

POSTAL ADDRESS

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Self-Insurance Licence Extension Q&A.

Objective:

As part of the process for the application for a licence extension, we must provide the opportunity for workers and / or their representatives to give feedback, ask questions and receive replies to those questions regarding our intention to apply for this extension of licence beyond 30th June 2015.

Fleetmaster Services currently holds a self-insurance licence to manage workers compensation claims and rehabilitation under Safety Rehabilitation and Compensation (SRC) Act. This licence operates under the regulation of Comcare for Work Health and Safety and the Work Health and Safety Act 2011.

The current licence expires on 30th June 2015. Fleetmaster has commenced the process of consultation to pursue the extension of this licence beyond 30th June 2015.

Questions and Answers:

Q: Why is Fleetmaster looking to extend the licence?

A: A licence extension will allow Fleetmaster to continue to self-insure for workers compensation.

Q: What is involved to obtain a licence extension?

A: The application must be submitted before 16th February 2015. This application will be entered onto the SRC Commission website 12 weeks before being considered by the Commission. This period is to ensure a transparent and open process and allow other third parties the opportunity to review and comment on the application. Submissions can be made up to 4 weeks prior to the commission meeting at which the application will be considered.

Comcare conducts ongoing monitoring, analysis and evaluation of our claims management, rehabilitation performance and preventative processes. These are reported quarterly, annually and as required in exceptional circumstances to the commission. Licence extension is a culmination of these processes. During the last year of the licence, additional activities in reporting, monitoring and consultation are necessary to assure the commission of Fleetmaster Services capacity to remain a self-insurer under the Comcare scheme.

Comcare audit of Fleetmaster Services Claims, Rehabilitation will be conducted in October 2014 and WH&S management audit will be conducted in December 2014. Comcare will provide progress and performance reports to the commission at their quarterly meetings December 2014 and March 2015.

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Analysis by Comcare of Fleetmaster Services performance and its assessment of the application for licence extension will be presented at the June 2015 SRCC meeting. The commission must be satisfied that:

- Fleetmaster Services has sufficient resources to fulfil the obligations and responsibilities under the licence.
- Fleetmaster Services has the capacity to ensure claims will be managed in accordance with standards set by the commission for claims management.
- Approval and issue of the licence will not be contrary to the interests of Fleetmaster Services' workers.
- Fleetmaster Services has the capacity to meet standards set by SRCC for the rehabilitation and work health and safety of its workers.

Q: Who decides on the approval of extension of licence?

A: The Commission decides if an extension of licence is granted, based on Comcare's recommendation and assessment of the application.

Q: For how long will the licence be extended?

A: Normal extension period is 4 years. However this can be shorter under exceptional circumstances considered by the commission.

Q: When and how will Fleetmaster Services receive advice of the outcome of the application for licence extension?

A: The commission will advise Fleetmaster Services of the outcome of the application following the June 2015 meeting. The Commission will also publish the notice of extension on the Commonwealth Gazette including the start date and end date of the licence extension. Fleetmaster Services will then advise all its workers.

Q: What information is considered when assessing the application?

A: Comcare will assess various reports and documentary evidence. This will then be provided to the commission for consideration. This will include:

- Annual Licence Improvement Program Report results with improving Determining Authority KPI results. Improving audit results with minimal evidence of system failures and or high risk deficiencies. Prompt and considered response to complaints.
- Executive summaries from prevention, claims and rehabilitation reports.
- Evidence of consultation with workers and opportunities for workers to provide feedback and express their views.

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- Any breach of licence. Technical breach for late submission of documentation included.
- Assessment by Comcare of internal auditing framework including the severity and number of WH&S interventions, court actions and enforceable undertakings.
- Corrective actions and plans with evidence of how concerns were addressed. Timely and effective closeout of audit findings
- Prudential performance of Fleetmaster Services.

Q: How will an application for licence extension affect me?

A: While every effort will be made to minimise impact, there will be sections of Fleetmaster Services that will be included in the audit process at the request of Comcare. This may require a commitment of time to the audit process. This will be managed by the NWCCM & WH&S Manager and any section manager or worker as required.

Q: Will any additional communication with workers happen, leading up to consideration of the licence extension application in June 2015?

A: Consultation is a key part of the application for licence extension. Fleetmaster Services will provide information to workers and actively seek feedback and comments from workers from now till June 2015. Any questions or concerns raised will be answered in a timely fashion. This will be achieved through various means, for example, newsletter and circulars to the workers, toolbox talks and notice boards at depots.

Q: What if I still have concerns or questions or have other feedback?

A: We welcome your feedback and any questions you have can be emailed to jan@jimpearson.com.au or raised in person or by phone with any manager. Alternately a letter can be sent to Jan Riley, Jim Pearson Transport, P.O. Box 5111 Port Macquarie, NSW, 2444 or call Jan on 02 6581-0666 in business hours.