



Australian Government

Comcare

12 STRATEGIC PRIORITIES

HEALTHY AT WORK, SAFE AT WORK

Innovation

new services and support for workers

Collaboration

new initiatives partnering with stakeholders, business and governments

Impact

improved, efficient business practices, capacity and capability to deliver better services

1. Promote worker health, well being and resilience

- > create a centre of excellence in psychosocial factors to prevent and better manage psychological injury and to contribute to improved individual and organisational resilience
- > collaborate with government and social partners to identify and implement innovative approaches to improving worker health and well being
- > promote better safety leadership and work health culture in federal workplaces
- > measure the long-term health and well being of federal workers to tackle the obstacles to a life in work
- > promote the health benefits of fair and decent work to help productivity and participation
- > strengthen workplace disability confidence through workplace culture and systems that support 'ability to work'
- > respond to the changing nature of work, an ageing workforce and emerging work health issues and new technologies.

2. Prevent harm in federal workplaces

- > co-design a service delivery model that integrates all aspects of work health and safety
- > support active participation of federal workers in organisational processes and safety systems for workplaces
- > focus education and assurance services on employers who do not get the safety message
- > celebrate and share best practice case studies to highlight innovation and positive outcomes
- > collaborate with federal, state and territory authorities to reduce red tape and the burden of regulation
- > utilise other federal agencies and external experts to enhance work health and safety regulatory capacity and services
- > local delivery of prioritised targeted work health and safety campaigns to educate and influence behaviour
- > continue to improve the self-insurance licensing approval and monitoring processes
- > expand national safety and rehabilitation audit programs to federal government employers.

3. Stronger enforcement and justice outcomes

- > timely investigation of safety incidents
- > ensure appropriate justice outcomes in response to death, serious injury or dangerous occurrences
- > hardwire learning gains from safety incidents into workplace improvements.

4. Transition to national model workplace health and safety laws

- > support Safe Work Australia in its development of model work health and safety laws, regulations and codes of practice
- > work with state and territory regulators to ensure a nationally consistent approach to implementing model work health and safety laws
- > ensure seamless transition of the federal jurisdiction to new workplace health and safety arrangements
- > promote the importance of safety leadership in the workplace to champion the prevention of harm.

BACK AT WORK

5. Strengthen recovery and support services for workers with injury

- > understand the service experience and expectations of workers with injury, their employers, unions and service providers
- > provide guidance, information and support to help workers and families exercise their compensation rights
- > co-design of a new service delivery model reflecting best practice, risk and needs segmentation
- > provide customised support to vulnerable workers at risk through case worker intervention
- > effective and timely response to high-risk cases guided by improved performance metrics
- > simple, fast and appropriate resolution of disputes and delivery of lump sum compensation.

6. Improve injury management practices

- > improve return to work performance by sharing best practice and case studies
- > set clear expectations of the roles and responsibilities of employers as rehabilitation authorities
- > leverage employer disability confidence to ensure reasonable adjustments at federal workplaces
- > work with government and social partners to develop quality standards and service protocols for medical and allied health providers
- > collaborate with Australian and overseas regulators, service providers and research institutes to translate best practice into improved outcomes
- > ensure safety, rehabilitation and compensation legislation reflects contemporary social models and best practice.

7. Improve decision making with decision support tools

- > use treatment principles reflecting evidence-based clinical expertise to increase health care confidence
- > leverage expert advice to meet worker needs and improve scheme outcomes
- > collaborate with government partners to access health industry service regulation and contracts
- > improve workflow to streamline end-to-end processing and improve cost management
- > implement improved compliance and fraud controls to ensure appropriate entitlements and services
- > co-locate legal advisors to assist the quality, consistency and communication of decisions.

8. Strengthen expertise in asbestos claim management

- > collaborate with stakeholders to define a better approach to the management of all common law asbestos-related claims
- > explore how this approach could be applied to related federal dust disease liabilities
- > support Safe Work Australia to harmonise approaches to safety, statutory and common law compensation for workplace dust diseases.

SCHEME AT WORK

9. Invest in our people working together to deliver quality service in a high-performing Comcare

- > leadership development to nurture and support skillful, passionate, positive leaders for 2015
- > deliver the 2015 Plan through well executed change management, project and business planning
- > workforce planning to develop the right mix, depth and quality of skills and mindsets
- > shape an empathic, service delivery culture to improve outcomes and experience
- > create an innovative, agile organisation to better respond to community need and future growth
- > foster collaboration and communication to learn from others and improve outcomes through people process and technology
- > develop and recognise skills through education and accreditation to improve capability and career paths
- > ensure facilities and technology align capability, capacity and infrastructure with business priorities.

10. Strengthen business intelligence and improve knowledge management

- > streamline reports on activity, impact and outcomes in key result areas
- > improve insight through analysis for better decision quality and understanding of factors that lead to variable outcomes
- > establish data management rules and discipline to deliver one version of the truth
- > integrate research, analytical and intelligence capability to ensure a holistic focus on scheme priorities
- > knowledge management to meet Australian standards and improve capability and decision quality
- > improve systems integration to facilitate data sharing across government and the community
- > new online and interactive services for better access
- > a quality assurance culture, framework and processes to improve the quality of work.

11. Build partnerships for research and strengthen strategic policy

- > contribute to a national research agenda for safety, compensation and recovery
- > collaborate on research aligned with scheme priorities
- > be a thought leader to innovate health and safety systems, compensation and scheme design and to position for future roles and services
- > translate research evidence into improved policy, practice and business planning
- > establish cross-agency communities of best practice to improve service delivery
- > collaborate with the Comcare community to regularly discuss trends, innovations and better ways of working to improve service delivery.

12. Strengthen financial and business integrity for sustainability

- > implement an actuarial release model to better manage performance
- > strong balance sheet management to improve financial performance and preserve financial integrity
- > define and adopt capital, pricing and reserving standards for improved fiscal confidence
- > cost recovery and premium models are robust and contemporary to be cost effective, accountable and ensure value for money
- > adopt premium strategies that reward and improve scheme performance
- > understand, audit and improve Comcare's contribution to a clean, healthy community to reduce our environment impact
- > strengthen in-house legal and paralegal capability to improve quality, cost and time
- > review, assess and drive regulation to test and improve relevancy and impact
- > create internal audit capability to provide greater assurance that operations are soundly managed
- > provide and utilise shared service and capability arrangements to improve service and cost effectiveness
- > provide excellent governance and secretariat support to strengthen accountability and oversight.

BY 2015 WE AIM TO

- > improve workplace participation and productivity to contribute to a stronger Australia
- > better services that promote social cohesion, reduce vulnerability and the risk of disadvantage to contribute to a fairer Australia.



OUR BUSINESS

HEALTHY AT WORK, SAFE AT WORK

Comcare's focus is on preventing harm in the workplace, keeping workers healthy and safe at work, and reducing the number and severity of safety incidents. Our education and assurance services will focus on employers who do not get the safety message. We will respond to safety incidents in a timely way and seek to ensure appropriate justice in response to death, serious injury or dangerous occurrences. Comcare will continue to support Safe Work Australia and contribute to a seamless transition of the federal jurisdiction to new harmonised work health and safety laws.

BACK AT WORK

Comcare supports workers with injuries from the time of their initial contact, through recovery and return to health, return to work and return to independence. Comcare will better understand the experience and expectations of injured workers. Our services will be co-designed with the community we serve. The quality, consistency and timeliness of claims decisions will be improved through better use of information, tools and expertise. We will use targeted interventions and work with our community, informed by improved performance data.

SCHEME AT WORK

Comcare will continue to deliver value for money and a strong, sustainable scheme. A highly capable workforce will be innovative, responsive and empathic. Comcare will gain insight through analysis, improved use of data, research and knowledge. A focus on capital management will strengthen the scheme's balance sheet and financial performance. Our legal team will ensure compliance with federal law and support quality decision making and appropriate dispute resolution.

OUR FOCUS

Comcare partners with workers, their employers and unions to keep workers healthy and safe, and reduce the incidence and cost of workplace injury and disease. We have three outcomes that guide us:

1. The protection of the health, safety and welfare at work of workers covered by the Comcare scheme through education, assurance and enforcement.
2. An early and safe return to work and access to compensation for injured workers covered by the Comcare scheme by working in partnership with employers to create best practice in rehabilitation and by providing quick and accurate management of workers' compensation claims.
3. Access to compensation for people with asbestos-related diseases where the Commonwealth has a liability.

We place workers at the centre of what we do to ensure they return safely to their families, friends and communities everyday. When workers are harmed, we help with recovery and support. We deliver a sustainable, fair, reliable, and high-performing Comcare.



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