

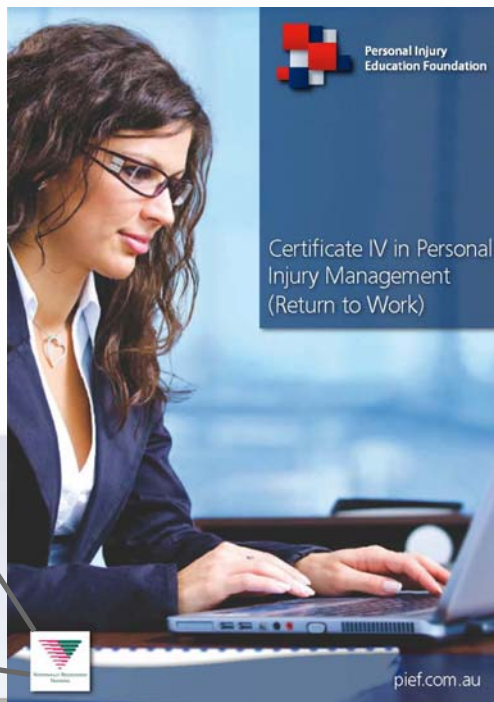
## Welcome

Welcome to the December 2011 edition of the PIEF newsletter. During the last few months, we completed our 2011 Seminar Series which were held in Alice Springs, Melbourne, Sydney and Brisbane. The feedback we received was that all events were highly rewarding and of great interest to personal injury industry professionals (see page four). We also held our postgraduate information sessions around the country (Brisbane, Sydney, Melbourne, Perth and Adelaide) which were designed to provide attendees with an overview of the new structure and benefits of our revised postgraduate program (see page five). We launched our *2012 Personal Injury Management Conference & Excellence in Personal Injury Management Awards* in Brisbane in November where we announced the international and Australian keynote speakers engaged for the event and the new award categories to be included for 2012 (see page two & three).

In this last edition for 2011, we also:

- announce the themes to be included in our new *Certificate IV in Personal Injury Management (Claims Management)* national vocational program (see page eight)
- introduce the *Certificate IV in Personal Injury Management (Return to Work)* national vocational qualification (see below)
- give an overview of PIEF's involvement at the Q-COMP expo in Brisbane in October and announce the latest membership organisation to join PIEF (see page 7)
- provide notification of our enrolment details for our upcoming training programs (see page eight)
- provide a summary of the entries posted on PIEF's new blog site and advise of the latest videos available on the Certified Personal Injury Professional (CPIP) website (see page nine).

We hope you enjoy the newsletter and we would like to take this opportunity to wish you all a safe Christmas season and Happy New Year 2012!

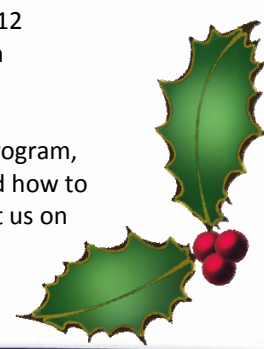


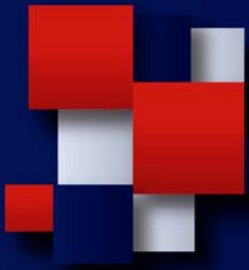
### ***Introducing the Certificate IV in Personal Injury Management (Return to Work)***

Previously known as the Return to Work Management Training Program, the program has been renamed to reflect its new nationally recognised qualification—*Certificate IV in Personal Injury Management (Return to Work)*.

Registrations for the February 2012 intake are now open and close on 27 January 2012.

For further information on this program, including costs, module dates and how to enrol, please [click here](#) or contact us on (03) 9940 4893.





## 2012 Personal Injury Management Conference & Awards

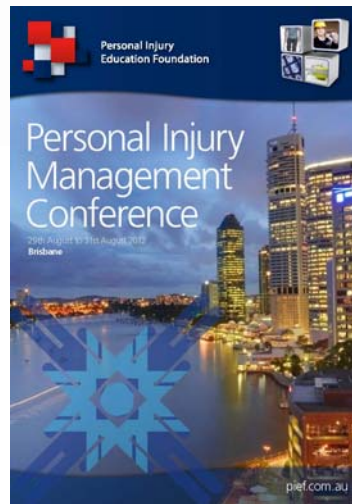
### Launch in Brisbane

On 22 November, PIEF launched the *2012 Personal Injury Management Conference and Excellence in Personal Injury Management Awards* in Brisbane to approximately 60 industry stakeholders, where they were treated to a sneak preview of next year's conference and awards program.

After the launch was opened by Sharon Stratford, General Manager Customer Services, WorkCover Queensland and PIEF board director, Nathan Clarke, PIEF Executive Manager provided guests with information about new award categories, key program features and the exciting conference keynote speakers engaged by PIEF.

Liz Cairns, the 2010 winner of the 'Outstanding Contribution by an Individual' award also gave an overview of her experience of attending the international study tour, which was the major prize. Liz had the fantastic opportunity to travel to Scandinavia and North America which has led to many learnings and potential cost savings for the ACC of New Zealand.

### 2012 conference



29 to 31 August 2012  
Brisbane Convention and  
Exhibition Centre  
Grey Street, Southbank



Clockwise from top:  
Sharon Stratford with  
guests at the launch; Liz  
Cairns speaks about her  
study tour; Sharon  
Stratford opens the  
launch presentation;  
Nathan Clarke addresses  
the guests.



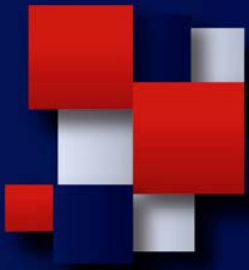
### Sponsorship opportunities available

Sponsorship opportunities for the 2012 conference and awards have now been finalised.

There are a number of sponsorship packages available, if interested please contact Nathan Clarke on (03) 9641 1320 to discuss.

For more details on the *2012 Personal Injury Management Conference and Excellence in Personal Injury Management Awards* program, please visit [pief.com.au](http://pief.com.au) or contact (03) 9940 4893.





## 2012 Personal Injury Management Conference & Awards

### 2012 conference keynote speakers

PIEF are excited to announce our keynote speakers for the 2012 conference.



*Professor Mansel Aylward, UK*

Professor Aylward is the Director of the Centre for Psychosocial and Disability Research at Cardiff University which offers a unique opportunity to extend knowledge and understanding of the psychosocial, economic and cultural factors that influence health, illness, recovery, rehabilitation and

reintegration. Professor Aylward is also the Chair of the Wales Centre for Health and has advised the Minister for Health and Social Services on healthcare provision.



*Jon Schubert, Canada*

Jon Schubert is President & Chief Executive Officer of the Insurance Corporation of British Columbia (ICBC). Jon is responsible for providing overall leadership and strategic direction to help ICBC fulfil its corporate goal of improving customer experience and

perception. Jon has more than 30 years of knowledge and experience in the private and public insurance industries and will talk about ICBC's reengineering of its injury management processes, influencing recovery via non adversarial means, and provision of better information to their clients.



*Janine Shepherd, Australia*

Janine was a champion cross-country skier in training for the Winter Olympics when her life was suddenly and irrevocably altered during a training bicycle ride. Janine was hit by a truck which shattered her body and her dream of Olympic representation. With many physical challenges, Janine defied the odds and went on to gain her commercial pilot's licence and write

a number of best selling books. Janine has also served on the board of the Civil Aviation Safety Authority (CASA) as the youngest and only female director. She is also the patron of the Australasian Spinal Research Trust and is committed to helping find a cure for spinal cord injury in the near future.

### 2012 awards categories and MC

The 2012 *Excellence in Personal Injury Management Awards* will be held as part of the 2012 *Personal Injury Management Conference* to celebrate and showcase the achievements being made in the personal injury industry across Australia and New Zealand.

In 2012, there will be seven award categories, with the introduction of the award for *Excellence in Case and Injury Management (Serious Injury)*. This award will acknowledge the outstanding contributions made by those who manage and/or assist in the support of those who have suffered a serious personal injury claim.

The 2012 award categories are:

- *Excellence in Return to Work/Return to Community*
- *Excellence in Customer Service*
- *Excellence in Case and Injury Management*
- *Excellence in Case and Injury Management (Serious Injury)*
- *Innovation in Personal Injury Management*
- *Outstanding Contribution by an Individual*
- *Student Excellence* (no nominations required).

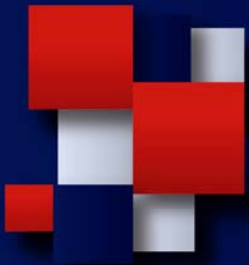
Award nominations will open in March 2012 and must be lodged online via the PIEF website. Further information will be available in our March 2012 newsletter.

Winners will be announced at the awards dinner on Wednesday 29 August 2012 at the Brisbane Convention and Exhibition Centre.



The Master of Ceremonies for the 2012 awards will be *Julian Burton*.

Julian Burton OAM is one of Australia's leading social entrepreneurs and keynote speakers. Whilst recovering from life-threatening injuries sustained in the bombing of the Sari Club in Bali on 12 October 2002, Julian was motivated to turn that horrific tragedy into a worthwhile and positive experience. His presentations are high energy; inspirational, full of passion and humour, all delivered with an authentic and fresh style.



## 2011 Seminar Series a big hit across the country!



In September 2011, PIEF hosted a series of seminars across Melbourne, Sydney and Brisbane on 'Compensable Injury Health Outcomes'.

The purpose of these seminars was to focus on how to achieve more positive health outcomes for patients with a compensable injury by asking the right questions, setting the correct goals for treatment, and recommending

invasive procedures when they are most likely to be effective for accident compensation patients.

### • Melbourne

Melbourne had more than 80 people attending what was described as a "highly informative" and "engaging" session. The seminar opened with an inspirational story by Jack Swift about his recovery from a severe workplace accident, followed by keynote speakers Dr. Kathryn Mueller, who focused on the 10 Medical Treatment Guidelines that she was in charge of developing in her position as Medical Director in Colorado and Valerie Royle, who highlighted the unique challenges in providing compensation and rehabilitation services to remote and indigenous communities in Yukon, Canada.

### • Sydney

With approximately 130 in attendance, the Sydney seminar began with Dr. Kathryn Mueller, followed by keynote speaker Dr. Richard Pimentel who gave an overview of his inspiring life story and his quest to improve the lives of the disabled around the world. The second half of the day opened with Greg Pineo from Xchanging Australia, providing an engaging and vibrant presentation in relation to return to work. The rest of the afternoon was filled with 'Return to Work Workshops' which provided attendees with the opportunity to participate in facilitator led discussions in the field of return to work.

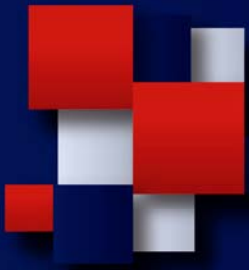
### • Brisbane

Brisbane saw over 80 people attending the seminar at the Brisbane Convention & Exhibition Centre. Sharon Stratford, WorkCover Queensland provided an introduction to the seminar, followed by Dr. Kathryn Mueller and Neil Singleton, Office of the Insurance Commissioner. Neil focused on how Queensland CTP insurers and the Insurance Commission approach best practice medical and claim outcomes for those injured in a motor accident and provided an overview of the differences in a common law environment as opposed to a statutory environment for outcome measurement and control. The seminar received outstanding reviews with participants remarking on "the high calibre of guest speakers" and "thought provoking information."

### • Alice Springs

The Alice Springs seminar titled 'Delivery of Care in Remote Communities' had more than 40 people attending from all across Australia. The seminar was fortunate to secure Valerie Royle, CEO and President of the Yukon Workers' Compensation Health and Safety Board to provide the keynote address. The seminar also featured presentations from a range of other speakers on topical issues. A key outcome of the seminar was recognition of a range of key issues affecting remote and indigenous communities that can help influence the design and operation of the proposed National Disability and Injury Insurance Schemes. The group also agreed to continue to build upon the network and conversations seeded at this seminar and act upon the many good ideas raised.

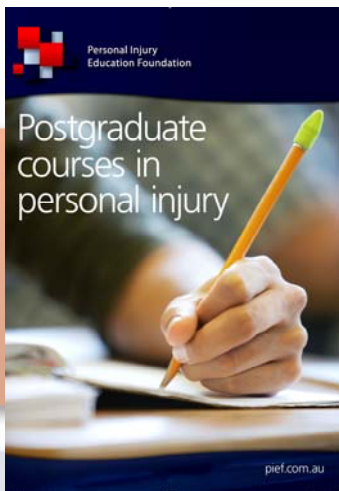




## Postgraduate program roadshow

In collaboration with Deakin University, PIEF were proud to launch the revised postgraduate program through a roadshow of information sessions across several destinations including Brisbane, Sydney, Perth, Melbourne and Adelaide with over 120 attending across the five cities. The key changes, features and benefits of the revised program were presented to a range of employers and potential students.

2012 enrolments for the postgraduate program are now open and close on 27 January 2012. For more information please [click here](#).



The newly accredited program incorporates four Graduate Certificate streams that have been structured to encourage greater participation from across the personal injury industry and to increase flexibility. Furthermore, the inclusion of three new personal injury units to address identified skill and knowledge gaps in the industry (shown below) will be progressively implemented over the next few years.

NEW Graduate Certificate streams:	NEW personal injury units:
Claims Management Business Management Dispute Management Return to Work Management	Dispute Management Managing Compensable Injury Claims Strategic Return to Work

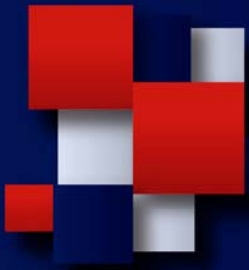
The three programs available form a pathway, allowing exit at three points with the option of continuing study at a later stage (after completing the Graduate Certificate or Graduate Diploma).

- Graduate Certificate of Management (Personal Injury)  
4 units—1 year part time
- Graduate Diploma of Management (Personal Injury)  
8 units—2 years part time
- Master of Management (Personal Injury)  
12 units—3 years part time

PIEF is offering all postgraduate students a complimentary Certified Personal Injury Professional (CPIP) membership for two years (upon completion of one of the above postgraduate programs).

For more information about CPIP membership see page nine.





## PIEF sponsorship

### PIEF sponsors ARPA Victoria Awards

PIEF were proud to be a silver sponsor of the inaugural Australian Rehabilitation Providers Association (Victoria) Awards. Nathan Clarke, PIEF Executive Manager and Joan Holschier, PIEF Program Manager attended the awards which were held in Melbourne in October 2011 at the Sofitel Hotel.

PIEF were pleased to present the winners of each of the eight award categories with a voucher to participate in one of our training modules or certification programs.

PIEF would like to take this opportunity to congratulate all the finalists and winners at the 2011 ARPA (VIC) Awards.



### PIEF co-sponsors WorkCover SA Awards

PIEF were proud to co-sponsor the inaugural *Remain at Work Achievement Award* with DeakinPrime at the 2011 WorkCover SA Recovery and Return to Work Awards held in September at the Adelaide Convention Centre.

The *Remain at Work Achievement Award* recognises the collaboration between a worker and employer on injury management and prevention measures that resulted in a remain at work outcome or an earlier return to work.

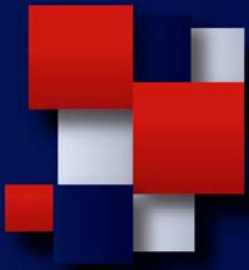
PIEF would like to acknowledge all the finalists and Judges' commendations of this award and congratulates the winners Robert Redpath and Katrina Lindsay from GM Holden, both of whom exemplify the principles of the *remain at work* message and demonstrated through their commitment to the resumption of normal life and work, the great benefits that staying at work offers to recovery.

After a workplace injury, injured workers who maintain contact with their co-workers and their employer are often more successful in returning to work than those who disengage. This was certainly true for injured GM Holden worker, Robert Redpath.

To view Robert's story click here [www.workcover.com/awards/microsite/stories](http://www.workcover.com/awards/microsite/stories)



From top: Nathan Clarke presenting an award to Eleni Katsoulis; Finalists at the ARPA (VIC) Awards; Liz Vinning (DeakinPrime), Rob Thomson (WorkCover SA) and Nathan Clarke (PIEF) with the 'Remain at Work Achievement Award' winners at the WorkCover SA Awards.



## PIEF welcomes ISCRR

PIEF welcomes the Institute for Safety, Compensation and Recovery Research (ISCRR) as its latest member.

ISCRR was established in 2009 as a joint venture between WorkSafe Victoria, the Transport Accident Commission and Monash University.

Working closely with workplace safety and transport injury compensation policy makers, regulators and the research community, ISCRR conducts and commissions research in workplace injury and illness prevention, compensation practice and health and vocational rehabilitation. ISCRR are committed to the effective translation of research into action to improve outcomes for the community.

For more information visit [www.iscrr.com.au](http://www.iscrr.com.au)



## PIEF exhibits at 2011 Q-COMP Expo

PIEF hosted an exhibitors stand at the Q-COMP Return to Work Conference and Expo in October 2011 in Brisbane. PIEF promoted the new nationally recognised qualification - *Certificate IV in Personal Injury Management (Return to Work)* as well as its suite of postgraduate and other courses.

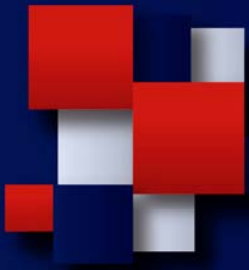
Hundreds of industry delegates attended the stand on the day with a high level of interest in our educational programs, making it a huge success.

PIEF is also a sponsor of the 2012 Q-COMP Return to Work Conference and Expo in Townsville. For more information visit the [event website](#).



Left to right: Brent Letson, PIEF Program Development Consultant, presenting a guest with information; Lisa La Porte PIEF Program Officer, at the expo stand; PIEF's virtual stand on the Q-COMP virtual event website.





## PIEF training updates

### ***Understanding Accident Compensation in Australia and New Zealand***

The Understanding Accident Compensation in Australia and New Zealand training module provides a comprehensive overview of workers' compensation and compulsory third party insurance schemes and aims to give participants a better understanding of how accident compensation schemes work across Australia and New Zealand.

The module includes information on the way that each scheme deals with key aspects such as coverage, benefits, self-insurance, common law and dispute resolution. The module also provides information on the various accident compensation modules currently in existence and on the evolution of workers' compensation and motor accident insurance schemes from the late 19th century to modern day.

The next rollout for this program is from 19-23 March 2012. For further details, please [click here](#) or contact us on (03) 9940 4893.



### ***Development of the Certificate IV in Personal Injury Management (Claims Management)***

PIEF is currently developing a national version of the *Certificate IV in Personal Injury Management (Claims Management)* which will be delivered entirely online for participants from across the Australian personal injury industry.

Five themes have been selected for inclusion in the program. Each theme has a cluster of relevant competency standards with the aim of providing a comprehensive and engaging learning program specifically tailored for staff that manage personal injury claims.

The themes include:

- Overview of the Accident Compensation Industry
- Building Service Relationships
- Case Manager Practitioner
- Return to Work / Return to Community
- Preventing and Resolving Disputes.

If you are interested in this program, keep an eye out for more information in the March 2012 newsletter.

### ***Certificate IV in Personal Injury Management (Return to Work)***

Enrolments NOW OPEN! Closing on 27 January 2012. More details are available on the front page of the newsletter.

### ***Interested in becoming a PIEF facilitator?***

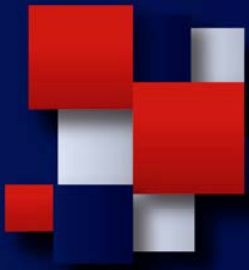
PIEF are currently accepting expressions of interest for new facilitators to be involved in our range of online vocational and professional development programs.

We are seeking facilitators with experience in:

- Claims Management
- Injury Management
- Customer Service
- Return to Work/Return to Community
- Dispute Prevention and Resolution.

If you are interested in becoming involved please contact Brent Letson via email [brent\\_letson@pief.com.au](mailto:brent_letson@pief.com.au) or phone (03) 8663 5406.

**Expressions  
of  
interest**



## Have you visited the PIEF blog?

Since launching in June 2011, the PIEF blog has had a number of followers keeping up-to-date with news and events relevant to the personal injury industry.

To give you a feel of what's included on our blog, here's what some of the latest entries have included:

- The launch of the *Certificate IV in Personal Injury Management (Return to Work)* vocational program
- The Canadian Institute for Work and Health (IWH) has a new e-alerts tool available to advise of new research
- Release of the latest Comparative Performance Monitoring (CPM) report from Safe Work Australia
- Q-COMP's launch of the Return to work assist micro site
- Recent research by the Institute for Safety, Compensation and Recovery Research (ISCRR) on the past, present and future of workers' compensation in Victoria
- PIEF's postgraduate roadshow event details
- Promotion for the e-vent *A Holistic Approach to Controlling Prescription Opioid Abuse in Workers' Compensation*, conducted by the International Association of Industrial Accident Boards and Commissions (IAIABC), which was conducted online.

Subscribe today so you don't miss out on the news and events of the personal injury industry!

Visit <http://piefnewsandevents.wordpress.com/> to register.

## Latest videos on CPIP website



As part of the benefits offered to active Certified Personal Injury Professional (CPIP) members, short videos are released monthly on the CPIP website.

The latest offerings include:

- **Dr Richard Pimentel – Principles of RTW**  
2010 PIM conference keynote address by Dr Richard Pimentel. He discusses his observations and thoughts on successful RTW and disability management programs. *Parts 10 to 13 (total of 13).*



- **PIEF conference panel session—Does research make a difference?**  
A panel of industry experts discuss the virtues and limitations of the impact of research on accident compensation on schemes.



Head to the videos area on the website to view the rest of the latest video offerings.

Not a CPIP member? Apply [here](#) now.

### Contact us:

E: [info\\_pief@pief.com.au](mailto:info_pief@pief.com.au)  
P: (03) 9940 4893  
W: [pief.com.au](http://pief.com.au)