

The most common issues that can result in an increase your workers' compensation premiums include:

Delay in the Reporting of an Injury/Disease

- **Issue:** Not responding to the injury appropriately assuming it is a minor injury or 'will just go away' and not reporting an injury/disease within the required legislation timeframe.
- **Potential Result:** Can delay the treatment resulting in an extended period of time off for the employee and can delay the ability of the Insurer to appropriately investigate the claim. This can result in a prolonged recovery time resulting in increased claims cost. It may also be in breach of the legislation.

Record-Keeping and Accident Management/Investigation

- **Issue:** Not having in place appropriate systems and processes that manage the record keeping and not managing/investigating all incidents when they occur.
- **Potential Result:** Lack of proper systems and processes can lead to disputes when an injury/disease occurs and create delays in acceptance or dispute of a claim. It can also result in claims being accepted due to lack of documented evidence.

Disconnecting from your Injured Employee

- **Issue:** Not connecting and managing the employee when an injury/disease occurs, regardless of the legitimacy of the claim.
- **Potential Result:** This will always impact on the recovery and delay the return-to-work process. A disengaged, isolated employee can see physical claims expand to include secondary psychological claims. Ongoing communication with employees, is essential to influence a positive return to work.

Failing to Provide Suitable Duties

- **Issue:** By not being proactive in the recovery/return-to-work and allowing the employee to stay at home for their recovery until they are fit for their full duties.
- **Potential Result:** Time lost is the primary driver for all states that result in premium increases. In some states claims estimates will be added to the claim and significantly inflated to cover future potential wages loss.

Not Engaging in the Management of the Claim

- **Issue:** Allowing an Insurer/Agent to take control of a claim, where they are driven more around process rather than including the employer in the engagement process. There are also issues with personnel not having claims experience within many Insurers/Agents.
- **Potential Result:** the wrong strategy will commonly be deployed on a claim with a limited focus on the return-to-work. A claim can also be 'overlooked' due to caseloads and/or lack of claims experience within an Insurer/Agent.

Terminating an Injured Worker Prematurely

- **Issues:** Terminating the injured employee whilst they have an active workers' compensation claim.
- **The Impact:** This will result in a significant increase in future premiums as claims cost can impact in the premium calculation for 3 to 5 years (state dependant).

What you can do!

As an employer in any state, it is critical to ensure that you manage and have a hands-on approach to your workers compensation claims. Even though you may have a broker/consultant engagement, as an employer you should still be across what is happening with your claims and the impact on your premiums.

At McLardy McShane Workers Compensation we partner with our clients to not only ensure they are across their claims through communication and access to our online system, but to also link claims cost to your current and future premiums.

To discuss your workers compensation program call John Capes on 0407 136 436 or Jake Capes on 0427 999 175.