

# Fleetmaster Services Pty Ltd

## Claims Management Policy

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Fleetmaster Services Pty Ltd ("Fleetmaster") is committed to:

- Assisting all injured workers through the provision of timely and effective claims based services. Through the implementation of suitable strategies, the injured worker will be encouraged to remain at, or to return to, work in a safe and durable manner.
- Early intervention. All workers are required to contact Management as soon as is reasonably practicable (within **24** hours) to report workplace incidents, thus allowing Management to facilitate first aid and referral to medical treatment. It is an injured worker's right to complete a workers' compensation claim form. This process is described in both the Fleetmaster "All About Workers' Compensation – A Guide for Employees" and the "If you are injured at work?" Poster, which are available on the JPT Intranet server.
- Building relationships with all key stakeholders in the claims management process. A consultative approach fostering direct and honest communication is an expectation of this Policy.
- Monitoring and driving the performance of its internal National Workers' Compensation Claims Manager (NWCCM) to ensure correct and durable decision making from the outset on claims. This involves a focus on:
  - Time taken to make decisions
  - Minimisation of the number of undetermined claims
  - Ensuring correct claim estimation
  - Focusing on correct and timely payment of wages
  - Benefits and provider invoicing.

Fleetmaster Services Pty Ltd will ensure that:

- All workers with work related injuries/illnesses are treated in a fair and equitable way and that all claims for workers' compensation lodged are promptly investigated and managed in accordance with the legal requirements of the Safety, Rehabilitation and Compensation Act of 1988, the conditions of Fleetmaster' Self-Insurance Licence, the Privacy Act of 1988 and the Privacy Principles (APPs).
- The Workers' Compensation Injury Management ("WCIM") comprises a competent NWCCM who maintains a high degree of professionalism and provides quality claims management services to all key stakeholders in the claims management process.
- Our condition of Self-Insurance Licence is met in line with the SRCC Performance Standards and Measures, this provides for greater accountability and further opportunities for continuous improvement.
- This Policy identifies that there are key responsibilities and accountabilities for key stakeholders involved in the claims management process. These roles and responsibilities are described in detail in "All About Workers' Compensation – A Guide for Employees" and the Fleetmaster Claims and Rehabilitation Management Manual both available from Head Office.
- This policy is available to all workers during the employment induction process and upon request.

Signature: .....

**Jim Pearson**  
**Managing Director**

Date: 19.2.20