



Future of Work Conference: People, Safety, Culture

9-10 November 2021, Hilton, Brisbane

DAY 1 – TUESDAY 9 NOVEMBER	
8:30–8:50	<p>WELCOME & OPENING</p> <p>Bernie Doyle - <i>Chief Executive Officer and Chairman & President, NSCA Foundation</i></p>
8:50–9:10	<p>OPENING ADDRESS</p> <p>Craig Allen - <i>Deputy Director-General, Office of Industrial Relations - Queensland</i></p>
9:10–9:50	<p>KEYNOTE: AN UPDATE ON INDUSTRIAL MANSLAUGHTER</p> <p>Aaron Guilfoyle - <i>Work, Health and Safety Prosecutor, Office of the Work Health and Safety Prosecutor</i></p> <p><i>On 23 October 2017, industrial manslaughter provisions in the Work Health and Safety Act 2011 and related legislation commenced. On 1 July 2020, mirror provisions were enacted in Queensland's resources safety Acts. Responsibility for the prosecution of industrial manslaughter rests with Queensland's independent work health and safety prosecutor, Mr Aaron Guilfoyle. In this session, Mr Guilfoyle will provide an overview of the legislation, discuss the history of its application in Queensland to date, and consider the lesson learned and likely implications for business and government in Queensland.</i></p>
9:50–10:20	<p>IF THE ROLE OF OCCUPATIONAL HEALTH ADVISOR IS TO MAXIMISE HEALTH & WELLBEING OF THE WORKFORCE, HOW IS THAT GOING TO LOOK IN THE FUTURE</p> <p>Dr Robert McCartney - <i>Occupational Physician, Resile (recently appointed Chief Medical Officer for Woolworths)</i></p> <p><i>In this session, Robert will focus on the convergence of physical safety, psychosocial safety and ethical systems, drawing on some contemporary challenges that, if left unaddressed, will have significant implications for the future workforce.</i></p> <ul style="list-style-type: none"> • <i>The future for the Occupational Health Advisor operating in the current volatile, uncertain, complex and ambiguous environment.</i> • <i>The evidence for a systems approach to health, safety, ethics and culture.</i> • <i>Psychosocial hazard assessment and risk mitigation</i> • <i>Holistic solutions – culture, leaders, team members and case management</i>
10:20–10:50	<p>MORNING BREAK</p>
10:50–11:50	<p>REGULATORY PANEL DISCUSSION</p> <p>Facilitator: Bill Kritharas - <i>Director, NSCA Foundation</i> Martyn Campbell – <i>Executive Director, SafeWorkSA</i> Rick Bultitude - <i>Director, Investigations and Emergency Response, SafeWork NSW</i></p>
11:50–12:20	<p>HEALTH AND SAFETY IMPLICATIONS OF COVID ON COMMERCIAL PROPERTY OWNERS AND MANAGERS</p> <p>Troy Jackson – <i>Director, HSEQ, CBRE</i></p> <p><i>Managing over 1600 buildings and 17,000 tenants across Australia & New Zealand, how did the world's largest real estate company respond to COVID-19 and how will this change workers expectations for health & safety controls post COVID-19.</i></p>
12:20–13:30	<p>LUNCH BREAK</p>

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	STREAM ONE: CULTURE Chair: Anthony Gibbs - Chief Executive Officer, <i>Sentis Australia</i>	STREAM TWO: INDUSTRIAL SAFETY Chair: Chelsea Cook – Director, <i>NSCA Foundation</i>
13:30–14:00	<p style="text-align: center;">DRIVING A POSITIVE SAFETY CULTURE Anthony Gibbs - <i>Chief Executive Officer, Sentis Australia</i></p> <p><i>Investment in safety culture is crucial. Even with the right equipment, experience and systems, if your people lack the motivation to take responsibility for their own safety, it's not a question of if an incident will occur, but when. But in a landscape where 86% of organisational sites operate within a negative or unhelpful safety culture, how do businesses unlock the next stage of their safety culture journey?*</i></p> <p><i>In this session, we'll explore the five critical opportunity areas to improve safety culture maturity and how to strategically address each one in order to unlock the next stage in your safety culture journey.</i></p> <p><i>Session Outcomes:</i></p> <ul style="list-style-type: none"> - Explore insights from a global research study of 21,711 participants across industry - Understand the risks of a Public Compliance culture and its impact on safety performance and discretionary effort - Understand the role of leadership in driving a culture beyond compliance - Learn how to address five critical opportunity areas to improve safety culture maturity - Discover a practical roadmap for setting your next cultural transformation project up for success <p><i>*Based on a research report of 21,711 participants</i></p>	<p style="text-align: center;">SAFETY OBSESSED – THE FUTURE OF HEAVY VEHICLE ROAD TRANSPORT SAFETY – TOLL GROUP</p> <p style="text-align: center;">Luke Chapman - <i>Divisional HSE General Manager HSE Global Express, Toll Group</i></p> <p><i>Toll Group is Australasia's largest transport and logistics business with global operations in more than 50 countries. With a commitment to a safety-first culture, the session will focus on how Toll are turning industry insights into safety obsessed outcomes with use of preventative technologies and new generation heavy vehicle fleet innovations to improve heavy vehicle safety.</i></p>
14:00–14:30	<p style="text-align: center;">IMPROVING SAFETY CULTURE THROUGH FRONTLINE LEADERSHIP CAPABILITIES Julia Teys - <i>Group WHS Manager, Teys Australia</i> Dr Tristan Casey - <i>Lecturer, Safety Science Innovation Lab, Griffith University</i></p> <p><i>The LEAD model is a new leadership framework that treats safety as a dynamic control problem. According to the LEAD model, in some situations, a more directive, top-down approach that concentrates on compliance is warranted; in other situations, leaders should adopt a bottom-up, consultative, and empowering style to maximise team performance. Drawing together multiple ideas, theories, and concepts, the award-winning LEAD model has since been adopted by Workplace Health & Safety Queensland. In this presentation, Dr Tristan Casey, Lecturer at Griffith University's Safety Science Innovation Lab, and Mrs Julia Teys, WHS Group Manager at Teys Australia, will present a detailed case study regarding how the LEAD model was implemented and evaluated. Our presentation will concentrate on giving attendees practical take-aways to guide safety leadership development in their organisations.</i></p>	<p style="text-align: center;">HEAVY VEHICLE DRIVER FATIGUE – LESSONS FOR US ALL</p> <p style="text-align: center;">Greg Fill - <i>Director Safety and Assurance, National Heavy Vehicle Regulator</i></p> <p><i>An overview of the impacts and issues associated with fatigue safety in the heavy vehicle transport industry, how new risk controls and technologies are reshaping contemporary fatigue risk management, and how these can be adopted by other industries and workplaces.</i></p>



14:30–15:00	To Be Confirmed	<p>LOWERING RISK IN A HIGH-RISK INDUSTRY. LESSONS IN POWERLINE SAFETY Glen Cook - <i>Principal Community Safety Specialist, Energy Queensland</i></p> <p><i>In Queensland an average of 750 accidental contacts occur with powerlines every year. Unfortunately, each year one person is electrocuted and approximately 15 people are severely burned and injured. All these accidents are avoidable and mainly occur due to a lack of planning, lack and awareness of the powerline hazard and ‘inattentive blindness’. Inattentive blindness, results from a lack of attention or when an individual fails to perceive danger in plain sight, such as powerlines. Put simply we plan to work near the powerlines we cannot see. The popular presentation will raise awareness of powerline hazards and risks and what control measures need to be in place as well as planning with the free www.lookupandlive.com.au tool, assisting businesses to keep their workers safe and be legislatively compliant.</i></p>
15:00–15:30	AFTERNOON TEA BREAK	
	STREAM ONE: WELLBEING Chair: <i>Vicky Bartolacci - Director, NSCA Foundation</i>	STREAM TWO: TECHNOLOGY Chair: <i>Bill Kritharas - Director, NSCA Foundation</i>
15:30–16:00	<p>HOW YOUR POSITIVE DEVIANTS MAY HOLD THE SOLUTION TO YOUR TOUGHEST PROBLEMS! Terry Wong – <i>General Manager, Move4Life</i></p> <p><i>Positive Deviants are those who stray from the norm and produce extraordinarily positive results. Discover how to uncover who they are, what they do and how to leverage their success.</i></p>	<p>LONE WORKER SAFETY Travis Holland - <i>Managing Director, My Safety Buddy</i></p> <p><i>Safely controlling risk for staff working alone is becoming a concern. The inconsistent use of ad hoc manual systems is unlikely to meet applicable industry standards or related WHS obligations.</i></p> <p><i>Organisations who are not doing what is deemed ‘reasonably practicable’ to manage the foreseeable risk of harm to their lone and isolated workers will be found to have failed in their legislated duty of care. This obligation extends to the managers responsible for key decisions.</i></p> <p><i>Next generation lone worker safety solutions can deliver measurable and scalable benefits for all stakeholders. However organisations need to know which key features to look for and why.</i></p> <p><i>Best-in-class staff safety strategies will need to include smartphone and other technology driven safety solutions that are cost effective.</i></p> <p><i>The audience will be prompted to consider the potential challenges they may face when implementing technology based solutions for their workforces. I will discuss some of the roadblocks that we have seen including staff who struggle with technology, general resistance to change, and implementation fatigue.</i></p>

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16:00–16:30	<p>MENTAL HEALTH – THE LEADING WORKPLACE CRITICAL RISK Anna Feringa - <i>Workplace Mental Health Consultant, The Jonah Group</i></p> <ul style="list-style-type: none"> • Globally, an estimated 264 million people suffer from depression, one of the leading causes of disability, with many of these people also suffering from symptoms of anxiety (WHO, 2019) • The pandemic has tipped Mental Health from Risk to Critical Risk, however Mental Health still takes last place, if a place at all, on most workplace agendas - 25% - 50% increase in suicides over the next 5 years (Brain and Mind Centre, 2020), an increase in workplace critical incidents will form part of this Critical Incidents protocols will need to be on every company strategy during and post pandemic • With significant increase in depression and suicide globally, human error will follow impacting lives and the workplace bottom line 	<p>REMOTE INJURY PREVENTION: TECHNOLOGY TOOLS FOR YOUR BUSINESS CONTINUITY STRATEGY Scott Coleman - <i>Chief Executive Officer, Preventure</i></p> <ul style="list-style-type: none"> • What happens when the WHS team can no longer travel interstate to complete audits and risk assessments? • Do we have a 'Plan B' for new and existing staff, if we are no longer permitted to run face-to-face training? • How do we ensure that programs to address known injury risks are not put on hold due to border closures? • Are we set up to proactively identify new injury risks impacting our workforce, from afar? <p><i>In 2020 the safety industry tackled significant barriers to implementing and running injury prevention programs. Return-to-work cases had to be managed virtually, pre-employment screening was suddenly more challenging, and any planned classroom-based manual handling training went out the window. But many companies used this time to accelerate the adoption of innovative technology, change old processes that were no longer serving them, and think more creatively about how they could keep their most important assets – their people - safe.</i></p> <p><i>This presentation by the CEO of Preventure will take you through what it was like to be a safety technology company during this time, quickly pivoting the business and product, and supporting clients as they took a leap of faith and adopted new technology.</i></p>
16:30–18:00	NETWORKING DRINKS	

DAY 2 – WEDNESDAY 10 NOVEMBER

9:00–9:10	<p>WELCOME & OPENING Maria Zoras-Christo - <i>Director, NSCA Foundation</i></p>
9:10–9:40	<p>INTERNATIONAL KEYNOTE: HOW GLOBAL ORGANISATIONS NAVIGATE IN TODAY'S ATMOSPHERE AND CHALLENGES TO ENSURE A SUCCESSFUL SAFETY ENVIRONMENT Dale Stemple - <i>Head Global EHS - North America and EMEA, Global Environment Health and Safety, Viatris</i></p>

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	<p><i>How can large organisations create effective frameworks across multiple global sites and utilise technology to improve health and safety outcomes?</i></p>
9:40–10:10	<p>KEYNOTE: REVIEWING, EVALUATING, EMBEDDING A NEW CULTURE AT CRICKET AUSTRALIA Earl Eddings - <i>Chairman, Cricket Australia</i></p> <p><i>Culture is unspoken and unwritten and while we can talk about the cultural change program, ultimately, we will be judged by our actions on and off the field - from the players to the administration we are genuinely committed and with renewed leadership we have turned the spotlight onto each and every aspect of Cricket Australia to ensure positive changes are being made which will enhance Australian cricket at all levels.</i></p>
10:10–10:40	<p>KEYNOTE: HOW 'HELP SEEKERS' ARE INFORMING LIFELINE'S DIGITAL SERVICE INNOVATION Colin Seery - <i>Chief Executive Officer, Lifeline</i></p> <p><i>As Australia's largest mental health Helpline, Lifeline has continued to experience significantly increased demand for crisis support and suicide prevention services on the back of the compounding disasters of bushfires and the Covid pandemic. These historically high levels of demand have helped inform Lifeline on the digital roadmap forward regarding how help seekers want to access services, who are the high risk groups within the community, workforce requirements and what is Lifelines role in the broader mental health ecosystem.</i></p>
10:40–11:10	<p>MORNING TEA BREAK</p>
11:10–11:40	<p>FUTURE OF WORK FRIEND OR FOE? Jasmine Doak - <i>General Manager, People and Culture – Commercial and Corporate, Coles Group</i></p>
11:40–12:10	<p>IMPACT OF COVID – IMPLICATIONS FOR THE AVIATION SECTOR AND THE HEALTH AND SAFETY OF CUSTOMERS AND STAKEHOLDERS Kersty Christensen - <i>Head of Work Health & Safety, Governance, Brisbane Airport Corporation</i></p> <p><i>The effects of COVID-19 were felt early and significantly in the aviation industry, with reduced flights, scale backs in terminal capacities and the addition of increased health measures and restrictions. Now a year on, these measures remain a focus and will continue for the foreseeable future.</i></p> <p><i>However, responding to the global health emergency is only part of the picture. Rebuilding traveller confidence and meeting expectations of passengers in a post-COVID world will be a significant focus for aviation industries moving forward.</i></p> <p><i>In this presentation, Kersty will discuss the impacts of local, State and Federal COVID response measures on international and domestic ports of entry and the increased role of health and safety in the future travel journey.</i></p>
12:10–12:40	<p>THE POWER OF A GOOD STORY - STORYTELLING WITH IMPACT FOR HEALTH, SAFETY AND PERFORMANCE Liz Kearins - <i>Senior Consultant, Actrua</i> Alan Sim - <i>Principal Consultant, Safety, Actrua</i></p> <p><i>Stories help us share meaning and connect emotionally. When we tell a story, we are giving a little piece of ourselves to others, building trust and transferring knowledge. The most powerful stories touch our hearts, challenge our beliefs and have the power to change our behaviour.</i></p> <p><i>Human beings have been sharing stories for thousands of years. In fact, we are hardwired for stories. But while we are all storytellers at heart, most of us don't see ourselves that way.</i></p> <p><i>The great news is storytelling skills can be learned and developed. In this session, Alan Sim and Liz Kearins from the Actrua team, will explore the art and science behind a good story and share a practical model to supercharge your storytelling. They will also share a number of case studies to demonstrate the impact on health, safety and performance.</i></p>

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	<p><i>Learn how to tell high impact safety stories that switch on your people. Discover how storytelling can be used by your leaders and teams to create connection, challenge mindset and motivate people to act on it.</i></p>
12:40–13:40	<p>LUNCH BREAK</p>
13:40–14:40	<p style="text-align: center;">MOCK TRIAL – A CASE FOR MANSLAUGHTER Presented by Sparke Helmore Lawyers</p> <p><i>Sparke Helmore Lawyers will present a mock trial involving a corporation being prosecuted under the new industrial manslaughter laws in Queensland. Based on a case study involving a fatal forklift incident, this mock trial format will be certain to offer practical insight into the most serious of work health and safety offences. Following the presentation, Sparke Helmore Lawyers will be available for a discussion with attendees.</i></p>
14:40–14:45	<p style="text-align: center;">CLOSING REMARKS FROM THE CHAIR Bernie Doyle - <i>Chief Executive Officer and Chairman & President, NSCA Foundation</i></p>
14:45	<p>CONFERENCE CLOSE</p>