

Licensee Compliance and Performance Improvement

Report Template

Annual reporting on performance by licensed self-insurers under the *Safety, Rehabilitation and Compensation Act 1988*

***Note: This template is for guidance purposes. Licensees are welcome to use the template without modification, or to prepare the LCPI report in their own branding and preferred formatting and orders, as best suits their requirements.***

***Page limit: The report should be no more than 20 pages in total (10 pages for the report with the certification, and 10 pages for any supporting information provided as attachments).***

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| **Enquiries**  To obtain further information contact your Account Manager or:  Comcare  Phone: 1300 366 979 |  |

**LICENSEE COMPLIANCE AND PERFORMANCE IMPROVEMENT ANNUAL REPORT**

**<<INSERT LICENSEE NAME>>**

1. **Overview and introduction**

Provide a short statement addressing the following items for the previous year with a focus on information covering the working environment of the licensee (what, if anything, is changing in the licensee’s industry, workplaces or operations).

* Key challenges and successes;
* Changes in the organisation to senior leadership; significant resourcing changes affecting WHS, rehabilitation and/or claims functions; and IT system changes (major corporate change should be advised at the time it occurs);
* Other key information about licensing arrangements or business operations.

Provide the organisational charts for the teams responsible for managing compliance with its self-insurance licence (claims, rehabilitation and prevention) as an attachment (limit: one page).

1. **Year in review**

This section sets out how the licensee has performed in the prior year.

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| **2.1 Performance** |
| Reflecting on the licensee’s performance across the entire previous year, provide information on the drivers contributing to performance results and identify any themes, if any, arising from last year’s performance. |

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| --- | --- | --- | --- |
| **2.2 Management systems**  Set out what was planned for the maintenance of management systems for the past year and progress against planned actions. For example, activities (other than audits unless this hasn’t been reported in quarterly performance reports to the Commission) undertaken to improve the function. | | | |
| **System** | **Activity** | **Undertaken by** | **Outcome/result** |
| Work health safety |  |  |  |
| Claims management |  |  |  |
| Rehabilitation |  |  |  |

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| **2.3 Information and reporting results** |
| Licensees to request information on licensee data load results for timeliness and accuracy of data submissions from Comcare.  Licensees to provide context explaining any issues with data submission over the previous year. |

1. **Year/s ahead**

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| **3.1 Strategies and goals for coming year – reactive and proactive** | | | |
| In consideration of the themes identified at 2.1, and existing strategies, capture the reactive and proactive strategies the licensee will undertake in the coming year.  This section should also set out the strategies and goals the licensee sought to implement or achieve in the previous year and their current status.  Reactive Strategies refers to strategies arising from performance issues. Reactive Strategies should only be included below if they have not previously been reported to the Commission through quarterly performance reports. However, Reactive Strategies should be included below if they have been reported in the quarterly performance reports but have not progressed and with an explanation as to why.  Proactive Strategies are ones the licensee is adopting to promote a healthy workplace.  All numbered strategies and goals previously reported to the Commission should be addressed here (including if they have not been progressed and why). | | | |
| **Reactive** | **Strategy** | **Goal** | **Achievement or Outcome – Completed, Partially Completed, Delayed** |
| R1 |  |  |  |
| R2 |  |  |  |
| R3 |  |  |  |
| R4 |  |  |  |
| **Proactive** | **Strategy** | **Goal** | **Achievement or Outcome – Completed, Partially Completed, Delayed** |
| P1 |  |  |  |
| P2 |  |  |  |
| P3 |  |  |  |
| P4 |  |  |  |

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| **3.2 Management systems for the coming year**  What is planned to maintain and improve management of systems over the next year? List planned actions and activities (other than audits unless the audits have not been reported in quarterly performance reports to the Commission). | | | |
| **System** | **Activity** | **Undertaken by** | **Why this activity, what is the expected outcome and when will it be completed** |
| Work health safety |  |  |  |
| Claims management |  |  |  |
| Rehabilitation |  |  |  |

**Conclusion and certification**

*Summary of performance, Executive sign-­‐off and Comcare verification.*

Reporting Period:

I, of

***CEO/Executive Manager*** ***Licensee name***

certify that this LCPI Report:

1. was completed in accordance with the requirements of the Safety, Rehabilitation and Compensation Commission;
2. accurately reflects the activities undertaken under the Licensee Compliance and Performance Improvement model by ***(insert Licensee name)*** in the reporting period; and
3. accurately describes ***(insert Licensee name)***’s performance in the reporting period.

**Special Conditions of Licence** ***(delete if not applicable)***

I certify that ***(insert Licensee name)*** has fully complied with the Special Conditions of its self-­‐

insurance licence during the reporting period.

***SIGNED***

***DESIGNATION***

***DATE***