



Fleetmaster Services Pty Ltd

SELF-INSURANCE LICENCE EXTENSION 2022

Background

Comcare

- The Safety, Rehabilitation and Compensation Commission (SRCC) is a statutory body with regulatory functions in relation to Comcare and other authorities that determine workers' compensation claims under the Comcare Scheme. It was created under the Safety Rehabilitation Compensation Act 1988 (SRC Act).
- Comcare is a Commonwealth Statutory authority established under the SRC Act. Under this legislation Comcare has roles as the Insurer, Regulator and Scheme Manager.
- Comcare in conjunction with Safety, Rehabilitation and Compensation Commission oversee Comcare's workers compensation scheme under the SRC Act and the Work Health and Safety Act 2011

Fleetmaster Services Pty Ltd

- Fleetmaster Services Pty Ltd (Fleetmaster) is a subsidiary of Jim Pearson Transport.
- Under the terms of self-insurance license, Fleetmaster is authorised to self-manage its claims and rehabilitation functions.

The overall claims management and rehabilitation process is aimed at delivering best practice rehabilitation and claims services that, assist Fleetmaster, support our employee's during periods of work related injury or illness and minimise the impact of workplace injuries. We aim to achieve this through a consistent, transparent and open claims management process that recognises the value of our employees and their ongoing contribution to our business.

Proposal

Fleetmaster Services Pty Ltd (Fleetmaster) is proposing to seek an extension of our current self-insurance licence granted by the Commission. The current licence expires on 30 June 2023. We are applying for a further 8-year licence extension for the period 1 July 2023 to 30 June 2031.

This requires a licence extension application and supporting documentation.

Employees' Workers' Compensation and Work, Health and Safety rights and obligations under the SRC Act will not be affected by the licence extension. All Policies and Procedures will continue to apply.

A single national scheme has had a positive effect on Workplace Health and Safety and Injury Management. We are confident that a single scheme will continue to enable Fleetmaster to be proactive with Early Intervention and Return to Work for injured and ill employees.

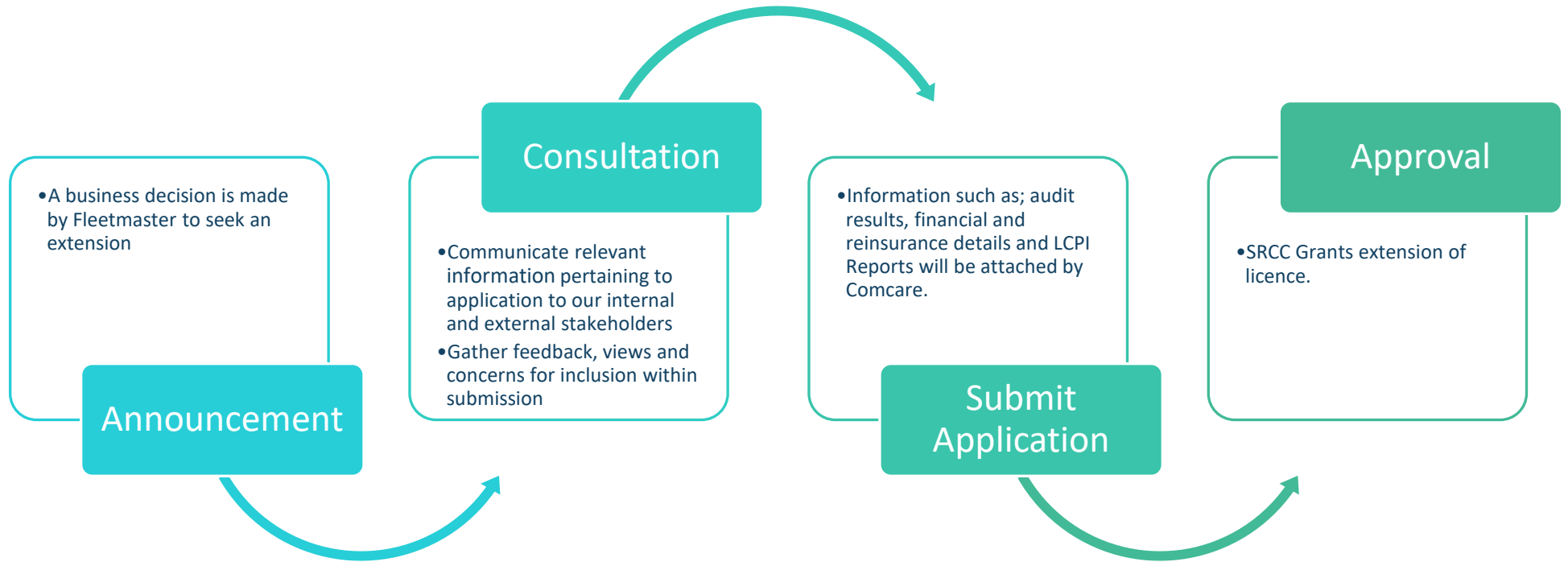
An important element of this application is that Fleetmaster engages in communication and consultation with our employees and stakeholders about our intention to apply for an extension to the licence.

The objective of this consultation is to ensure:

- We provide timely and relevant communications to employees to ensure they are aware of what's happening
- We provide a platform for open communications with employees
- We advise external stakeholders of our intention to seek a licence extension
- We meet our compliance obligations under the Safety, Rehabilitation and Compensation Act 1988 and Work, Health and Safety Act 2011.

Licence Extension Process

The licence extension process will follow the steps set out below. This presentation is a step in the Consultation Stage.



Fleetmaster Injury Management Program

The single national scheme enables Fleetmaster to be proactive with Early Intervention and Return to Work for injured and ill employees.

Transport workers face unique challenges: Working across all sites, working whilst in transit, working on customer sites, the physical nature of their duties and the logistics of living in rural areas, this is further emphasised when injured.

Fleetmaster has established strategies to support our workers such as:

- The support of workers on punctual reporting of incidents/ injuries / suitable duties issues
- Education of all workers in all areas on the process of incident reporting
- Manual handling is a component of the workers induction and WHS Procedures
- The Return to Work Coordinator maintains constant communication and consultation with injured workers, treating medical practitioners, allied health providers and supervisors
- Injury management and Return to work is a component of the induction process
- With 5 depots, suitable duties are always available and offered depending on the nature of the injury / illness.

A successful return to work can be achieved when we all work towards the same goal.



Fleetmaster Injury Management Program



The Fleetmaster Early Intervention Injury Management Program provides immediate intervention in the assessment and management of an employee’s work-related illness or injury.

It is offered the day of injury, illness or emerging symptoms are reported allowing for treatment to be arranged, approved and provided as soon as it is needed.

All workers with work related injuries/illnesses are treated in a fair and equitable way within their workplace, with claims for workers’ compensation promptly investigated and determined in accordance with the SRC Act.

Early intervention programs have been found to have a positive effect for employees, including:

Recovery outcomes

Capacity to remain at work

The length of time away from work

The likelihood of further absence due to sickness

How they view the workplace.

Questions & Answers

Q: Why is Fleetmaster Services Pty Ltd looking to extend the licence?

A: A licence extension will enable Fleetmaster to continue to manage our own claims and rehabilitation, it also helps with more effective early intervention and return to work outcomes.

Q: What is involved to obtain a licence extension?

A: The standard term for a licence is 8 years, a licence extension is then sought by the licensee. Fleetmaster's application will be submitted to the Commission for consideration prior to the commission meeting in March 2023 where 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 around reporting, monitoring and consultation are necessary to assure the Commission of Fleetmaster has the capacity to remain a self-insurer under the Comcare Scheme.

Fleetmaster has recently undergone the 6-year compliance audits in Claims, Rehabilitation and Work, Health and Safety.

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.

Questions & Answers

Q: For How long will the licence be extended?

A: The normal extension period is 8 years. However, this can be shorter under exceptional circumstances considered by the Commission.

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

A: The Commission will advise Fleetmaster of the outcome of the application following the March 2023 meeting.

Q: What information is considered when assessing the application?

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

- Annual Licensee Compliance Performance Improvement Report with Key Performance Indicators.
- Executive Summaries from prevention, claims and rehabilitation reports.
- Evidence of consultation with workers and opportunities for worker's to provide feedback.
- Regulatory History.
- Assessment by Comcare of internal auditing framework.
- Corrective Actions and Plans.
- Prudential Performance of Fleetmaster.

Questions & Answers

Q: How will an application of extension affect me?

A: As Fleetmaster has already completed the required Audits, the process will not affect you at all.

There will be no change to the current processes for injury management, rehabilitation or workers' compensation.

Q: Will additional communication with workers happen leading up to consideration of the licence extension application?

A: Consultation is a key aspect of the application for the licence extension. Fleetmaster will provide information to workers and actively seek feedback. This information will be communicated via email, newsletters, attached to manifests and noticeboards.

Q: What if I have a complaint regarding Work, Health & Safety or Workers Compensation Injury Management?

A: Complaints can be referred to:

JPT Work, Health & Safety Department: whs@jimpearson.com.au

Comcare website <https://www.comcare.gov.au>

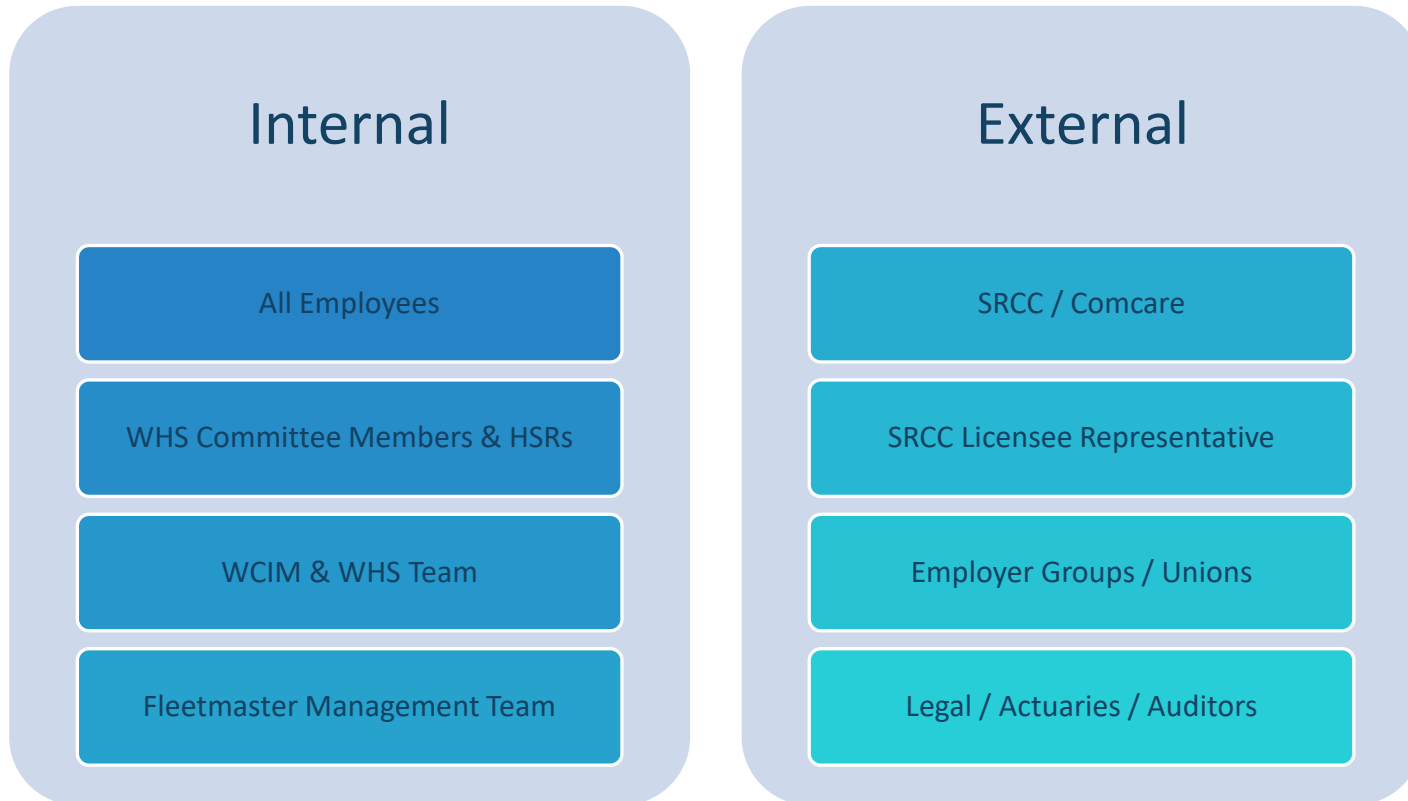
Safety Rehabilitation Compensation Commission website: <https://www.srcc.gov.au>

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

A: Any questions, concerns or feedback can be emailed to whs@jimpearson.com.au or raised in person or by phone with any Manager.

Consultation

Throughout the consultation stage, we will engage the following stakeholders in communicating our intention to seek a licence extension:



Consultation & Communication

When communicating with our stakeholders we will utilise the following communication methods:

Management Meetings

Management Reports

WHS Committee Meetings

Toolbox Talks

Information & Feedback Sessions

Safetyhub Training System

Newsletters

Posters

Email Correspondence

Text/ Manifest Correspondence

Feedback or Further Information

If you have any questions or feedback regarding the licence extension process, please utilise any of the following communication methods or contact the Work, Health & Safety Department.

WHS Department

- Phone: 02 65810 666 / 0402 014 910
- Email whs@jimpearson.com.au

Supervisors / Managers

- Phone or email Manager directly

WHS Safety Committee

- Safety committee members identified on noticeboards

HSRs

- Email: hsr@jimpearson.com.au

Toolbox Talks / Meetings

- Depot Toolbox Talks
- Toolbox Talks issued via email