



CONFERENCE 2024

TWENTY YEARS ON – THE CHANGING
PERSONAL INJURIES ENVIRONMENT

Thursday, May 9th 2024

#InjuriesRes24



SCHEDULE

8:30 Registration and networking

9:10 **Welcome from Conference MC**, *Geraldine Herbert, Motoring Editor, & Columnist*

Session 1

9:15 **Conference Opening**

Opening Address and Introduction by *Dermot Divilly, Chair, Injuries Resolution Board*

Keynote Address, *Mr Dara Calleary, T.D., Minister of State for Trade Promotion, Digital and Company Regulation*

9:50 **Mediation at the Injuries Resolution Board**, *Hilary McGouran, Head of Mediation, Injuries Resolution Board*

10:00 **Resolving injury claims: looking around and looking forward, reflecting on reform in the UK**

Tony Allen, Former Director of CEDR, Solicitor and Mediator

10:30 **Q&A**

10:40 *Break - Tea and coffee*

11:00 **British Columbia's Civil Resolution Tribunal – Online Dispute Resolution & Personal Injury Claims**, *Shelley Lopez, Civil Resolution Tribunal Acting Chair and Vice Chair & Lauryn Kerr, Civil Resolution Tribunal Legal Counsel*

11:25 **Personal injury trends and challenges: Insights from Australia**

Genevieve Grant, Associate Professor Faculty of Law and Director Australian Centre for Justice Innovation, Monash University - University of Melbourne

12:00 **International panel discussion and Q&A** - Moderated by *Geraldine Herbert*

12:30 **The injured party experience – a different perspective**, *Maureen Gallagher, Manager, Rehabilitative Training Unit, National Rehabilitation Hospital, Chartered Counselling Psychologist PsSI*

Lunch

SCHEDULE

Session 2

- 14:00 **Afternoon Keynote Address, Mr. Neale Richmond T.D**, Minister of State for Financial Services, Credit Unions and Insurance
- 14:20 **The Personal Injuries Guidelines - Review of Outcome from Supreme Court Judgements**
Úna Cassidy BL, Junior Counsel
- 14:40 **Panel discussion - Realising the potential of the Guidelines and Other Reform measures**
Panel Chair: Colm Forde, Assistant Secretary - Commerce, Consumer and Competition Division, Department of Enterprise, Trade and Employment. Panellists: Moyagh Murdoch, CEO, Insurance Ireland, Brian O'Connor, Head of Claims, Aviva, Brian Hanley, Alliance for Insurance Reform, Michael Corrigan, Corrigan and Corrigan Solicitors
- 15:40 **Learning from Research and Data**
Amárach Research – Survey Results
Gerard O'Neill - Chairperson Amárach Research
Not just a statistic: The personal and economic cost of accidents in Ireland
Lauren Swan, Head of Research and Policy, Injuries Resolution Board
- 16:10 **Reflecting on Injuries Resolution Board's last twenty years**
Rosalind Carroll, CEO, Injuries Resolution Board
- 16:30 **Conference Close, Geraldine Herbert**





Geraldine Herbert

Motoring Editor, & Columnist

Geraldine Herbert is a columnist and motoring editor at the Sunday Independent and Ireland's first female motoring editor of a national newspaper. A regular contributor to Radio and TV including RTE, Virgin Media and the BBC on transport, motoring and consumer issues she has written about Transport and Motoring for over two decades. Founder and editor of Ireland's first and only website for women on wheels - www.wheelsforwomen.ie – bikes, cars and motorbikes - Geraldine is a graduate of the NUI and Trinity College and a foundation scholar of Trinity.

Geraldine will be the conference MC

Session One

Dermot Divilly

Chair, Injuries Resolution Board

Dermot Divilly is Chair of the Injuries Resolution Board and a Private Equity Entrepreneur who has acquired a range of companies in Ireland, Europe and the Middle East. He is currently Chairman/Director and Shareholder of a number of private and not for profit companies.

He has served as a Chairman of An Post for the past five years and presently Chairman of the Injuries Resolution Board for the past ten years. He has served as CEO of major companies such as Toyota, Thorn emi, Allegro (which he led an MBO) and chaired a host of companies such as Aviva, Arena Plc, Irish Merchants, SIAC and Parkrite.

Dermot will be giving the Opening Address and Introduction for the conference





Mr Dara Calleary, T.D.

Minister of State for Trade Promotion, Digital and Company Regulation

Dara Calleary TD is the current Minister of State for Trade Promotion and Digital Transformation. As a Minister of State in the Department of Enterprise, Trade and Employment, Minister Calleary is responsible for promoting responsible and sustainable trade, ensuring fair and better regulation for all businesses, and that markets work effectively for consumers and for the economy as a whole. He also has a specific focus in the continued digital transformation of enterprise and ensuring Ireland maintains or improves its position of 5th in the DESI, and remains a digital frontrunner at the heart of Europe.

He represents the Irish Government at the EU Competitiveness Council which works to enhance competitiveness and increase growth in the EU, as well as the D9+ forum and OECD Digital for SMEs Global Initiative.

He was previously Minister of State at the Department of Enterprise, Trade and Employment with responsibility for Labour Affairs from 2009-2011 and Minister of State at the Department of the Taoiseach and the Department of Finance with responsibility for Public Service Transformation from 2019-2011. He served as Minister for Agriculture and as Government Chief Whip in 2020.

Dara served as Deputy Leader of Fianna Fáil from 2018-2020 and has also served as Spokesperson on Justice, Jobs, Enterprise and Innovation, Public Expenditure and Reform and Social Protection portfolio.

Hilary McGouran

Head of Mediation, Injuries Resolution Board

Hilary McGouran is Head of Mediation at the Injuries Resolution Board, where she has been working over the past year on setting up and rolling out the board's new mediation service. Prior to 2023, Hilary worked for over 30 years in Irish media as a journalist and editor. She spent 28 years with the public service broadcaster, RTÉ, where her last role saw her running the biggest news service in the country as Deputy Head of News and Current Affairs, with special responsibility for all TV news output including programmes like 6-01 News, The Week in Politics and Nationwide, as well as special event coverage like elections and commemorations.

Presentation: Hilary will be presenting on Mediation at the Injuries Resolution Board

Hilary will also take part in the morning Q&A





Tony Allen

Former Director of CEDR, Solicitor and Mediator

Tony Allen is an English solicitor who specialised in PI and clinical negligence claims in private practice for 30 years for plaintiffs and insurer defendants. Accredited as a mediator in 1996, he was both mediator and mediation advocate while still with his law firm. He joined the Centre for Effective Dispute Resolution (CEDR) as a fulltime Director in 2000, responsible both for growing mediation in the injury sector and for developing CEDR's thinking about the position of mediation within civil justice and is still a senior consultant to CEDR. He has specialised in mediating PI and clinical claims since 1997. He has also been a lead member of CEDR's international training faculty teaching mediation skills worldwide. He has been a familiar figure in CEDR's training courses in Ireland since these began in 2001.

Presentation: *"Resolving injury claims: looking around and looking forward"*

Tony will also take part in the morning Q&A as well as the morning International Panel

Lauren Kerr

Legal Counsel, British Columbia Civil Resolution Tribunal (CRT)

Lauryn is Legal Counsel for the British Columbia Civil Resolution Tribunal (CRT). The CRT is an online administrative tribunal which resolves many different types of civil claims. Lauryn obtained her Juris Doctor degree from the University of Victoria in 2015 and her Master of Laws degree from Osgoode Hall in 2021.

Prior to joining the CRT in 2018, Lauryn worked for the British Columbia Ministry of Attorney General in an office dedicated to improving dispute resolution processes for British Columbians. In this role, Lauryn worked on the establishment of the CRT, as well as on other complex legislative and policy initiatives. Lauryn is passionate about the intersection of access to justice, technology, and user-centred design.

From 2016-2022, Lauryn served on the board of directors of the Justice Education Society, a Vancouver-based organization that carries out public legal education and information activities, justice reform, and capacity building programs in British Columbia and internationally. She is currently on the board of directors of the Victoria Women's Transition House, a non-profit organization which assists women experiencing domestic violence.

Presentation: *British Columbia's Civil Resolution Tribunal (CRT) – Online Dispute Resolution & Personal Injury Claims*





Shelley Lopez

Acting Chair Acting Chair with the Civil Resolution Tribunal (CRT), Vice Chair, Small Claims, Vice Chair of Intimate Images

Shelley Lopez is currently the Acting Chair with the Civil Resolution Tribunal (CRT), and since February 2017 has also been the CRT's Vice Chair, Small Claims. In December 2023, she also became the CRT's Vice Chair of Intimate Images Claims.

Between 2011 and her 2017 appointment to the CRT, Ms. Lopez was a Vice Chair with the Workers' Compensation Appeal Tribunal. Between 2006 and 2011, Ms. Lopez was a staff lawyer with the Law Society of BC. Before that, she practised general civil litigation, with a focus on personal injury claims.

Ms. Lopez graduated from the University of British Columbia law school in 1999, after obtaining a B.A. (Honours) in Philosophy in 1996. She was called to the BC Bar in 2000. Ms. Lopez is a former member of the Inquiry Committee for the BC College of Midwives, and a former board member of the BC Council of Administrative Tribunals.

Shelley and Lauryn will both take part in the morning International Panel Discussion and Q&A

Genevieve Grant Associate Professor

Faculty of Law, Director, Australian Centre for Justice Innovation

Associate Professor Genevieve Grant is Director of the Australian Centre for Justice Innovation in the Law Faculty at Monash University in Australia. She is co-author of Luntz & Hambly's Torts: Cases, Legislation and Commentary (LexisNexis, 9th ed, 2021) and Victorian Statutory Compensation Schemes (LexisNexis, 2021). Genevieve's research uses empirical methods to evaluate justice system performance, including the design and operation of dispute resolution, civil justice and injury compensation systems. She has experience investigating the perspectives of justice system stakeholders and users and an extensive track record of research partnerships with government agencies, courts, compensation schemes, regulators and dispute resolution bodies. Her recent work includes research on quality in medical assessment and consumer experiences of legal services.

Presentation: Personal injury trends and challenges: Insights from Australia

Genevieve will also take part in the morning International Panel





Maureen Gallagher

Manager, Rehabilitative Training Unit, National Rehabilitation Hospital, Chartered Counselling Psychologist PsSI

Maureen has worked with individuals with acquired brain injury and their families for over 28 years. Maureen worked with Headway for 4 years from 1996 to 2000, being responsible for developing the Information and Counselling Services and developing a network of support groups. Maureen then worked from 2000 to 2016 as Counselling Psychologist in the Rehabilitative Training Unit, National Rehabilitation Hospital, providing group and individual psychological interventions to adults with acquired brain injury attending an outpatient programme and their families. In 2016 Maureen took up the role of Manager of the Rehabilitative Training Unit, overseeing the continuous development and delivery of a quality service to the service users, their families and other stakeholders. In collaboration with the wider NRH Maureen has successfully led her service and team through three 3-year accreditation surveys with CARF International in this time.

Presentation: The injured party experience – a different perspective



Mr. Neale Richmond T.D.

Minister of State for Financial Services, Credit Unions and Insurance

Neale Richmond was appointed as Minister of State at the Department of Finance with special responsibility for Financial Services, Credit Unions and Insurance on 10 April 2024.

He previously served as Minister of State at the Department of Enterprise, Trade and Employment with special responsibility for Business, Employment and Retail, and the Department of Social Protection, since 13 January 2023.

Much of his work at the Department of Enterprise, Trade and Employment was with businesses, workers, their representative bodies and the state agencies to ensure that the economic recovery and growth extends to all parts of the country. He worked closely with the SME sector, including retail, on building resilience and on the transition to the green and digital economies.

Before this, he was elected as a TD for Dublin Rathdown in the 2020 General Election. In April 2016 he was elected to Seanad Éireann, on the Labour Panel, where he was the Fine Gael Spokesperson on European Affairs and chair of the Seanad Special Select Committee on the withdrawal of the UK from the EU.

Úna Cassidy was called to the Bar in 2003 and commenced practice in 2006. Úna has extensive experience in the areas of administrative and regulatory law. She specialises in public law and judicial review and has advised in relation to a broad range of legislation concerning property rights. As part of her work, Úna has acted for a wide range of clients across public and private clients. She is co-author of the legal textbook Landlord and Tenant law, the Residential Sector (Roundhall).

Presentation: *Úna will speak on "The Personal Injuries Guidelines – Review of Outcome from Supreme Court Judgments"*

Úna Cassidy
Junior Counsel





Colm Forde

Assistant Secretary, Department of Enterprise, Trade and Employment

Colm Forde is assigned responsibility at Assistant Secretary level in the Department of Enterprise, Trade and Employment for ensuring that the business regulatory system facilitates business investment and development, competition in the marketplace, high standards of consumer protection and corporate governance. This includes strategic and budgetary oversight of the Personal Injuries Resolution Board, Competition and Consumer Protection Commission, the Corporate Enforcement Authority, the Irish Auditing & Accounting Supervisory Authority and the Companies Registration Office.

Colm has extensive senior leadership experience across policy, legislation, regulation and operations in the Department of Enterprise, Trade and Employment, Department of Agriculture, Food and the Marine as well as the Department of Finance.

Colm will facilitate the Afternoon Panel Discussion: Realising the potential of the Guidelines and Other Reform measures.

Moyagh Murdock

CEO of Insurance Ireland

Moyagh Murdock is the Chief Executive Officer of Insurance Ireland. Since taking over in April 2020, Moyagh has navigated Insurance Ireland through a crucial phase of its growth. She has implemented a new 5-year strategy for the Organisation and its members who make up over 90% of the insurers in Ireland. The key pillars of her new strategy are anchored around advocating on behalf of members with policymakers and regulators to promote the value that Insurance Ireland members create for individuals, the economy, and society. Her focus is also to ensure customers understand insurance products and services so that they can make informed choices.

As a member of the Steering Group for the Women in Finance Charter, Moyagh is particularly focused on diversity and inclusion through the identification and promotion of good practices in the insurance industry. Previously she was the CEO of the Road Safety Authority. During her tenure, Ireland saw a 25% reduction in road fatalities and was the 2nd safest Member State in the EU recording the lowest number of deaths since records began in 1959. Originally from Newry, Co. Down, Moyagh graduated from Queen's University Belfast in Engineering. She also holds an MBA from Dublin City University.

Moyagh will take part in the Afternoon Panel Discussion: Realising the potential of the Guidelines and Other Reform measures





Brian O'Connor

Head of Claims, Aviva

Brian has 45 years experience in the insurance industry working initially for Norwich Union which later became what is now the Aviva Group. He has experience of working in several European markets covering positions in claims and underwriting. He has served as Chief Claims Officer for Aviva General Insurance in Ireland since 2021.

Brian will take part in the Afternoon Panel Discussion: Realising the potential of the Guidelines and Other Reform measures

CEO of the Alliance for Insurance Reform since July 2023, Brian spent the previous decade leading a respected human rights NGO working with Irish citizens in prison overseas. A qualified barrister, Brian holds a Masters in Law from UCC and an Executive MBA from Trinity Business School.

Brian will take part in the Afternoon Panel Discussion: Realising the potential of the Guidelines and Other Reform measures

Brian Hanley

CEO of the Alliance for Insurance Reform



Michael Corrigan

Partner, Corrigan & Corrigan Solicitors

Michael is a Partner in Corrigan & Corrigan. He has over 38 years continuous and in-depth involvement and experience in every aspect of insurance related litigation and dispute resolution, in particular: Property claims – material damage, Drafting and interpretation of insurance policies, Indemnity disputes coverage issues, Independent arbitrator/adjudicator – litigation and Mediation. Michael is the co-author of "Casebook of Irish Insurance Law" published by Oak Tree Press. He has written extensively on insurance litigation related topics, and lectures widely. Michael was the founding President (2019 - 2022) of the Forum of Insurance Lawyers Ireland (FOIL).

Michael will take part in the Afternoon Panel Discussion: Realising the potential of the Guidelines and Other Reform measures





Gerard O'Neill

Chairperson, Amárach Research

Gerard O'Neill is Chairman of Amárach Research and leads the strategic consulting practice in Amárach, working with senior management teams to create resilient strategies for the future. He is a graduate of the London School of Economics and worked previously in the Henley Centre for Forecasting and An Post. Gerard is a Fellow of the Marketing Institute of Ireland and has recently served as Chairperson of MII. He served two terms on the National Statistics Board, a statutory body overseeing the development of official statistics in Ireland. His book – 2016: A New Proclamation for a New Generation – is published by Mercer Press.

Presentation: *Learning from Research and Data*

Lauren Swan

Head of Research & Policy, Injuries Resolution Board

Dr Lauren Swan is the Head of Research & Policy at the Injuries Resolution Board. As part of this role, Lauren manages internal and external research projects, to inform policy development in the areas of accident prevention, health and safety and insurance reform. Lauren completed her PhD at the Department of Clinical Medicine, Trinity College Dublin, in collaboration with the Health Service Executive, focussing on strategies to improve state-funded home support services in Ireland. Prior to this, Lauren completed post-graduate degrees in Global Health and Statistics.

Presentation: *Not just a statistic: The personal and economic cost of accidents in Ireland*



Rosalind Carroll

Chief Executive of the Injuries Resolution Board

Rosalind Carroll is the Chief Executive of the Injuries Resolution Board, Ireland's independent State Body established to support the fair, prompt, and transparent resolution of personal injuries claims without the need for unnecessary litigation. She was previously CEO of the Residential Tenancies Board (RTB), the regulatory body for the rental sector. Ms Carroll's senior experience has also included positions at the Housing Agency, the Department of the Environment and Dublin City Council. Rosalind also holds a number of other non-executive director roles.