

LICENSEE COMPLIANCE & IMPROVEMENT PROGRAM

ANNUAL ANALYSIS REPORT

01 JULY 2023 – 30 JUNE 2024
& 1 JULY 2024 – 30 JUNE 2025

Quality Assurance Audits 2023/2024 & 2024/2025

The General Manager Injury Management, People & Culture is responsible for the Injury Management strategy, governance, policy development, performance reporting and the teams that deliver injury management programs. The Injury Management teams are responsible for supporting and rehabilitating employees following injury and for management of workers' compensation claims under the Safety, Rehabilitation and Compensation Act 1988 (SRC Act). They support operational management to ensure effective work-related injury management, develop and implement projects to achieve strategic objectives aimed at continuous improvement and implement programs to meet regulatory obligations.

Currently within the Australia Post Group, the following entities hold self-insurance licenses until 30 June 2030:

- Australian Postal Corporation
- StarTrack Retail
- StarTrack Express

As part of its regulatory obligations, the Australia Post Group conducts annual audits utilising independent auditors to review that management systems are meeting legislative and regulatory requirements, including the accurate and timely payment to injured employees. The following summarises all audits undertaken for the Financial Years 2023/2024 & 2024/2025:

A **Data Quality Review (Audit) of Australia Post Group** (reporting on Australian Postal Corporation, StarTrack Express and StarTrack Retail individually) was conducted by Comcare and finalised in November 2023. This was in response to Australia Post Group self-reporting to the Safety, Rehabilitation & Compensation Commission (SRCC) in June 2022, that there were some inaccuracies in reconsideration reporting resulting in under reporting of timeframes affecting LKPI 7. Remedial actions recommended by Australia Post Group were approved by Comcare and have subsequently been completed.

A **Claims Management System Audit of StarTrack Express and StarTrack Retail** (consisting of two separate reports) was conducted by BRM Risk Management PTY LTD from September – November 2023. The audit was conducted in accordance with the Comcare Claims Management System audit methodology. Two non-conformances (identical non-conformance for each license) and six observations were identified. The two non-conformances relate to determinations issued to employees and the manner in which these are undertaken ie. accuracy, timeliness and level of detail provided within the determinations. A corrective action plan has been developed with all items having been addressed. Audit documents, regular updates and confirmation of completion of all corrective actions have been provided to Comcare.

A **Rehabilitation Management System Audit of StarTrack Express and StarTrack Retail** (consisting of two separate reports) was conducted by BRM Risk Management PTY LTD in October 2023. The audit was conducted in accordance with the Comcare Rehabilitation Management System audit methodology. No non-conformances and four observations were identified, all relating to StarTrack Express. A corrective action plan has been developed with all items having been addressed. Audit documents, regular updates and confirmation of completion of all corrective actions have been provided to Comcare.

A **Workplace Rehabilitation Provider Evaluation of Australian Postal Corporation (focused specifically on StarTrack Express and StarTrack Retail files)** was conducted by BRM Risk Management PTY LTD in September 2023 and January 2024. There is no audit methodology prescribed for this although an agreed scope of evaluation was undertaken to reflect two focus areas:

1. A “system” review against the Comcare Workplace Rehabilitation Provider Conditions of Approval, 2023.
2. File review against workplace rehabilitation provider service delivery requirements as outlined in the Comcare WRP Performance Monitoring Framework, November 2021.

The Evaluation consisted of 30 files and with no non-conformances and one observation listed, it was recommended that we utilise Rehabilitation Alteration Programs instead of Rehabilitation Programs where appropriate, ensure all rehabilitation initial contact and case closure activities are undertaken in line with our documented processes and that we review our File Naming Convention for consistency. Audit documents have been provided to Comcare.

A **Claims Management System Audit of Australia Post Group** (consisting of one report encompassing Australian Postal Corporation, StarTrack Express and StarTrack Retail) was conducted by Comcare from 15 – 26 July 2024 as a component of our self-insurance license (ie. Year 2 License Review). The audit was conducted in accordance with the Comcare Claims Management System audit methodology. One non-conformance and six observations were reported. The non-conformance relates to not maintaining accurate reporting of claims management activities to the Commission Data Warehouse or claim records management resulting in the absence of an auditable trail on claim files.

A corrective action plan has been developed with corrective actions having been formulated. Audit documents and regular updates have been provided to Comcare who have confirmed completion of all corrective actions.

A **Rehabilitation Management System Audit of Australia Post Group** (consisting of one report encompassing Australian Postal Corporation, StarTrack Express and StarTrack Retail) was conducted by Comcare from 15 – 26 July 2024 as a component of our self-insurance license (ie. Year 2 License Review). The audit was conducted in accordance with the Comcare Rehabilitation Management System audit methodology. One non-conformance and two observations were reported. The non-conformance relates to not maintaining accurate reporting of rehabilitation management activities to the Commission Data Warehouse resulting in the absence of an

auditable trail on files. A corrective action plan has been developed with corrective actions having been formulated. Audit documents and regular updates have been provided to Comcare who have confirmed completion of all corrective actions.

Should you require any further information regarding the audit process, please do not hesitate to contact the Operations & Licensing team via LCR@auspost.com.au.

Operations & Licensing
Injury Management – Australia Post Group
December 2024

A copy of this report is available in the Operations & Licensing SharePoint via Australia Post Group's internal intranet site access.