

Master of ceremonies



Andrew Daddo

Andrew's thrilled to be back as part of the 2017 icare TMF conference.

He's a TV presenter, currently on The Golf Show and the author of twenty five books, including a new picture book called 'Whatcha Buildin'? He has got three, almost grown up kids, a wife he loves and resides on Sydney's Northern Beaches.

Keynote speakers



Sam Mostyn

Sam is the President of the Australian Council for International Development (ACFID) and a widely sought after non-executive director and sustainability adviser. She sits on the boards of Virgin Australia, Transurban Group, Mirvac, Citibank Australia and CoverMore, and has previously held senior executive roles at Insurance Australia Group, Optus Communications and Cable & Wireless plc.

Sam has been involved in a number of collaborative social and environmental initiatives, including the Business Roundtable on Climate Change and Business for Millennium Development. Sam was also the first woman appointed as AFL Commission, and has been a member of the board of Australian Volunteers International for the past six years, as well as serving on the board of Reconciliation Australia for several years.

Sam served as the Chief of the Defence Force's Womens Advisory Group and was a member of the Human Rights Commission Review of the Treatment of Women in the Australian Defence Force. She is the Deputy Chair of the Diversity Council of Australia. Sam has long been involved in sustainability issues, serving on the boards of ClimateWorks Australia, the Climate Council and 1 Million Women. She has served on the National Sustainability Council, the advisory board of the CSIRO Climate Adaptation Flagship and the National Mental Health Commission. Sam is also a member of the Australian Faculty of the Cambridge University Program for Sustainability Leadership.



Dr Stefan Hajkowitz

Senior Principal Scientist - Strategy and Foresight, CSIRO

Stefan is a world leading scholar in the field of decision theory and has published seminal works on the use of multi-objective decision support. Stefan's research aims to help organisations explore plausible futures and make wise choices. His research background lies in the fields of geography, economics and decision theory. In his role he conducts original research and provides consultancy and advisory services to companies and governments. He is also one of Australia's most heavily demanded speakers for professional and public audiences on the topics of future trends and decision making. He leads a small and growing team of researchers and consultants working on strategic foresight with a focus on the digital economy. He is widely published in the international scientific literature and his most recent book titled "Global Megatrends" is available through CSIRO Publishing.

Since 2009 Australia's national science agency CSIRO has been analysing future trends that will reshape the landscape for government, business and society in the coming twenty years.



Dr Catherine Ball

Dr Catherine Ball is an author, founder, and ethics advocate working across global projects where robotics and new technology meet environmental protection.

A sought after voice in the industry, Dr Ball is now working with the application of Remotely Piloted Aircraft Systems (RPAS) - drone technology - across remote communities, schools, industry, and citizen scientists. Dr Ball is leading the call for discussions around the ethics of spatial data, and commercial drone operations.

Dr Ball's biggest passion is found working on projects that have a humanitarian aspect, ranging from the use of RPAS for emergency response, to recording cultural heritage, and agricultural assessments. Dr Ball has travelled and worked globally on cutting edge projects that combine science, entrepreneurship, empowerment, education, and training.

Dr Ball's latest passion project is #SheFlies (www.sheflies.com.au; www.facebook.com/shefliesau) whereby women and girls get a chance to fly and try drone technology. She Flies aims to reach 100,000 Australian women and girls by 2020, and is already expanding internationally.

Dr Ball continues to support Australia as the world leader in the non-military application of drone technology, also known as "drones for good". Catherine has co-created a new, global congress to be held annually in Brisbane starting in August 2017 - The World of Drones Congress will run annually and will be the first significant global drone conference to focus on all parts of the drone economy, and the future of the industry www.worldofdrones.com.au.



Amanda Keogh

General Manager, icare foundation

Amanda is an experienced leader, strategist and social innovator. As General Manager, icare foundation, Amanda is responsible for developing and leading the social venture, a fantastic opportunity to make a difference to the New South Wales community.

Amanda's career history includes establishing and leading the Asia Pacific Sustainability Centre of Excellence at Fuji Xerox where she created and executed a regional strategy to reinvigorate corporate social responsibility, engaging business leadership in a uniting purpose and cascading goals across countries. More recently, she contributed to the successful outcome of the Home Energy Action program when consulting at the NSW Office of Environment & Heritage.

Breakout session speakers



Marie Patane, General Manager Business Resilience, The Star Entertainment Group

Organisational resilience and contingency crisis planning

In an ever changing world, how do organisations ensure that they are prepared for every crisis to enable business continuity? This presentation will outline a range of worse case scenarios requiring stakeholder engagement, planning and upskilling organisations to enable them to respond and recover in an efficient and timely way to minimise the impact on business.



Dr Sarah Dalton, Clinical Lead, Agency for Clinical Innovation

Overdiagnosis, underdiagnosis and misdiagnosis – Getting the balance right

In a clinical world increasingly attune to the challenges of clinical variation, how can clinicians work out how their practice compares to others? And in reviewing and improving their practice, how can doctors make sure they make the right diagnosis most of the time without exposing their patients to unnecessary testing? This presentation will review what we know about unwarranted clinical variation and explore some strategies that clinicians and health systems can employ to ensure patients receive the right care at the right time.



Dr Lina Engelen, Research Fellow, Charles Perkins Centre, University of Sydney

Dr Josephine Chau, Lecturer in Prevention, Charles Perkins Centre, University of Sydney

Wellness by design: Real-world research evidence for healthy and productive workplaces and workers

It takes multidisciplinary action and thinking to promote and sustain healthy workplaces and workers. This session will present advances in workplace design and wellness initiatives, and their impact on employees' physical activity and sitting behaviours, musculoskeletal complaints, mental wellbeing, and productivity. Using research carried out in real-world workplaces, we will highlight the benefits for employers and employees of taking a holistic approach to workplace health promotion.



Professor Alex Collie, Director Insurance Work and Health Group, Monash University

Workplace based return to work programs: Findings from a global literature review

Over the past decade Australia has experienced a decline in work injury rates. At the same time, we have observed an increase in duration of time off work for those injured. Reducing the burden of work injury and improving productivity requires development and implementation of effective return to work programs. This systematic review of 25 years of global research literature identified that multi-domain interventions were effective at reducing time off work for people with musculoskeletal conditions, and that work-focused cognitive behavioural therapy was effective for people with psychological conditions. There is currently insufficient evidence to recommend most other workplace-based interventions for people with these conditions. The presentation will discuss the implications of these findings for employers, practitioners and insurers.



Jason L Brown, Chair of ISO262 – Risk Management, National Security Director Thales

ISO 31000 supporting innovation, sustainability and resilience

The presentation will look at how ISO 31000 links to objectives, from Enterprise to Operations, through the consideration of understanding uncertainty and impact decision making requirements. It will address thinking with an open systems approach to risk management allows issues of sustainability and resilience to be considered in the risk context.



Thomas Loveday, Senior Manager Organisational Development and Human Factors, Clinical Excellence Commission

Ian Richards, Senior Advisor Strategic Implementation, Clinical Excellence Commission

Identifying organisational barriers and accelerators for quality improvement in health

The Kings Fund report “Improving quality in the English NHS: A strategy for action (2016)” noted that “high-performing health care organisations build in-house capacity for quality improvement.” However, many health organisations struggle to align organisational strategy, processes, and people to develop this capability. The CEC has recently developed the Organisational Safety Improvement Matrix (OSIM) to assist local health districts in identifying and aligning their quality improvement capability building priorities. This presentation will discuss the development of the OSIM and key findings from across NSW.



Anna-Louise Bouvier, Creator and Executive Director of the award winning Happy Body At Work program

Developing targeted, engaging, wellbeing solutions for the Public Sector

This joint venture with ABC Commercial has rolled out to over 30,000 employees in 80 public, private and government sector organisations in Australia and internationally. This session explores the importance of a user-centric approach to strategic wellbeing implementation, engaging stakeholders at all levels of your organisation and demonstrating the value that a “well” workforce can bring. Using case studies from their work with many public sector organisations, supported by post-doctoral research you will explore a range of wellbeing interventions from traditional keynotes to the latest in digital gamification.



Professor Ian Cameron, Director, John Walsh Centre, University of Sydney

Assisting recovery from motor vehicle crash injuries

Involvement in a motor vehicle crash is highly stressful event. Fortunately most people can be expected to recover quickly from their injuries. However, disability is prolonged for a proportion of people. The predictors of prolonged recovery are well recognised and relate to psychosocial factors rather than injury severity for the vast majority of people. What helps best for people at higher risk of prolonged disability is less well established. Recognition of the effects of the crash, encouragement to resume usual activities, effective communication, appropriate claims management, and avoidance of harmful treatments will assist. The presentation explores these issues, and aims to present an evidence informed guide to assisting recovery after injuries sustained in motor vehicle crashes.



Jim Henry, Director Emergency Management Capability and Planning, Department of Justice

An Integrated Emergency Risk Management Framework: Building the Disaster Resilience of the NSW Community

The diversity of challenges of emergency risks for NSW were highlighted through the delivery of the 2017 State-Level Emergency Risk Assessment. Using an adaptation of the National Emergency Risk Assessment Guidelines (NERAG), the resulting report provides an in-depth understanding of key emergency risks informing emergency management into the future. It has enabled an all hazards, multi-agency, whole of community, and Whole of Government approach to the risk assessment of priority hazards and supports the implementation of an Integrated Emergency Risk Management (ERM) Framework. The Framework will build systems, capacity and culture to continually identify, analyse and manage emergency risks in a systematic and integrated manner, with a focus on four priority outcome areas – Governance and Strategy, Methodology and Standards, Engagement and Communication, and Capability and Planning.



Peter Hibbert, Program Manager, Centre for Health Systems and Safety Research

How effective and sustainable are Root Cause Analysis (RCA's) investigations?

Only a small proportion of recommendations arising from 227 RCAs in one state Victoria are “strong”. This suggests that insights from the majority of RCAs are not likely to inform practice or process improvements. Suggested improvements include more human factors expertise and independence in investigations, more extensive application of existing tools that assist teams to prioritise recommendations that are likely to be effective, and greater use of observational and simulation techniques to understand the underlying systems factors. Time spent in repeatedly investigating similar incidents may be better spent aggregating and thematically analysing existing sources of information about patient safety.



Sharon Vandermaat, Senior Work Health and Safety Advisor, City Infrastructure City of Gold Coast

Managing the risk of Musculoskeletal Injuries using the PErforM Program

Participative Ergonomics for Manual Tasks (PErforM) is a simple manual task risk management program based on participative ergonomics, an internationally recommended approach for reducing musculoskeletal disorders. The PErforM program provides a framework to help employers engage with workers at all levels to identify, assess and control manual tasks risks within their workplaces. It has been used successfully in a wide range of industries and can be applied to most types of hazardous manual tasks. Within the City Maintenance branch of the City of Gold Coast we had a reduction of almost 50% in the number of days lost to injury and a reduction of over 30% in workers compensation claims costs. The benefits of using PErforM include having a better control of manual task risks, legislative compliance, improvements in productivity and improved worker knowledge about manual tasks risks management.



Nikki Brouwers, Managing Director, The Interact Group

Managing Risk in the Recovery at Work Process: Overcoming Objections

A common objection from employers and workers in the recovery at work process is the risk for workers with a history of multiple claims, or with a sensitive psychological claim, returning to the workplace. Nikki will review best practice strategies to manage these high risk claims back to work, focusing on the role of the employer and supervisor in minimising risk and creating the right environment to ensure a sustainable transition back to work.



Dr Jochen Schweitzer, Director, MBA Entrepreneurship at UTS Business School and Founder at U.lab

Design Thinking: The processes, methods and mindsets that stimulate innovation

The capacity to innovate as a key strategic resource has assumed growing importance for many organizations. A recent study found that in the past 10 years, design-driven companies outperformed the Standard & Poor's 500 by 228 per cent. Also government, including the Australian, Danish and British governments, are promoting an innovation agenda, many of which include programs that highlight creative problem solving and design. Much has been achieved with design driven approaches to innovation, yet many challenges remain. This talk introduces the processes, methods and specific mindset that stimulate innovation and explores the challenges of implementing them successfully.



Joanna Holt, Adjunct Fellow and Centre Coordinator, Health System Sustainability, Macquarie University

Teresa Anderson, Chief Executive Sydney Local Health District

The Goldilocks Zone - Balancing risk, cost and health system sustainability

Attention to risk is a fundamental responsibility of our system of health care. Both too much, and too little, attention to risk can foil our efforts to ensure our system of health care sustainably delivers both value for taxpayers and health outcomes for patients that are at least as good, if not better than they are now. There is a Goldilocks Zone where 'just enough' effort and resources must be committed to minimising risk at the micro, meso and macro levels of our health care systems without stifling clinical initiative or reducing efficiency whilst also driving consistently high quality outcomes and encouraging innovations that improve patients' experience of care. Strategies that are successful or show promise in balancing the equation of risk, cost and outcomes will be presented using examples from a high performing Local Health District.



Marc McLaren, Chief Enabler, Art of Work

So what's next? The compelling case for change and approaching safety differently

Australian organisations have made great progress in safety over the last few decades through the application of traditional safety methods, however performance has plateaued. This presentation takes a look at 'what is next?' and what organisations can do to make that next step change in performance. This presentation builds on the work of Erik Hollnagel and Sidney Dekker to provide an overview of the safety differently philosophy which centres around setting people up for success and offers a practical guide and case studies for successful implementation within large and complex organisations.



Suzanne Jones, Director, MTC Australia, NSW Advisory Manager, Xchanging and Chair of the Australian HBGW SSG

Morag Fitzsimons, Director, WCD Workers Compensation Solutions and Deputy Chair of the Australian HBGW SSG

An update on the Health Benefits of Good Work (HBGW) Campaign and initiatives of the Australian Signatory Steering Group

The HBGW Signatory Steering Group (SSG) has continued to develop since the group's inception in early 2015. This session will provide an update on the Royal Australasian College of Physicians' research base and consensus statements along with insights from recent signatory, employer and union focused SSG forums.

The SSG seeks to promote both the health and financial benefits of good work. In this presentation you will hear about how mechanisms to demonstrate the financial ROI to further support your HBGW business case.



NSW Public Sector Executive Panel session

This is a unique opportunity to hear firsthand from senior executives from across the sector on their views and insights on sustainable service delivery for the future.

The panel will be facilitated by Sean Osborn of NSW Treasury. Panel members will be asked questions about sustainability, innovation and proactive decision making including the influence of social, economic and environmental factors on delivering services. Audience members will have the opportunity to ask questions of the panel relevant to their roles and agencies.

Sean Osborn, Director of Financial Management & Accounting Policy at NSW Treasury

Sean's team is responsible for the financial management framework for the NSW General Government Sector, and for supporting the State's compliance with financial reporting standards.