



27 August 2019

Melbourne  
Level 1  
151 Rathdowne Street  
Carlton Victoria 3053

Committee Secretary  
Senate Education and Employment Committees  
Parliament House  
Canberra ACT 2600

Brisbane  
Level 1  
62 Astor Terrace  
Spring Hill Queensland 4000

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## **FAIR WORK LAWS AMENDMENT (PROPER USE OF WORKER BENEFITS) BILL 2019 [PROVISIONS]**

Dear Sir / Madam

Total Claims Solutions (TCS) provides Work Injury Management Services (WIMS) to employers and their employees.

WIMS was initiated when the State Government introduced legislation in 2009 that required employers to appoint a Rehabilitation and Return to Work Coordinator at their workplace.

For the past 10 years, BERT Fund has engaged TCS to provide WIMS to BERT Fund registered employers and their employees. BERT Fund paid for this service to eliminate costs incurred by employers complying with the new legislation. This initiative is a significant commitment to employers and their employees in the building and construction industry.

The beneficiaries of this program are two fold:

1. Employers – have qualified Injury Management Coordinators to provide advice and manage their workplace injuries (including onsite training). This service is cost neutral to employers.
2. Employees – receive immediate hands-on injury management support when a workplace injury occurs (including rehabilitation and return to work).

The WIMS benefit and results for the building and construction industry in Queensland include:

- 791 employers and 10,000 employee members have access to WIMS (as at 30 June 2019).
- 2,542 injured employees have utilised WIMS over the past 10 years.
- 94% return to work rate achieved over the past 10 years.
- WIMS has reduced the number of workers' compensation claims reaching 26 weeks (fully unfit for work) and minimised the cost to the system.
- Strong relationships have been forged with employers and WorkCover Queensland resulting in effective injury management.
- Recognition by WorkCover Queensland as significantly contributing to work injury management outcomes for all stakeholders.

Employers, and employees and the construction industry as a whole, all derive a meaningful benefit through BERT Fund's financial support of this service. Employers do not want to see WIMS removed from the benefits BERT Fund provides.

TCS welcomes the opportunity to answer any questions The Committee may have about the BERT funded WIMS.

BERT Fund has explained to TCS that the changes forced upon it by the proposed legislation if passed, will have far reaching effects. It has advised TCS that passage of the Bill will result in its inability to continue to fund the provision of the WIMS to employers and employees.

Given that employers and employees in the Queensland building and construction industry would no longer benefit from WIMS, Total Claims Solutions supports BERT Fund's submission and recommends that the Bill be withdrawn.

Yours faithfully

Brigid Rauwhero  
Manager, Queensland  
Total Claims Solutions