



Independent
Review Office

CURRENT AND
UPCOMING ISSUES *in the*

Personal Injury Schemes

IRO Annual Seminar 2023 | 14 June 2023 | Aerial UTS Function Centre

MORNING

9am-10am	<i>Registrations Open and Light Breakfast</i>	
10am-10.15am	<i>Welcome: Morning Session</i>	<i>Simon Cohen, Independent Review Officer</i>
10.15-10.50am	Presenting Matters Effectively Before the Personal Injury Commission	Sarah Warren, Barrister, 9th Floor Windeyer Chambers
10.50am-11.10am	Holding Regulated Entities to Account: SIRA's Enhanced Focus on Driving Better Scheme Outcomes	Adam Dent, Chief Executive, State Insurance Regulatory Authority
11.10am-11.45am	Discussion of Frequently Asked Questions Towards a Better Understanding of Medicolegal Reports	Dr Roger Pillemer OAM, Orthopaedic Surgeon
11.45am-12.05pm	Opportunities for Early Solutions in Disputed Workers Compensation Claims	Independent Review Office presenters Marilyn Cassidy, Policy Manger Ashley Payne, Principal Lawyer, ILARS Christie Echo, A/Manager, ILARS
12:05pm-12:10pm	<i>Closing Comments – morning session</i>	<i>Simon Cohen, Independent Review Officer</i>
12.10pm-1.10pm	<i>Lunch</i>	



Independent
Review Office

CURRENT AND
UPCOMING ISSUES *in the*

Personal Injury Schemes

IRO Annual Seminar 2023 | 14 June 2023 | Aerial UTS Function Centre

AFTERNOON

1.10pm-1.15pm	<i>Welcome: Afternoon Session</i>	<i>Melissa Hirst, Director Strategy, Policy and Support, Independent Review Office</i>
1.15-1.35pm	The Nominal Insurer Improvement Program	Mary Maini , Group Executive Workers Compensation, icare
1.35pm-2.35pm	Panel: Meeting the Challenge of Challenging Conduct – Providing Effective Services and Ensuring Staff Wellbeing when Injured People Act Unreasonably	Chair: Simon Cohen , Independent Review Officer Chris Wheeler , Chris Wheeler Consulting Jacqueline Barker , Customer Care Manager, Employers Mutual Limited Arthur Fogarty , Solicitor, Lamrocks Benjamin Walker , A/Manager Solutions, Independent Review Office Jay Gleeson , NSW Service Delivery Manager Critical Incidents, Benestar Tegan Cone , Director of Industrial Services and Bargaining, Australian Services Union NSW and ACT
2.35pm-2.55pm	It Pays to Care	Tatjana Jokic , Managing Director, JK Corporate Resourcing (for the Australian Rehabilitation Providers Association)
2.55pm-3pm	<i>Closing Comments</i>	<i>Melissa Hirst</i>