



July / August 2011

**THE INJURED NURSES
SUPPORT GROUP**

PATRON: JUDITH DURHAM, OAM

INSG July 2011 Meeting

The details for this meeting are:

- Date:** Tuesday, 19 July 2011
Time: 11.00am – 12.30pm
Location: 3rd Floor Boardroom, ANF House, 540 Elizabeth Street, Melbourne
Speaker: Sally Deane, Financial Adviser, LWR Financial Group, is convening a discussion group.
- Sally will discuss professional advice, social security issues and income protection.
 - Mark Dwyer, an Accountant, will explain taxation issues.
 - Michelle Gage from Ryan Carlisle Thomas will discuss compensation for maims and for pain and suffering
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INSG August 2011 Meeting

The details for this meeting are:

- Date:** Tuesday, 16 August 2011
Time: 11.00am – 12.30pm
Location: 3rd Floor Boardroom, ANF House, 540 Elizabeth Street, Melbourne
Speaker: Member meeting, with time to discuss members' issues
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Other INSG 2011 Meeting Dates

- Tuesday, 20 September
 - Tuesday, 18 October
 - Tuesday, 15 November
 - Tuesday, 20 December
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Postal address: ANF (Vic Branch) Box 12600 A'Beckett Street PO, MELBOURNE VIC 8006
SUPPORTING INJURED NURSES ♦ PAIN & INJURY MANAGEMENT
♦ RETURN TO WORK PROGRAMS ♦ WORKCOVER ♦ MEDICO-LEGAL ISSUES
♦ RETRAINING/REHABILITATION ♦ INTERPERSONAL PROBLEMS

Nursing and Midwifery Health Program Victoria (NMHPV)

On 6 July I represented the INSG at the launch by the Hon. David Davis, MLC, Minister for Health, of the new title for the Program previously known as the Victorian Nurses Health Program (VNHP). The NMHPV is a free, confidential and independent support service for nurses, midwives and students of nursing facing substance use and mental health concerns.

ANF (Vic Branch) Stop Occupational Stress Seminar

Tuesday 9 August 2011

CPD: 5.25 Hours

ANF House

This Seminar will provide information and advice on the causes, impacts and prevention of workplace stress.

Speakers include:

- Associate Professor Tony La Montagne, The University of Melbourne
- Andrea Shaw from Shaw Idea
- Peter Moylan from ANF (Vic Branch)

For inquiries and online registrations www.anfvic.asn.au/calendar or call Yiota Paraskevopoulos on 9275 9333.

Workers' Compensation Developments

Developments include:

- 1. New WorkSafe Agent Panel**
- 2. Workers' Compensation Premium Rate 2011/12**
- 3. Claims Management Model**
- 4. Victorian Ombudsman Investigation into Record Keeping failures by WorkSafe Agents**
- 5. Return to Work Fund**
- 6. High Court Decision on Medical Panels**

1. New WorkSafe Agent Panel

Worksafe, following a tender process, which it undertakes every 4 or 5 years, has announced a new Agents Panel. The new Panel which came into effect on 30 June 2011 comprises of:

- Allianz Australia Workers' Compensation (Victoria) Limited (Allianz)
- Cambridge Integrated Services Victoria Pty Ltd trading as Xchanging (Xchanging)
- CGU Workers Compensation (Vic) Limited CGU
- Gallagher Bassett Services Workers Compensation Vic Pty Ltd (GBS)
- QBE Workers Compensation (Vic) Limited (QBE)

The main changes are:

- GIO has concluded its role as a WorkSafe Agent. Employers and workers who had policies or claims with GIO have been transferred to Galagher Bassett.
- Some employer policies and related worker claims have been moved from CGU to Xchanging

For more information about the new Agent Panel, please refer to worksafe.vic.gov.au/agents which includes answers to frequently asked questions.

2. Workers' Compensation Premium Rate 2011/12

Victoria's workers compensation average insurance premium rate will remain at 1.338% of employers' remuneration for this financial year.

The average premium remained Australia's second lowest and the lowest ever average premium rate in Victoria having dropped from 2.22% of remuneration in 2003/4

3. Claims Management Model

The current model in place since 2002, is based on a multi-disciplinary team, where a Case Manager who is supported by various specialists, makes all eligibility decisions.

Proposed changes in 2011 extend the specialist model, incorporating two new specialist roles:

- Eligibility Officer, who will make all eligibility decisions
- Return to Work (RTW) Specialists

4. Victorian Ombudsman Investigation into Record Keeping failures by WorkSafe Agents

The Victorian Ombudsman in his May 2011 Report was critical of poor record keeping by WorkSafe's Workers' Compensation agents.

Worksafe has agreed to the following recommendations made by the Ombudsman:

- Take immediate action to ensure agents comply with their contractual obligations regarding record keeping
- Introduce modern IT systems for its agents
- Audit its agents' record keeping as a priority and then review compliance each year
- Introduce a central registry for all accounts, invoices or medial certificates received by its agents
- Require that any written correspondence leaving the agents is double checked or peer reviewed prior to despatch
- Create and implement standardised procedures and rules for document creation, storage and handling
- Ensure that its agents introduce a formal handover procedure when claim files are allocated to new case managers
- Ensure that all documents created electronically in relation to a claim are maintained together on the central claim file

5. Return to Work Fund

WorkSafe has evaluated the Return to Work Fund, under which the ANF (Vic Branch) Nurses Return to Work in Hospitals Project was funded. The ANF (Vic Branch) currently is updating the material from the Nurses Return to Work in Hospitals Project to reflect the changed arrangements under the Accident Compensation Act.

The evaluation reported that the fund met its Objectives:

- To raise awareness of the RTW process
- To raise understanding of timely and effective RTW practice
- To improve employer and worker ability to initiate and manage RTW
- To increase opportunities for injured workers to successfully RTW
- To generate widely applicable, collaborative RTW solutions involving employer and worker parties

To enable wider community access to the RTW Fund products WorkSafe will soon provide a link on the WorkSafe Victoria website: [worksafe.vic.gov.au/return to work fund](http://worksafe.vic.gov.au/return%20to%20work%20fund)

6. High Court Decision on Medical Panels

The High Court on 22 June in Maurica Blackburn Cashman v Brown, on appeal from the Supreme Court of Victoria, determined that:

While S 68 (4) of the Accident Compensation Act (ACA) stated that the opinion of the Medical Panel must be accepted as final and conclusive by any court, body or person

S (68) 4 applied only to a question or matter arising under the ACA

S (68) 4 does not refer to an action for damage brought by a worker against an employer, which is a common law cause of action or has its origin in a statute other than the ACA.

INSG Webpage

The INSG Webpage with details of upcoming meetings, the INSG membership application form and contacts for members is at www.anfvic.asn.au/sigs

Contact Annie or Joan

1300 760 602 (Monday to Friday 10.00am – 4.00pm)

**This is the number for INSG members. The landline caller cost is the local call cost.
Mobile charges depend on the mobile contract**

Regards

Joan
