

# COMCARE CONFERENCE 2022

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TRANSITION SUPPORT PROGRAM

PRESENTERS: GENIERE APLIN & LAURA YOUL

TUESDAY, 7 JUNE

*we help people get their lives back*



# Australia's TRUSTED NAME IN WORKERS' COMPENSATION

*As Australia's largest claims TPA, with a strong mutual heritage, we are driven by one simple purpose – to help people get their lives back*

## REGULATORY



**3**

AFSLs held across the group, with strong track record of compliance

## CASE MANAGEMENT



**>80,000**

Active personal injury claims being case managed

## PEOPLE



**>2,900**

People employed across Australia, with offices in every mainland state

## SCALE



**>\$3B**

Premiums under administration

## CUSTOMERS



**>75,000**

Relationships with employers, customers and partners

*we help people get their lives back*

# INTRODUCTION TO THE TRANSITION SUPPORT PROGRAM

## THE PROBLEM

Research tells us that people are most vulnerable when they transition between systems and receive little to no support.


## THE SOLUTION

EML in collaboration with the **Collaborative Partnership** developed and delivered a 12-month Transition Support program.

**Program Objective:** Test evidence-based support for individuals exiting income support systems.

# HOW IT WORKS

## COHORT CRITERIA


 50 injured workers exiting WorkSafe scheme

 Live in Victoria


 Working age


 Job detached


 Have a capacity for work

 Existing entitlements expected to cease within 8 weeks




## KEY FEATURES

 Allied health care professional (trusted broker)

 Operates beyond the constraints of workers' compensation legislation

 Cross-sector collaboration; Career Transition Services

# OUTCOMES & BROADER OPPROTUNITIES

<b>FINANCIAL</b>	<b>\$12m</b> Potential savings from expenditure on Commonwealth Gov benefits		Incorporate the transition support skill set and/or function within insurer claim models or income benefit structures
<b>EMPLOYMENT</b>	<b>26%</b> Achieved a work outcome		Reduce 'downstream' system impacts through an enhanced transition experience and improved outcomes
<b>PARTICIPANT EXPERIENCE</b>	<b>78%</b> reported satisfaction scores of 'very satisfied' or 'satisfied' (n=32)		Timely support as they prepare to exit a system.

“ Thanks for yesterday, just keeping it simple is the best way for me to cope at this stage. ”

*Program Participant*