

# VOLUNTARY INDUSTRY REGULATION ACTUALLY WORKS - A DECADE OF MEASURABLE SUCCESS

## ONE-DAY SEMINAR **TUESDAY 21 JULY 2015**

RACV CITY CLUB  
501 BOURKE ST  
MELBOURNE.



## SEMINAR OVERVIEW

**THE PHI CODE OF CONDUCT  
CODE COMPLIANCE  
COMMITTEE IS HOSTING  
A ONE-DAY SEMINAR ON  
TUESDAY 21 JULY 2015  
AT THE RACV CITY CLUB,  
501 BOURKE STREET  
MELBOURNE. THE THEME  
AND CONTENT FOR THE  
DAY IS AS FOLLOWS:**

### **THE PHI CODE OF CONDUCT - A BUSINESS TOOL AND MEMBER BENEFIT**

- What effect has the Code had on our businesses over time?
- The most persistent consumers complaints and how to minimise them
- Trends and persistent issues identified during Code audits and the possible effects on members and complaints
- A useful tool for marketing to assist compliance (take-a-way)
- How has the Code been adopted and what advantages and disadvantages have been identified?
- The changes our industry agencies are undertaking
- How the Intermediaries Code has changed and is assisting health funds and consumers

The purpose of the seminar is to educate private health fund's middle level executives on issues and future potential changes to private health insurance that will have an effect on the PHI Code of Conduct compliance.

The seminar will be of particular interest to:

- Officers responsible for managing the Self-Audit Guide submission including:
  - Risk & compliance
  - Privacy
  - Marketing and sales
  - HR and training
  - Operations officers handling complaints
- External organisations (PHIO/CO, PHIAC/APRA, ACCC and PHIAA)

### **VENUE AND COST**

#### **VENUE**

RACV CITY CLUB  
501 Bourke Street Melbourne

#### **DATE**

Tuesday 21 July 2015

#### **COST**

\$140 per delegate and places are limited.  
Online bookings only available at this address  
[www.privatehealthcareaustralia.org.au/phicode2015](http://www.privatehealthcareaustralia.org.au/phicode2015)

#### **ORGANISERS**

PHI Code Compliance Committee

#### **INDEPENDENT AUDITOR**

Wayne Cooper 0407 276 023  
Michael Carroll 0438 189 726

SEE NEXT PAGE FOR PROGRAM

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## ONE-DAY SEMINAR

TUESDAY 21 JULY 2015



## SEMINAR PROGRAM

### TUESDAY 21 JULY 2015

**8.15 – 8.45** REGISTRATION

**8.45 – 9.15** Introduction, successes and issues - Ron Wilson

#### PANEL 1 – PERSISTENT ISSUES (with guidelines to assist funds)

**9.15- 10.45** Panel update an Audit perspective - Wayne Cooper

Panel update a marketing perspective – Troy Sheahan, GM Frank/GMHBA

Panel update a guideline to assist in compliance – Christine Mead, MPL/AHM

Panel questions

**10.45 – 11.00** Intermediaries Code changes and benefits – Andrew Davis PHIAA

**11.00 – 11.15** MORNING TEA

**11.15 - 11.45** Current compliance issues - Paris Petranis, KL Gates Lawyers

#### CASE STUDY 1

**11.45 – 12.15** Melbourne Storm – Cath Mulcare, Defence Health

**12.15 – 1.15** LUNCH

#### CASE STUDY 2

**1.15 – 1.45** After lunch speaker - Brendan McCartney – AFL coach

#### PANEL 2 – INDUSTRY REGULATION

**1.45 – 2.15** Commonwealth Ombudsman - working with the Code

**2.15 – 2.45** ACCC – attendance confirmed speaker TBA

**2.45 – 3.00** AFTERNOON TEA

**3.00 – 3.30** APRA – attendance confirmed speaker TBA

**3.30 - 4.00** WRAP UP - Ron Wilson



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