155.00 per night standard room only

\$210.00 per night deluxe room only

Reservations 08 8217 2000

Travel to and from Airport – 7kms

Taxi approximately \$15.00 from airport to Adelaide

FOR FURTHER INFORMATION

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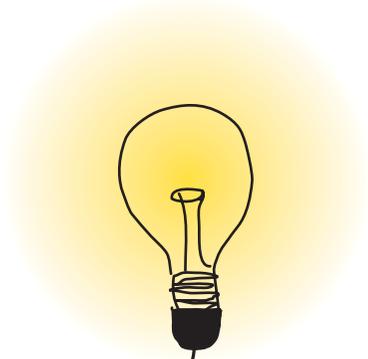
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PRESENTED BY



natalie bottroff
& associates



*New ideas
for an age old problem*

MANAGING THE AGEING WORKFORCE

REGISTRATION FORM

Please complete all fields

Conference - Day 1

Attending Day 1

Yes No

Conference Dinner

Attending Conference Dinner

Yes No

Workshops - Day 2

Workshop 1 - Improving Later Life Work Ability

9:00 - 10:30 am

or Workshop 2 - Assessing Cognitive Impairment in the Ageing Workforce

9:00 - 10:30 am

Workshop 3 - Managing for the Long Haul: Issues Relating to

Workforce Health and Retention with an Ageing Population

11:00- 12:30 am

or Workshop 4 - The Legal Dimension

11:00- 12:30 am

Name

Title

Organisation

Postal Address

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Dietary Requirements

None

Mobility or Physical Requirements

None