



SYNOPSIS

RETURNTOWORKSA SCHEME UPDATE

Michael Francis

Key words: ReturnToWorkSA, return to work results, satisfaction, premium, financial performance, risk

Purpose of your paper: To provide an update on ReturnToWorkSA's insurance operations and performance.

Synopsis: The Return to Work Act 2014 came into effect in July 2015. ReturnToWorkSA's revised business model as implemented by our claims agents was also formally commenced on the same day.

After two and half years working within a new legislative framework and a completely different operation model, our performance against key measures of success will be presented. The update will cover performance as it relates to return to work results and initiatives, satisfaction of workers and employers, dispute trends, premium impacts and financial performance.

The presentation will also cover key durability and affordability risks faced by the scheme and how ReturnToWorkSA is approaching the control of these risks as our systems and capability matures.