



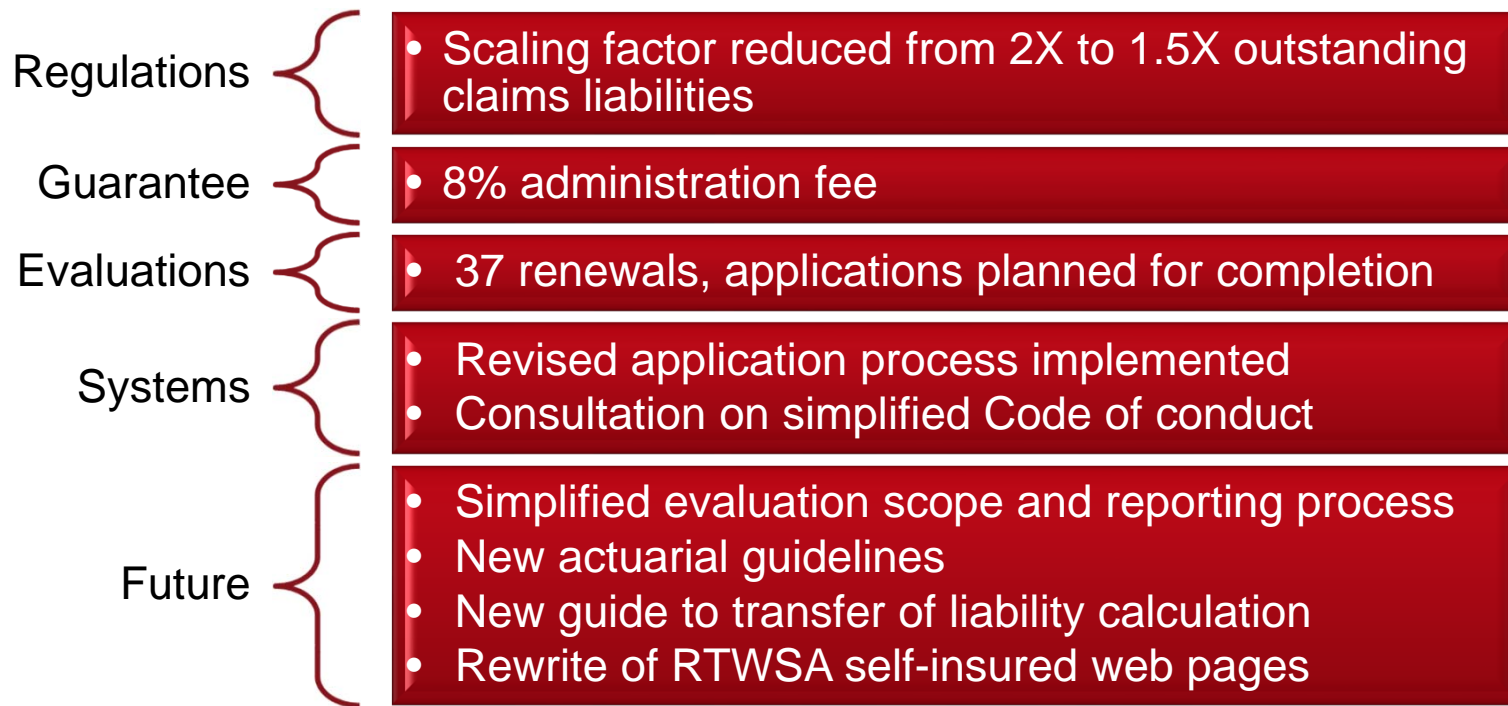
Update – Julia Oakley

General Manager Regulation

Return to *work*.
Return to *life*.



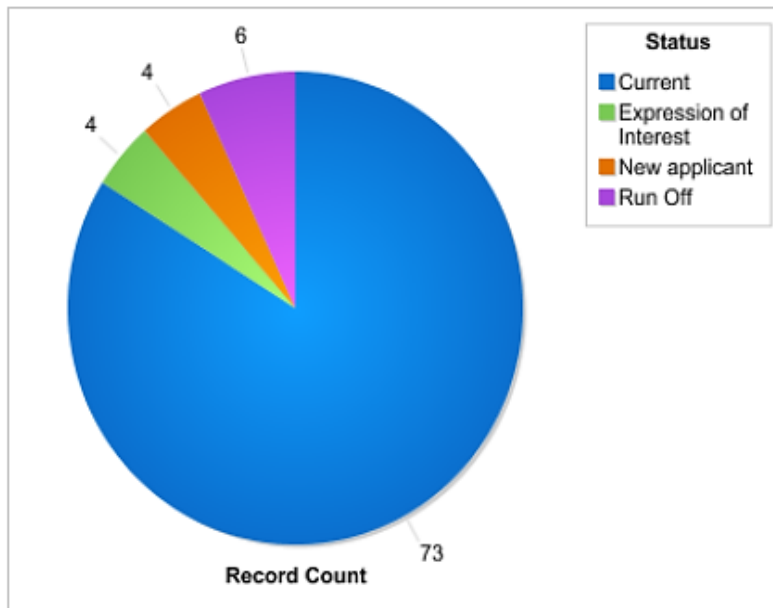
Self-insurance Regulation Update



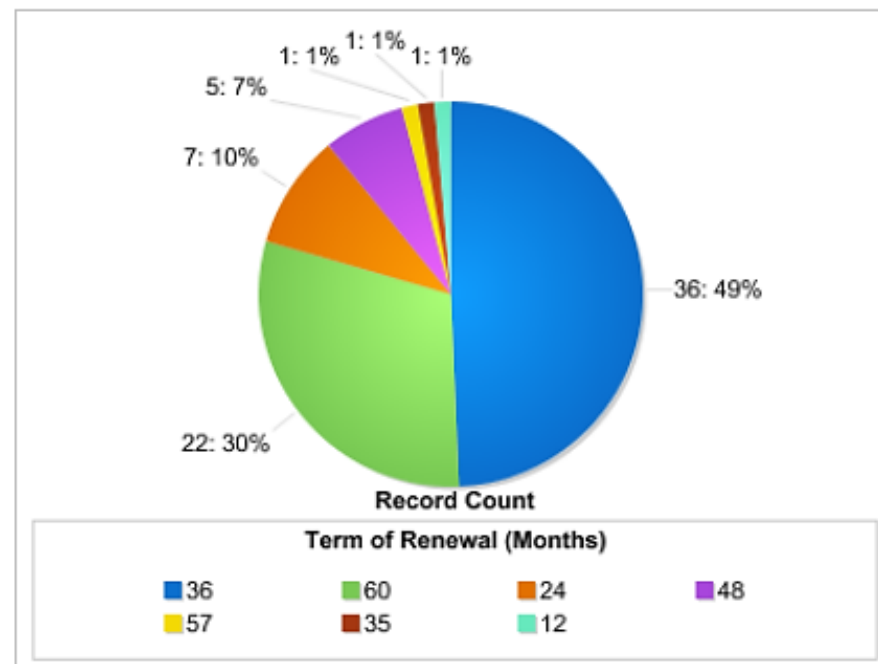
Self-insurance Regulation

As at 13 June 2017

Employer Types

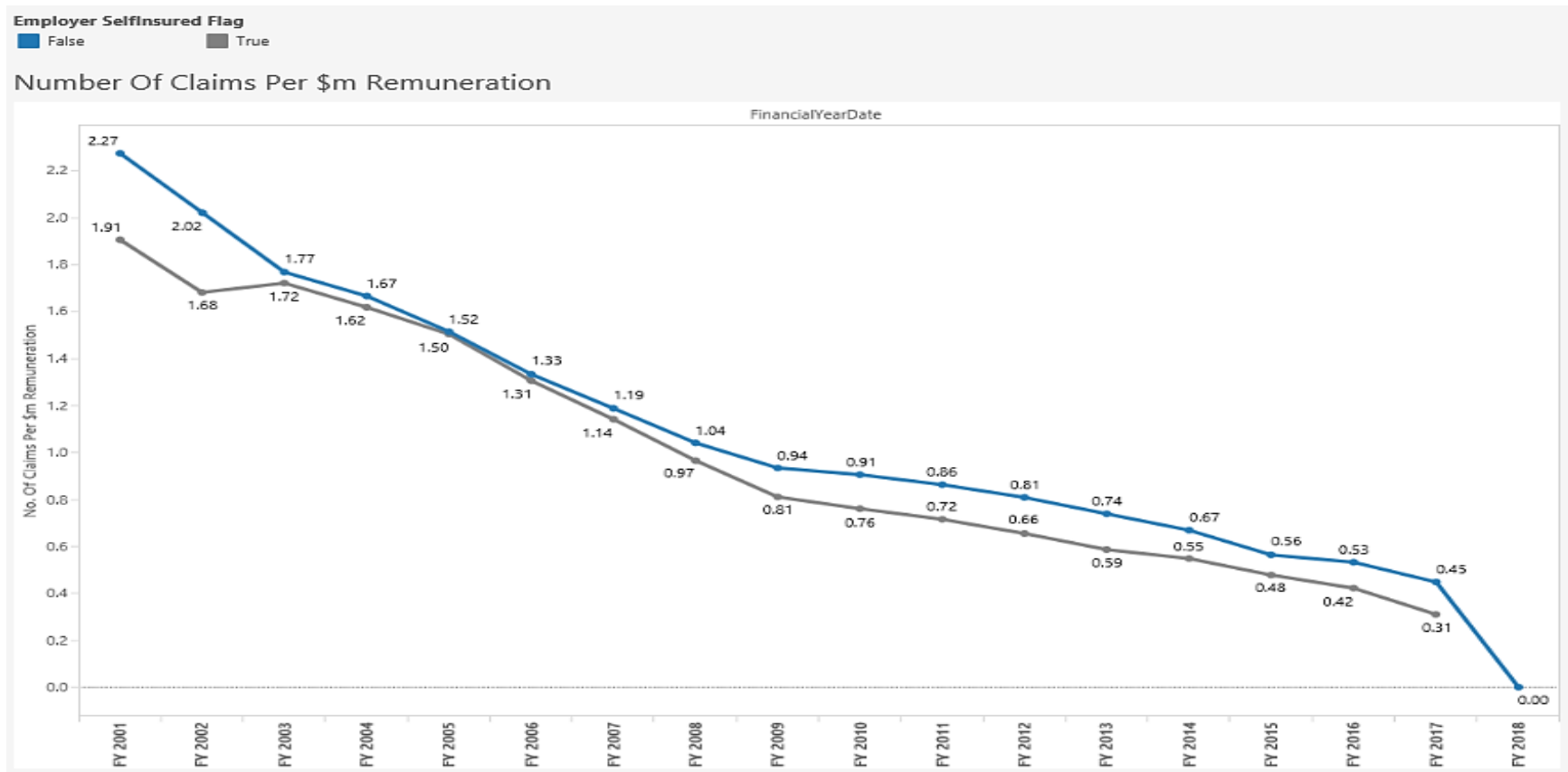


Current Renewal Terms



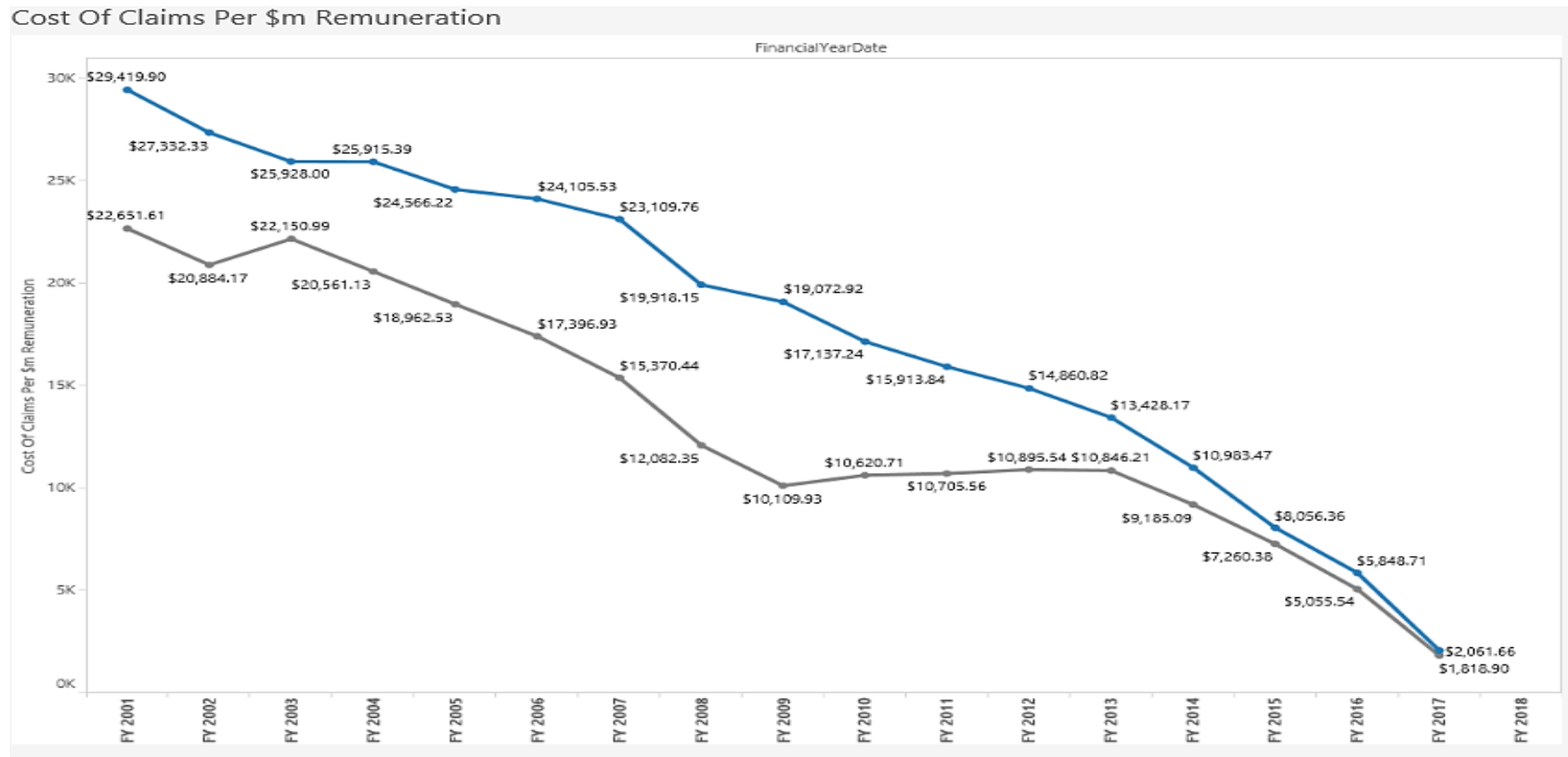
Self-insured Employer Performance

As at 13 June 2017

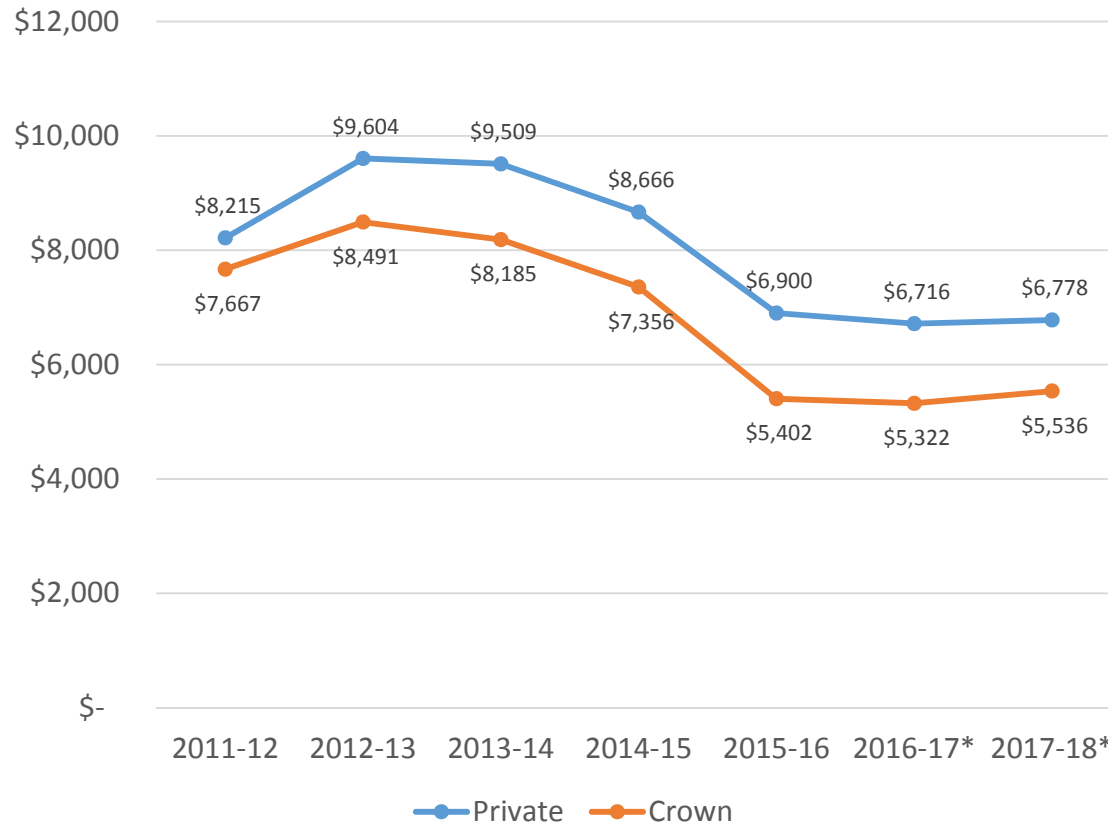


Self-insured Employer Performance

As at 13 June 2017



Self-insured Fee



*Note 2016-17
and 2017-18
are projected*



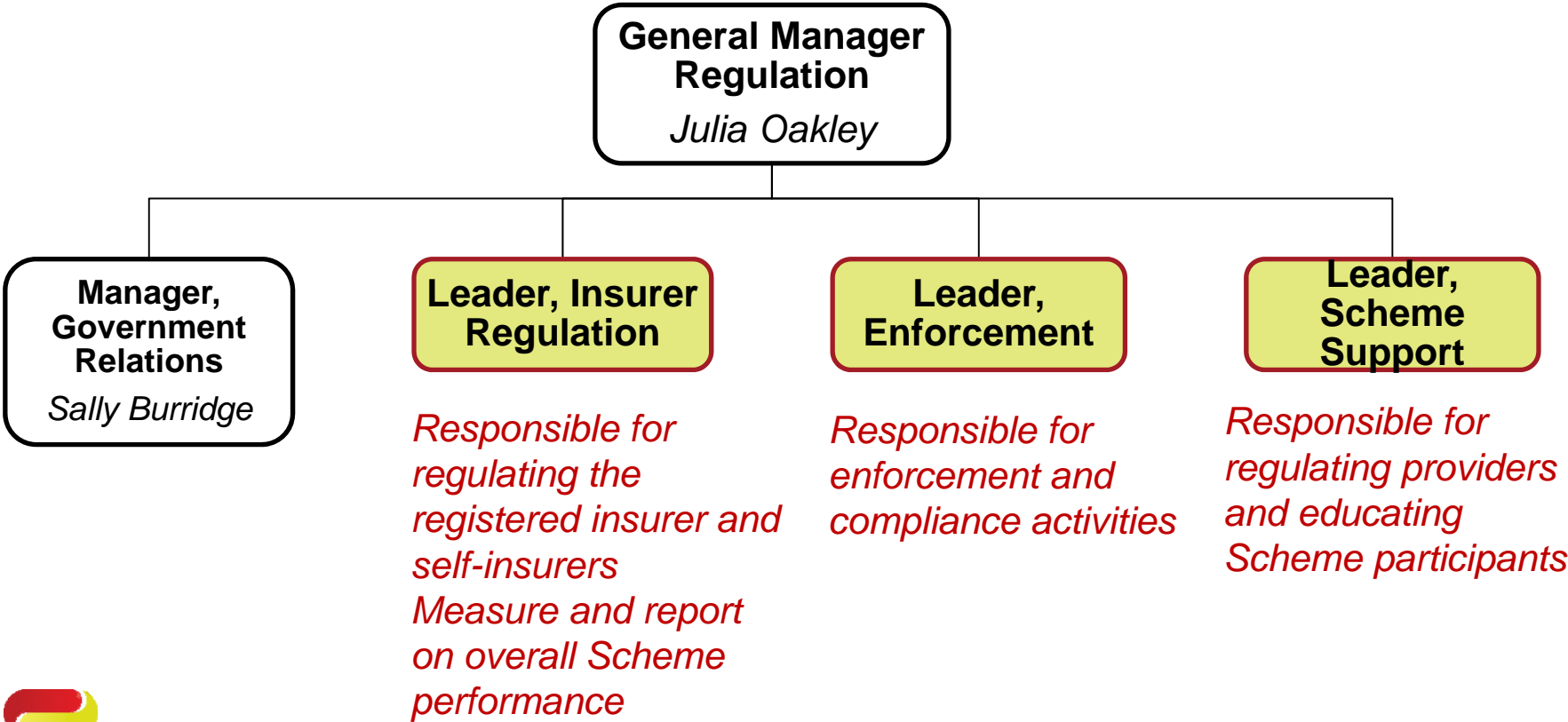
Organisational changes

Organisational changes

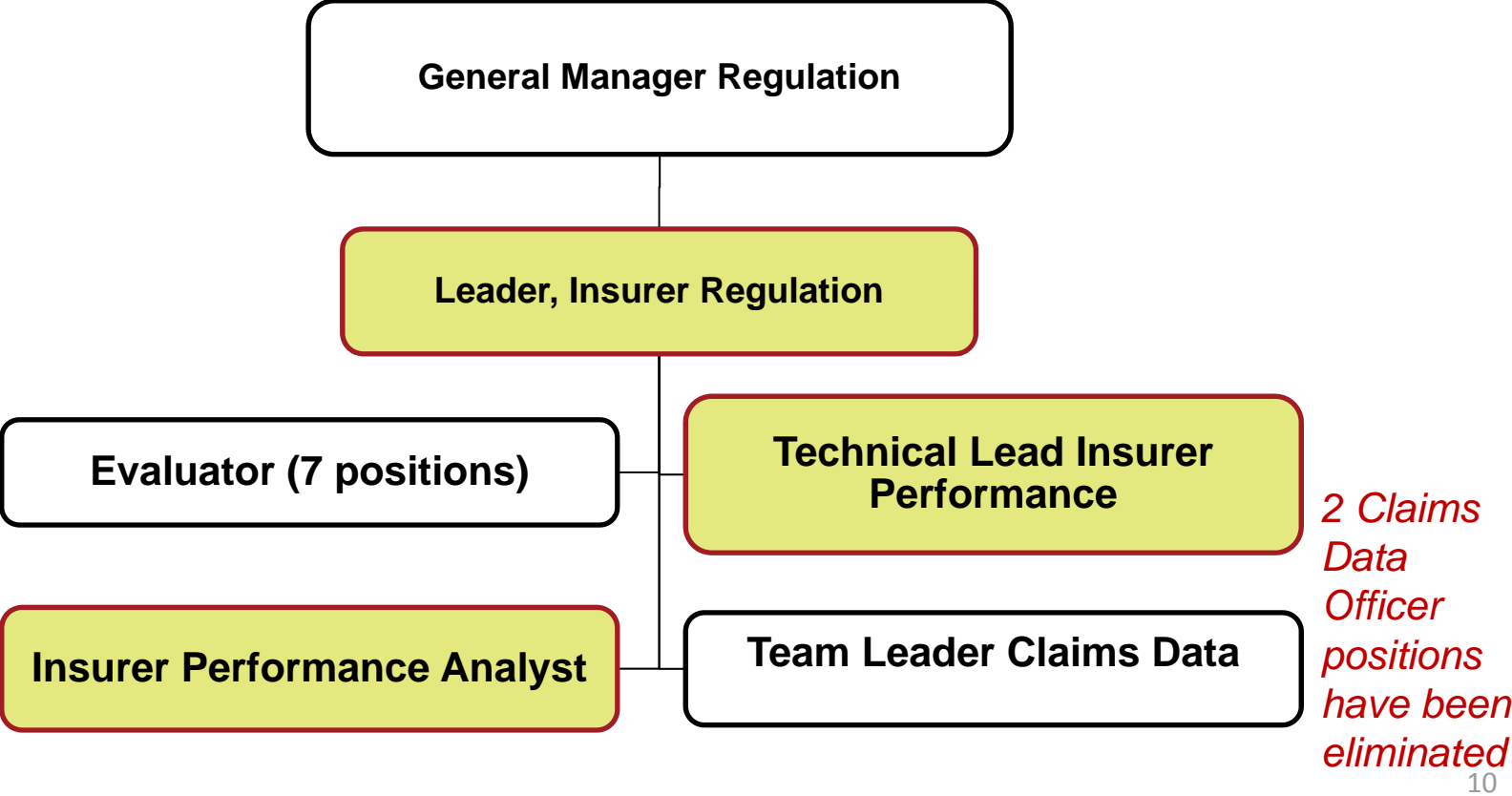
- RTWSA has been going through an organisational redesign process, focused on:
 - Making sure we have the right capability to support an affordable and durable scheme
 - Recognising that the RTW scheme has fewer claims and less moving parts (post transition claims)
- A comprehensive process of functional design, structural design, and employee consultation has been undertaken.
- Currently we are working through the allocation of employees to position through either direct assignment or an Expression of Interest process.
- Expected that new structure largely in place by 31 July 2017.



New Regulation structure



Insurer Regulation



Self-Insured Data Collection

Self-Insured Data Collection

- We have a COAG obligation to provide data to SafeWorkAustralia for the National Data Set.
- There is an ongoing need to collect lump sum and claims data so that both RTWSA Insurance and self-insurers can ensure entitlements are correctly calculated where there are previous lump sum payments/redemptions.
- The EDI system used for collecting data is 20 years old.
- At present, a team of three is required to process and validate data.
- RTWSA has implemented Online Services for employers and providers so far



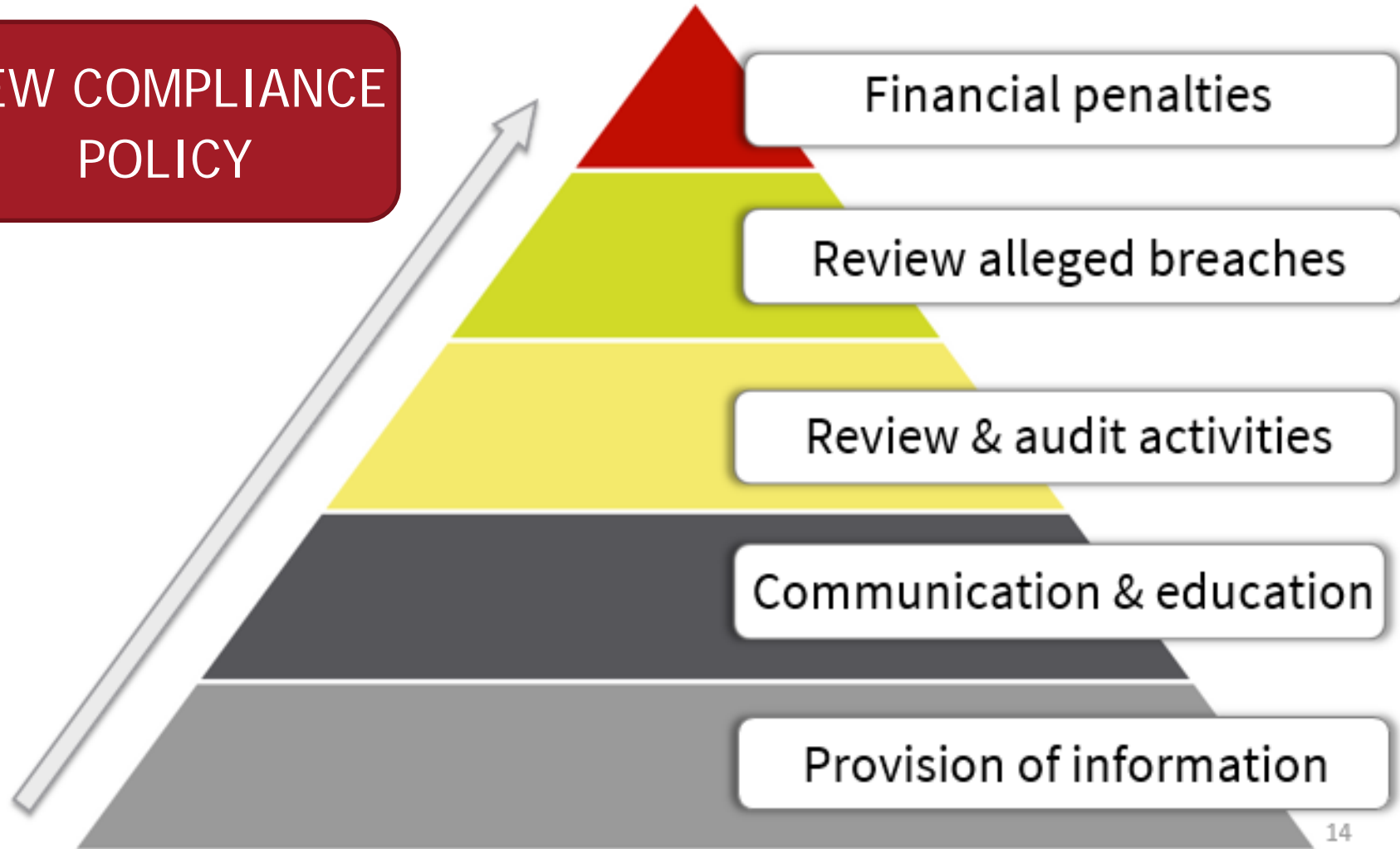
Data Collection Project

- We have commenced a project to modernize and streamline self-insured data collection. What is under review:
 - Frequency of self-insured submissions
 - What is in the dataset and why
 - Automating the validation and processing of data
- **Our goal is to reduce the effort and overhead for self-insurers and RTWSA.**
- **Our commitment to you** is that we will work collaboratively with you through this project and ensure that we:
 - Test our assumptions and proposed solutions with you
 - Ensure benefits are shared
 - Ensure any implementation effort is outweighed by the ongoing benefits



*Return to Work
Compliance*

**NEW COMPLIANCE
POLICY**



Updated Complaints Process

Complaints – role of the Regulator

- Provide a **robust, transparent, consistent and simple** complaints management system for the RTW Scheme that is in line with the requirements of the *RTW Act* and the Australian standard on complaints management.
- Processes reflect what our clients and stakeholders expect from a Regulator:
 - *impartial*
 - *thorough investigation*
 - *Issues identified and prioritised*
 - *Objective criteria for determining if substantiated/not substantiated.*
- Complainants will be directed to attempt to resolve the matter directly with the relevant business unit (EML/GB/RTWSA/self-insured employer/provider) in the first instance. We will only accept a complaint about a self-insured employer if the person has already made a formal complaint via the self-insurer's process and is unsatisfied with the outcome.



Key features

- Once escalated to Regulator, will be investigated and issues found prioritised as follows:
 1. Breach of legislation
 2. Breach of service standards/policy/agent contract
 3. Service recovery opportunity
 4. Improvement opportunity
- Decision as to whether substantiated made by Complaints Manager.
- Report and decision shared to determine remedy.
- Success of new process will be measured through client feedback, number of escalations to Ombudsman, and number of repeat complaints.



