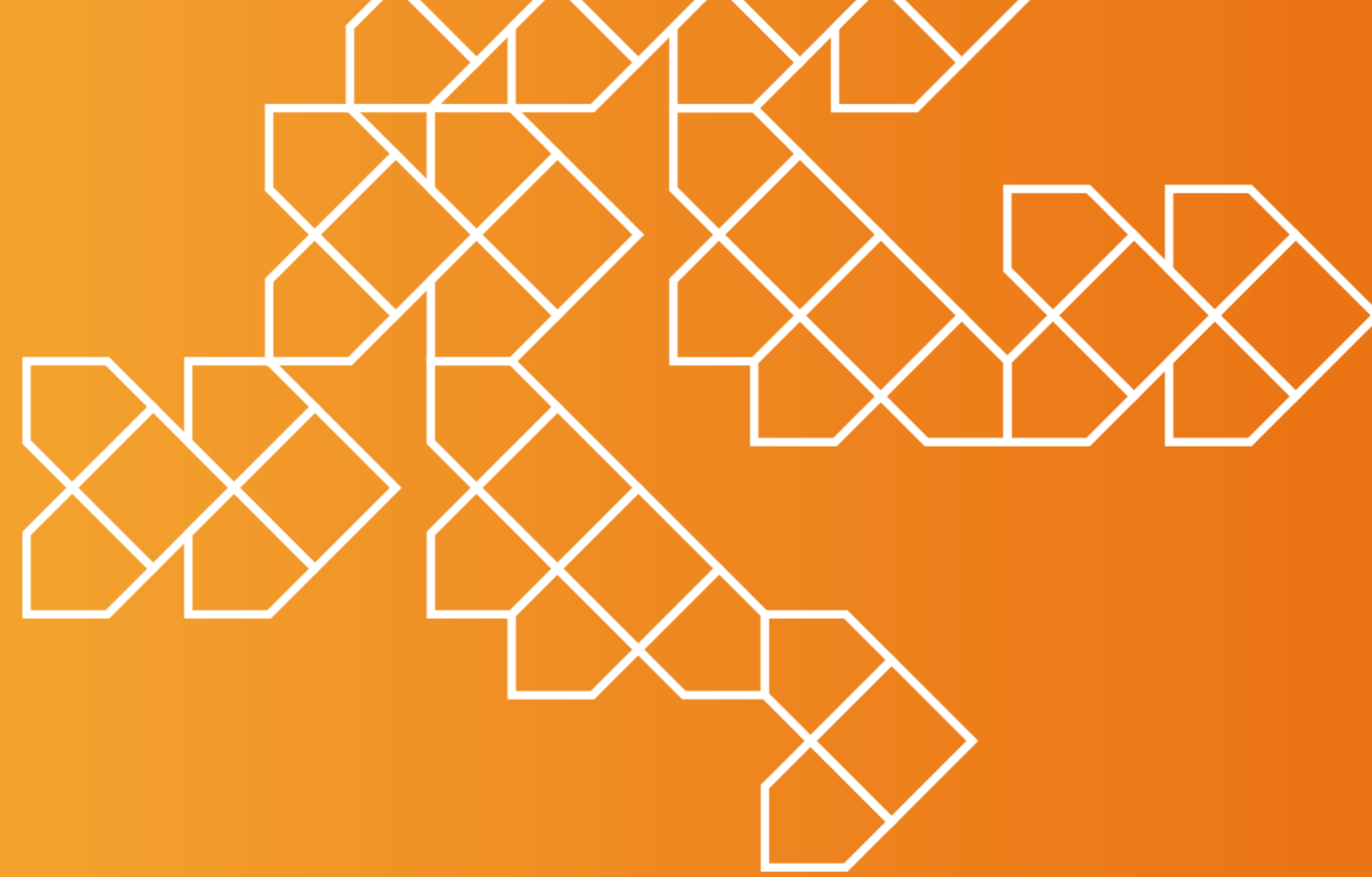




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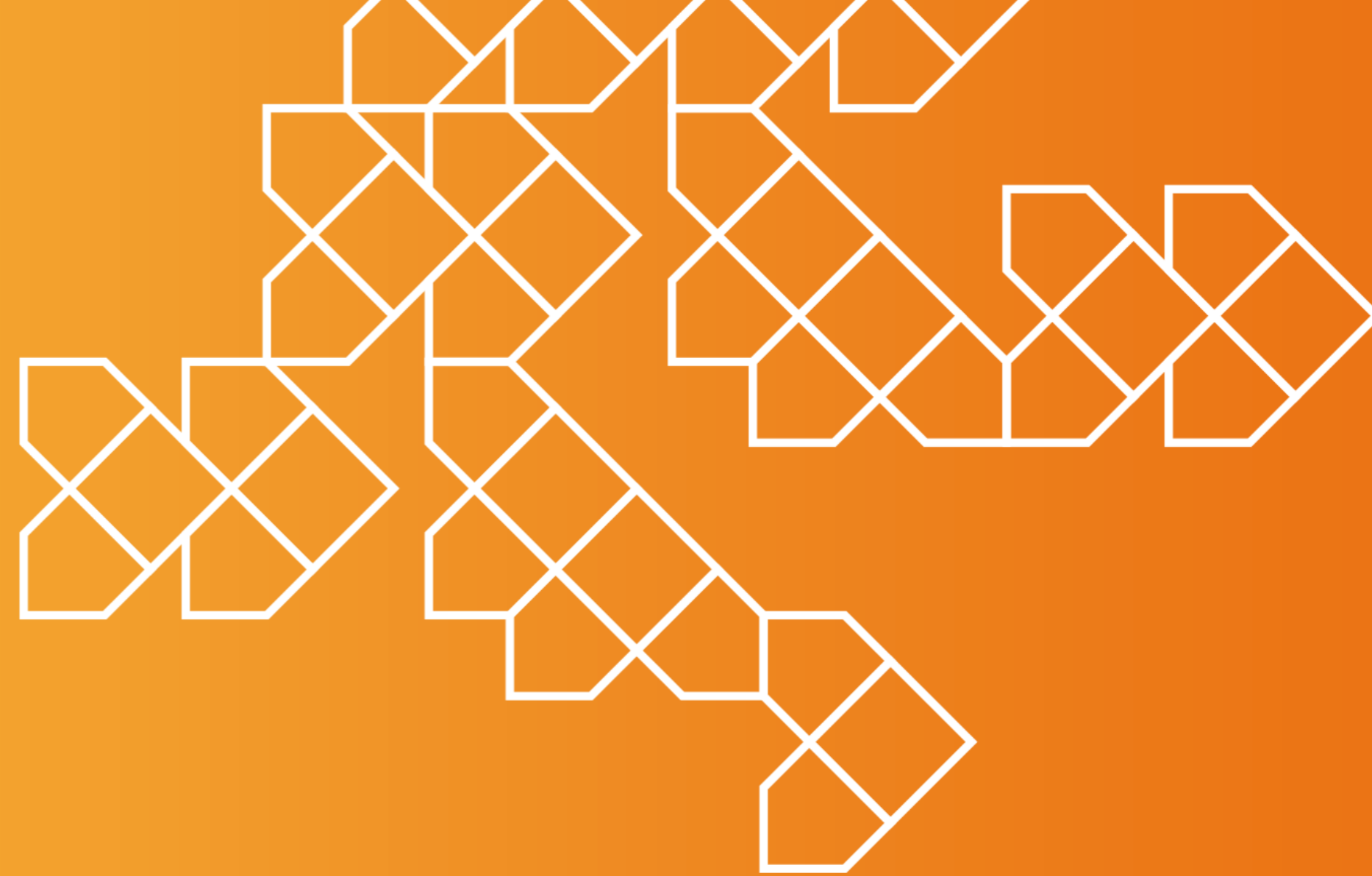


How Mobile Case Managers are improving Return to Work

A panel presentation led by WorkSafe







You can be part of the online conversation by using the event hashtag in any tweets or Instagram pics.

#hsmmonth





How Mobile Case Managers are improving Return to Work

A panel presentation led by WorkSafe



Our panel



- **John Fleming**, *Director, Claims - WorkSafe Victoria*
- **Declan Collins**, *General Manager - EML*
- **Lewis Marinopoulos**, *Mobile Return to Work Specialist - CGU*
- **Axel Fagerhill**, *Injured Worker - Rigby Cooke Lawyers*
- **Maggie Armanas**, *Mobile Return to Work Specialist - GB*
- **Adrian Cuce**, *Strategic Return to Work Specialist - Allianz*
- **Karen Spaul**, *Group Health and Safety Manager - Skybus*
- **Dean Pattison**, *Manager, Injury Management and Workcover – Ambulance Victoria*
- **Marisa Ashford**, *Return to Work Specialist - Xchanging*
- **Shaun Salimi**, *General Practitioner in the field of Occupational Medicine*

Session outline



| | | |
|----------------|---|--|
| 11.40am | Introduction by WorkSafe Victoria | John Fleming |
| 11.45am | Benefits of Mobile Case Manager Support | Declan Collins |
| 11.50am | Panel discussion - Mobile Case Manager and injured worker perspective | Lewis Marinopoulos & Axel Fagerhill |
| 11.55am | Panel discussion - Mobile Case Manager and employer perspective | Maggie Armanas Adrian Cuce & Karen Spaul |
| 12.05pm | Panel discussion - A mental injury perspective with Ambulance Victoria | Dean Pattison & Marisa Ashford |
| 12.15pm | Panel presentation - GP perspective | Shaun Salimi |
| 12.25pm | Summary and audience questions | John Fleming |
| 12.40pm | Close | |

Mobile Case Manager: Strategic Direction



Align to WorkSafe 2030 Strategy

- tailored and individualised support

Build an appropriate pilot cohort

- establish reliable data to test validity of assumptions and hypotheses

Evaluate in order to determine future approach

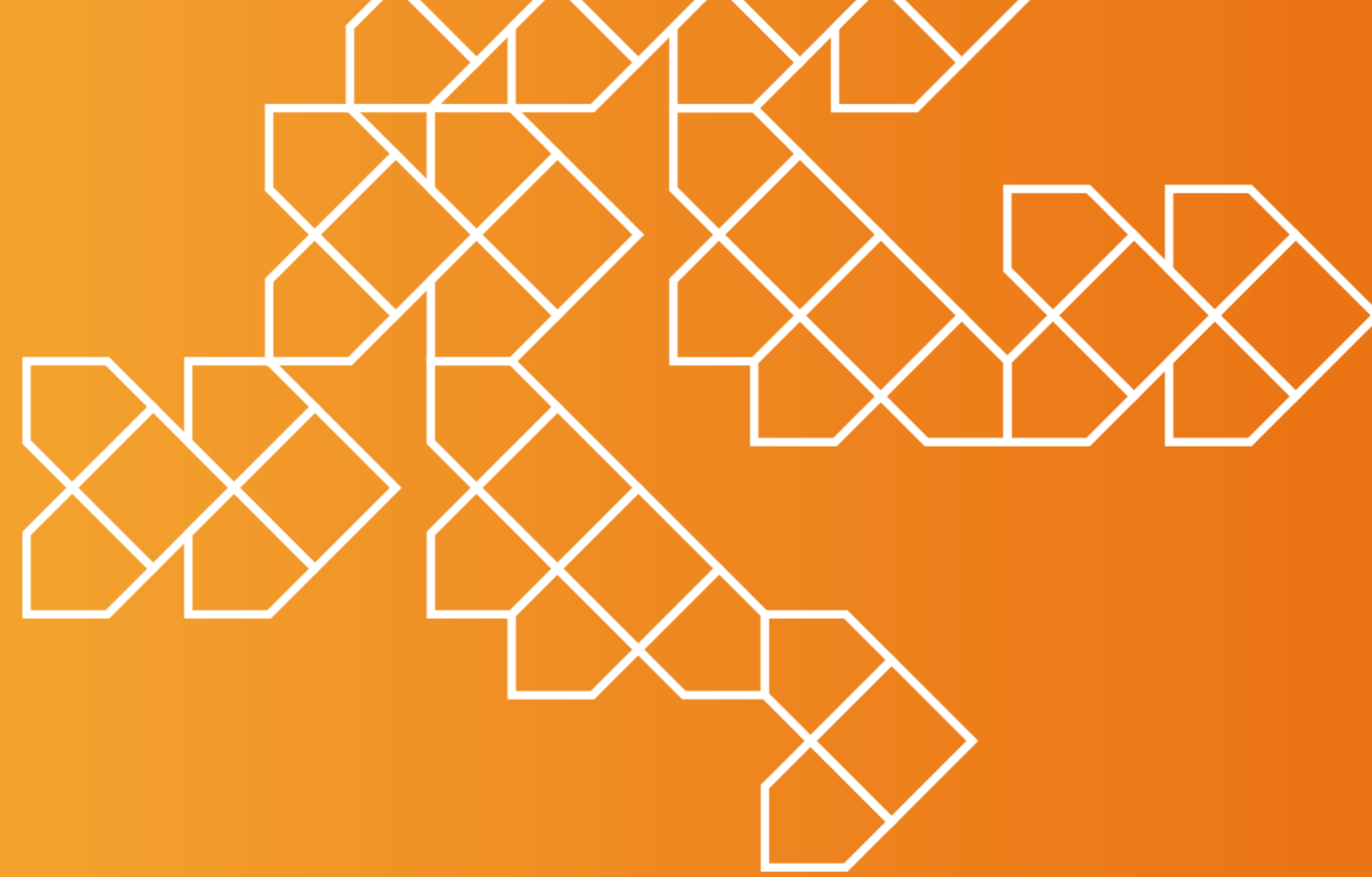
- formal ISCRR evaluation



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Panel presentation

Benefits of Mobile Case Manager support

Declan Collins, *General Manager – EML*

Objective



Establish working relationships that promote and enhance positive customer experience, drive early recovery through appropriate treatment and lead sustained early return to work outcomes for injured workers and their employers

Purpose



To undertake face-to-face meetings with parties to enable identification of what's needed to help and progress activities for a faster recovery and safe and sustainable return to work

Key benefits



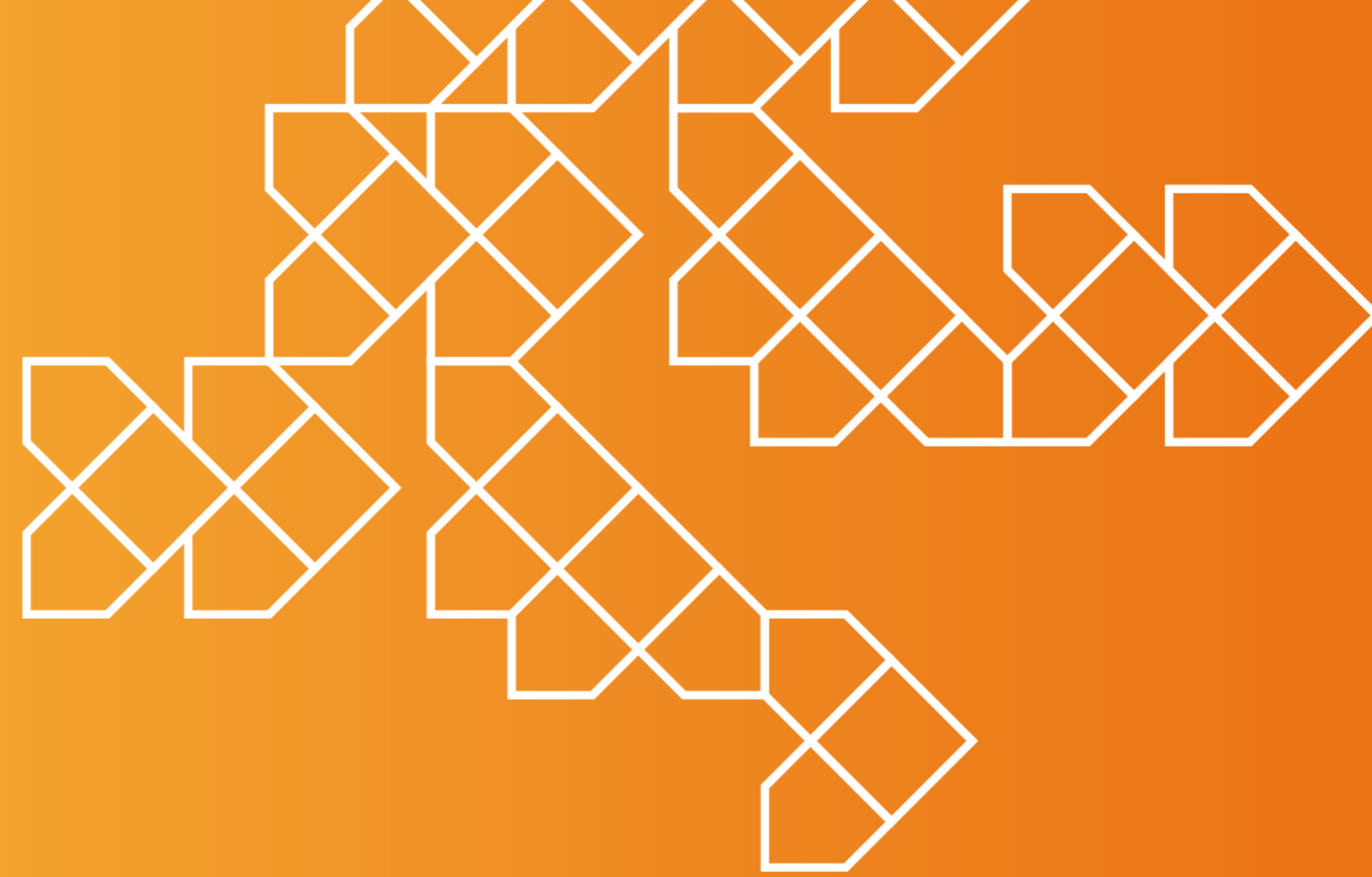
- Personalised, face to face service for both employers and their workers
- Work together to proactively plan recovery and RTW
- Better relationships - align and clarify expectations of all parties
- Working with treaters to help with recovery
- Efficient and proactive - conversations rather than letters
- Earlier and better quality referrals to OR
- Building new capability within the industry



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Panel discussion

Injured worker perspective

Lewis Marinopoulos, *Mobile Return to Work Specialist – CGU* and
Axel Fagerhill, *Injured Worker - Rigby Cooke Lawyers*

Key benefits



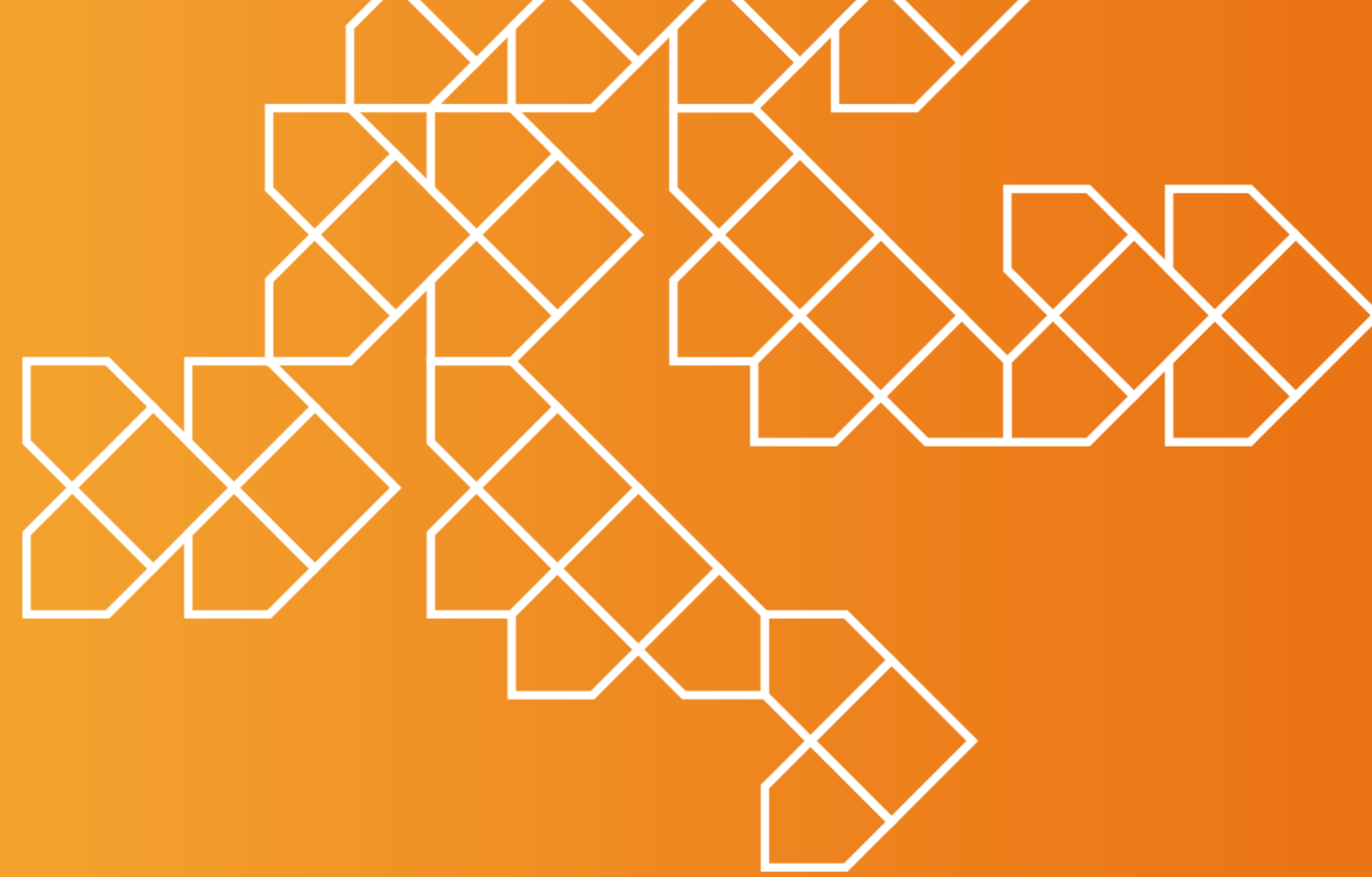
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Panel discussion **Employer perspective**

Maggie Armanas, *Mobile Return to Work Specialist - GB* and
Adrian Cuce, *Strategic Return to Work Specialist – Allianz* and
Karen Spaul, *Group Health and Safety Manager - SkyBus*

Key benefits



- Personalised, face to face service for both employers and their workers
- Work together to proactively plan recovery and RTW
- Better relationships - align & clarify expectations of all parties
- Working with treaters to help with recovery
- Efficient and proactive - conversations rather than letters
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Panel discussion

A mental injury perspective with Ambulance Victoria

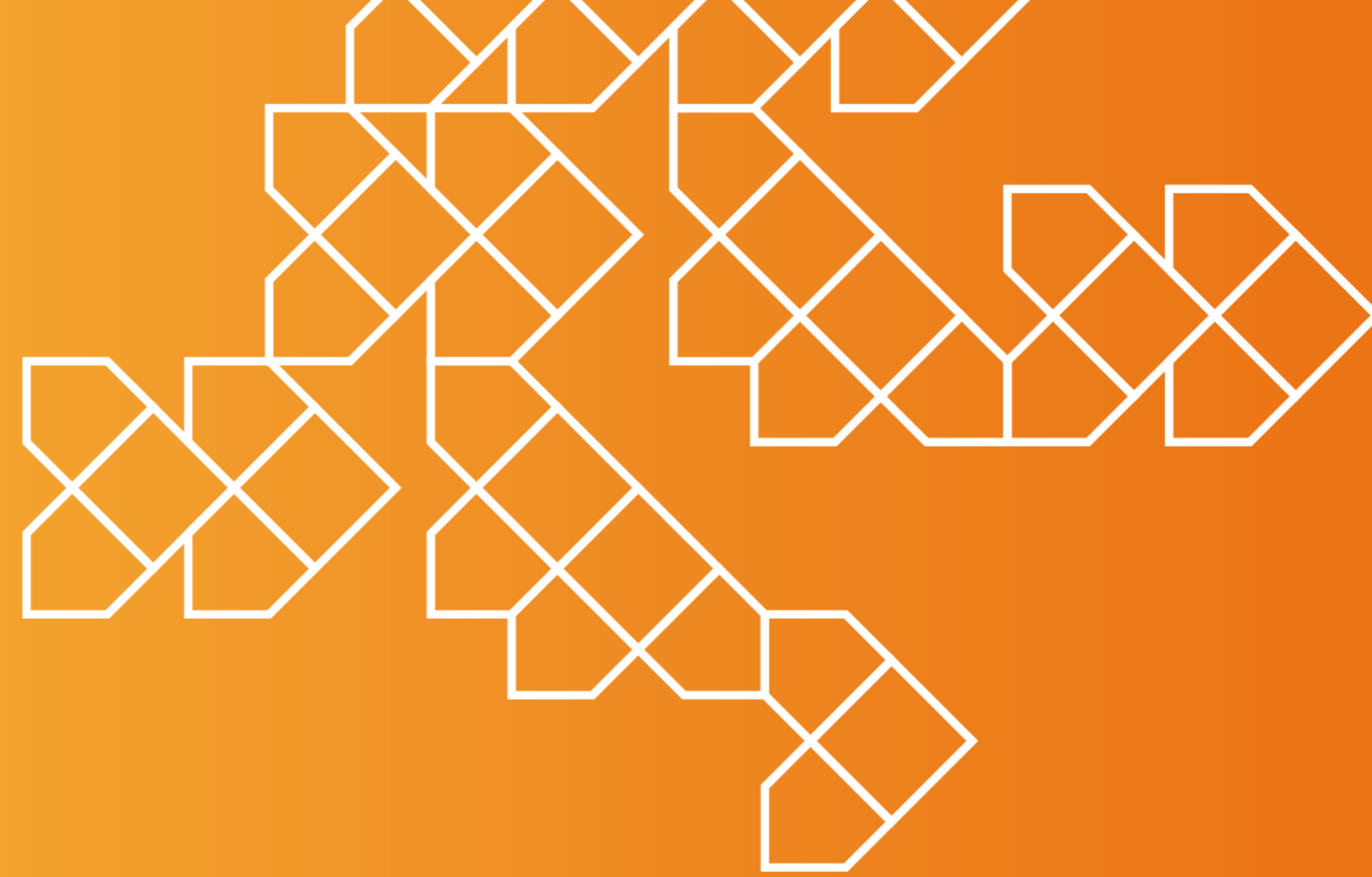
Dean Pattison, *Manager, Injury Management and Workcover – Ambulance Victoria* and
Marisa Ashford, *Return to Work Specialist - Xchanging*



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Panel presentation **GP perspective**

Dr Shaun Salimi *MBBS, BMedSc*

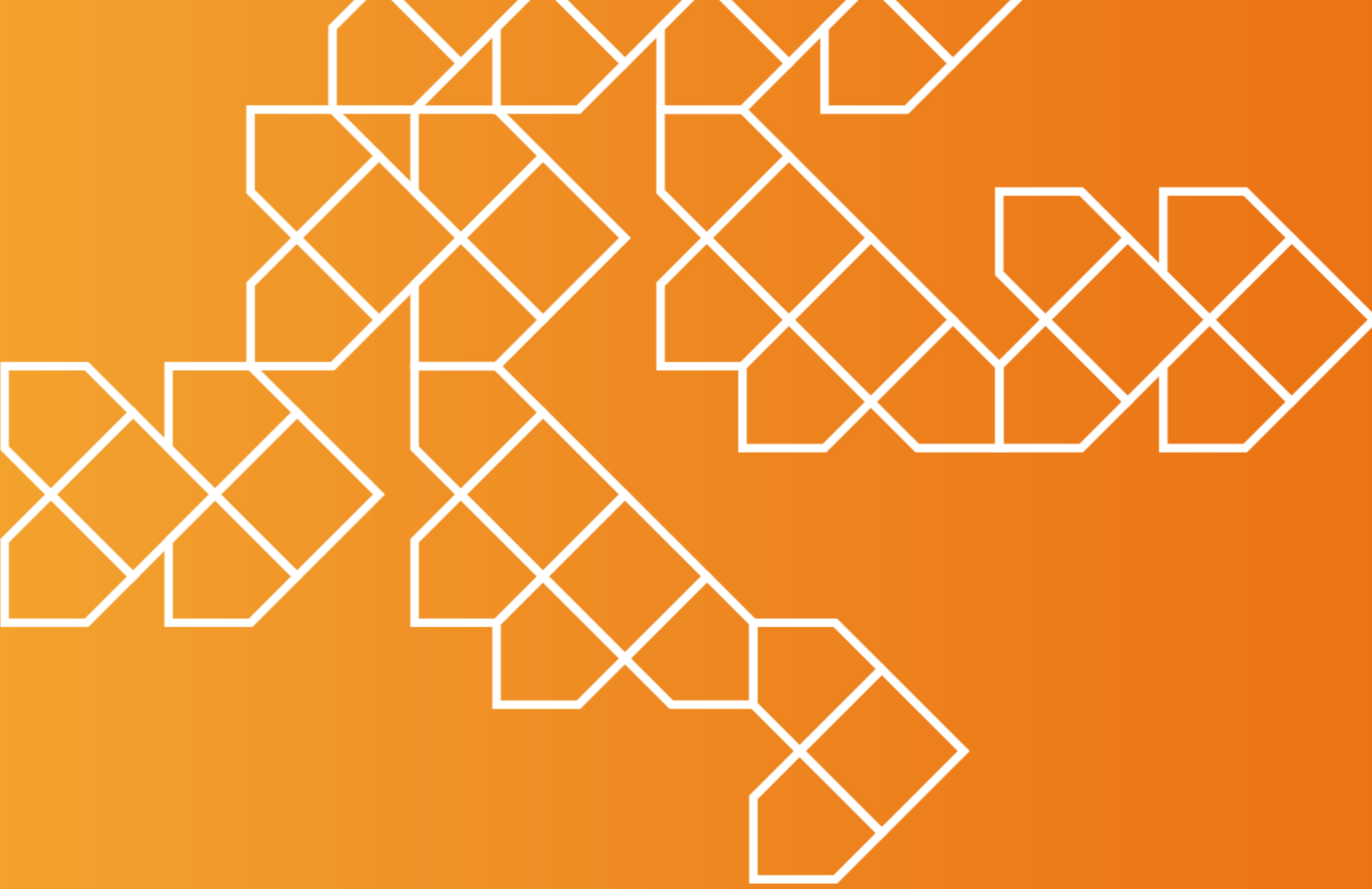




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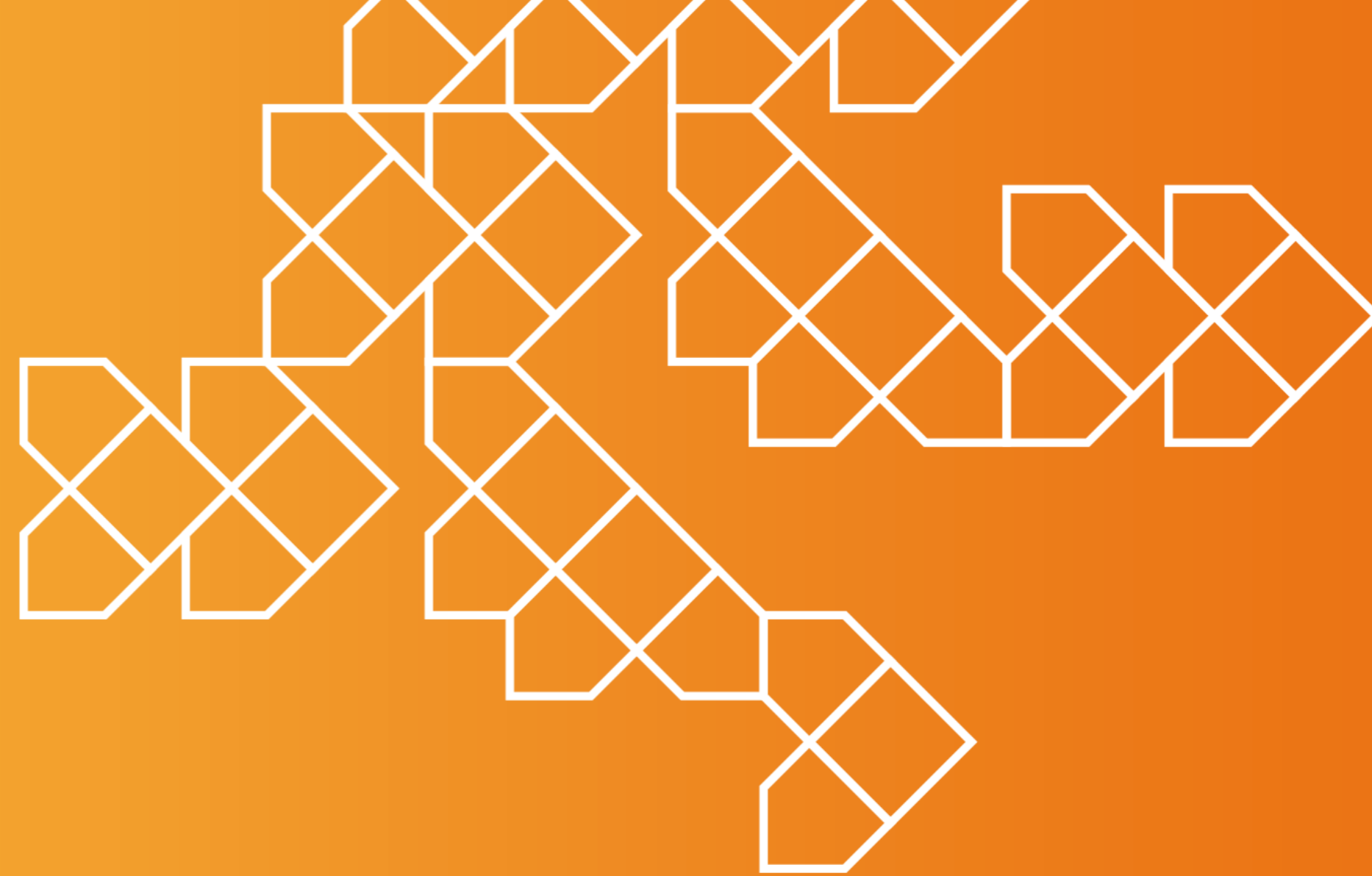
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Q & A





Thank you.





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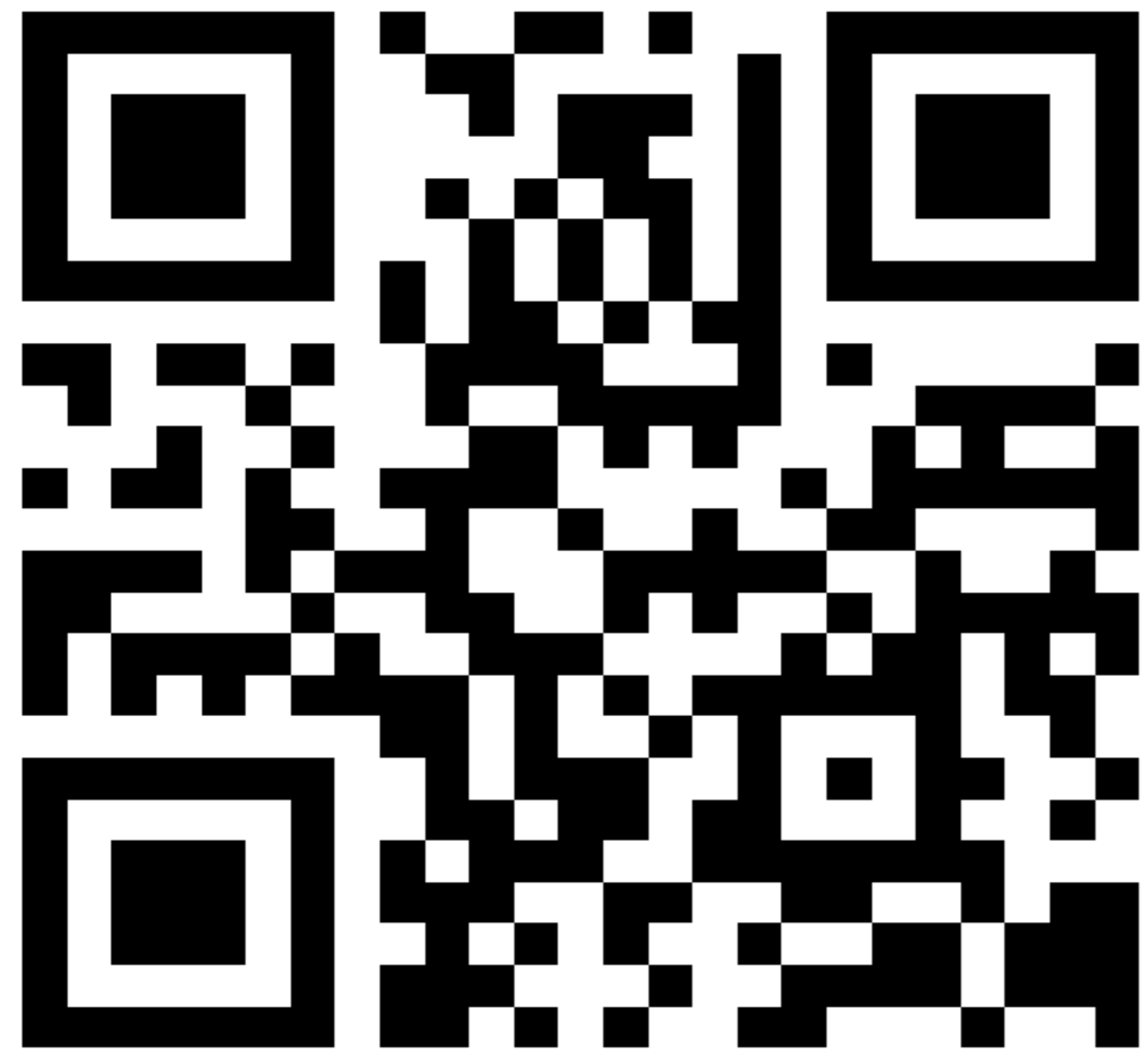
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How did we do?

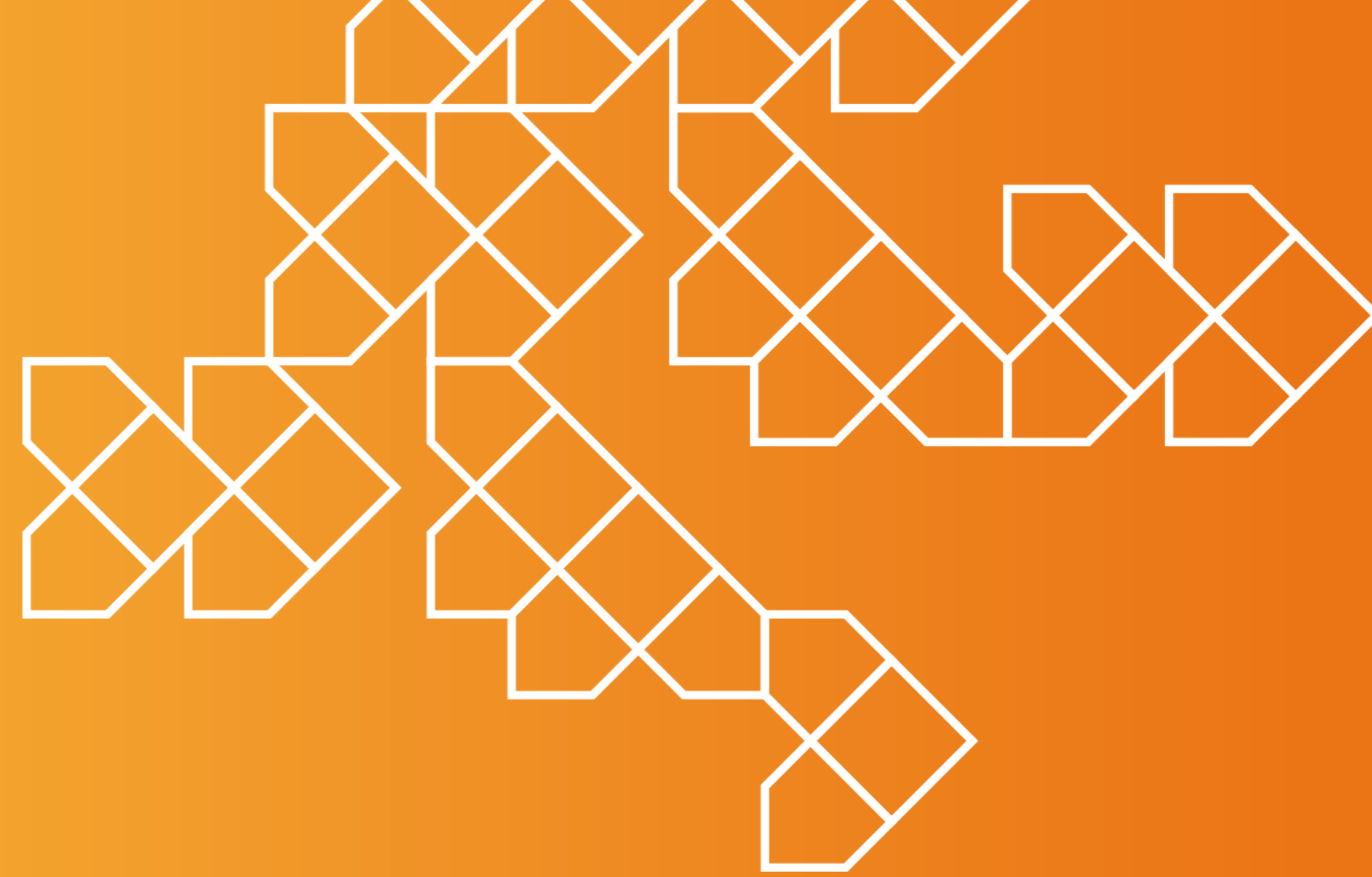
Please take a minute to answer some quick questions about this talk. You could win one of five \$100 Visa gift cards*

Go to <http://go.srnet.com.au/WHSM>



...or scan this QR code with your phone. You should be able to do it from there!

*one entry for each session evaluated





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