



SYNOPSIS

Comcare Update

Presenter: Tony Middlebrook

Key words: Comcare, scheme update, financial performance,

Purpose of your paper: To provide conference attendees, actuaries and the insurance industry with an update on the Comcare scheme (the scheme). The scheme provides scheme employers with an integrated safety, rehabilitation and compensation system, irrespective of the Australian State or Territory an employer operates in or where its employees are located.

Synopsis:

At the last Injury Scheme Seminar, Comcare provided a presentation on the Scheme. Two years on, this presentation will update seminar participants on:

- Scheme background;
- Employer/employee coverage;
- Performance of the scheme (self-insured and premium paying schemes) and
- Progress on financial position of the Commonwealth Premium Paying scheme;

SYNOPSIS

COLLABORATIVE PARTNERSHIP FOR WORK PARTICIPATION: TWO YEARS ON

Natalie Bekis

Key words: Integrated disability management, work disability, work participation, Stanford Model of Collective Impact

Purpose of your paper: Update actuaries, policy makers and other professionals in the insurance industry on progress that has been made with an innovative public, private and not-for profit national cross-sector partnership aiming to improve the work participation of people with physical and mental health conditions and disabilities; and to reflect on the value of the theory provided in the Stanford Model of Collective Impact, in the light of this experience.

Synopsis:

Objectives

At the last Injury and Disability Schemes Seminar, Comcare announced its work supporting the establishment of a national cross-sector *Collaborative Partnership for Work Participation* (the Collaborative Partnership). Two years on, this presentation will update seminar participants on:

- Progress;
- The framework the Collaborative Partnership proposes to use to measure its performance;
- The extent to which the Stanford Model of Collective Impact (theory) has been borne out by this experience.

What we did



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We used the principles of the Stanford Model of Collective Impact to guide us in developing a strategy and a structure for collaboration across the workers compensation, life insurance, superannuation, and disability support sectors.

Strategy

The Collaborative Partnership aims to achieve sustainable improvements in population health and workplace productivity through improving work participation of people with temporary or permanent physical or mental health conditions or disability that affect their ability to work.

Based on more than 30 consultations across the sectors with public, private and not for profit organisations five priority areas of mutual interests were identified and strategic objectives formulated:

1. *Cross-sector system*—we will work across sectors to align service provision for return to work, stay at work or the employment of people with health conditions and disabilities
2. *Employer mobilisation and capability*—we will improve employer capability and understanding of the health benefits of work and promote their role in using work as part of recovery
3. *Employee awareness*—we will improve employee understanding of the health benefits of work and promote their role in using work as part of their recovery
4. *Rehabilitation services*—we will improve the consistency of rehabilitation service provision, in particular for psychological injury
5. *General Practitioner support*—we will provide support to General Practitioners (GPs) through approaches that are consistent nationally, across all sectors.

Structure

It was agreed to raise funding from the participating sectors by seeking a commitment of \$250 000 over two years from partners who could afford to contribute. Commitment of significant in-kind contributions has also been obtained. Options for the governance arrangements for this innovative partnership were considered and it was agreed not to establish a separate organisation, but to have a partnership between participating organisations cemented by memorandums of understanding and letters of agreement, and administered by Comcare.

The Collaborative Partnership Committee (the Committee) was established in November 2016 to provide governance and oversight across the program of work. As at July 2017 the Committee membership comprises:

- Comcare, CEO (Chair)
- Department of Social Services (DSS)
- Department of Employment
- EML
- Insurance Council of Australia
- Australian Council of Trade Unions
- Australasian Faculty of Occupational and Environmental Medicine
- Subject Matter Expertise via National Mental Health Commission and Comcare's Work for Health Advisor.

The Partnership has agreed to commence work in three priority areas:

- *Cross-sector system* – research to map the flow of people across the system as a whole and, at a high level, the system and services, as well as data sources. This work is being led by DSS. The initial aim is to identify best opportunities for service alignment across sectors.
- *Employer mobilisation and capability* – recognising that performance in the employment of people with disabilities and return to work rates have been static, Department of Employment will lead work to mobilise employers to improve their capacity to provide employment



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opportunities. Leveraging off a new substantial program of work at the Department of Employment, this priority area will reconsider enablers and barriers and supports required in workplaces to improve the employment of, the retention of, or the return to work of, people with health conditions and disabilities.

- National, cross sectoral GP support – This work is being led by the Australasian Faculty of Occupational and Environmental Medicine and will leverage off national work being undertaken in the workers compensation sector. A starting point is the realization that training GPs whilst probably necessary, is not sufficient to achieve improvements in stay at work and return to work rates. There is emerging evidence of the need to clarify the roles between GPs, insurers and employers in making recommendations for and implementing reasonable work adjustments.

Measurement framework

A common measurement framework to be used across all priority areas is being devised and will be presented.

Lessons learned

Reflections of this experience, over two years, will be made against the theoretical principles outlined in the Stanford Model for Collective Impact.