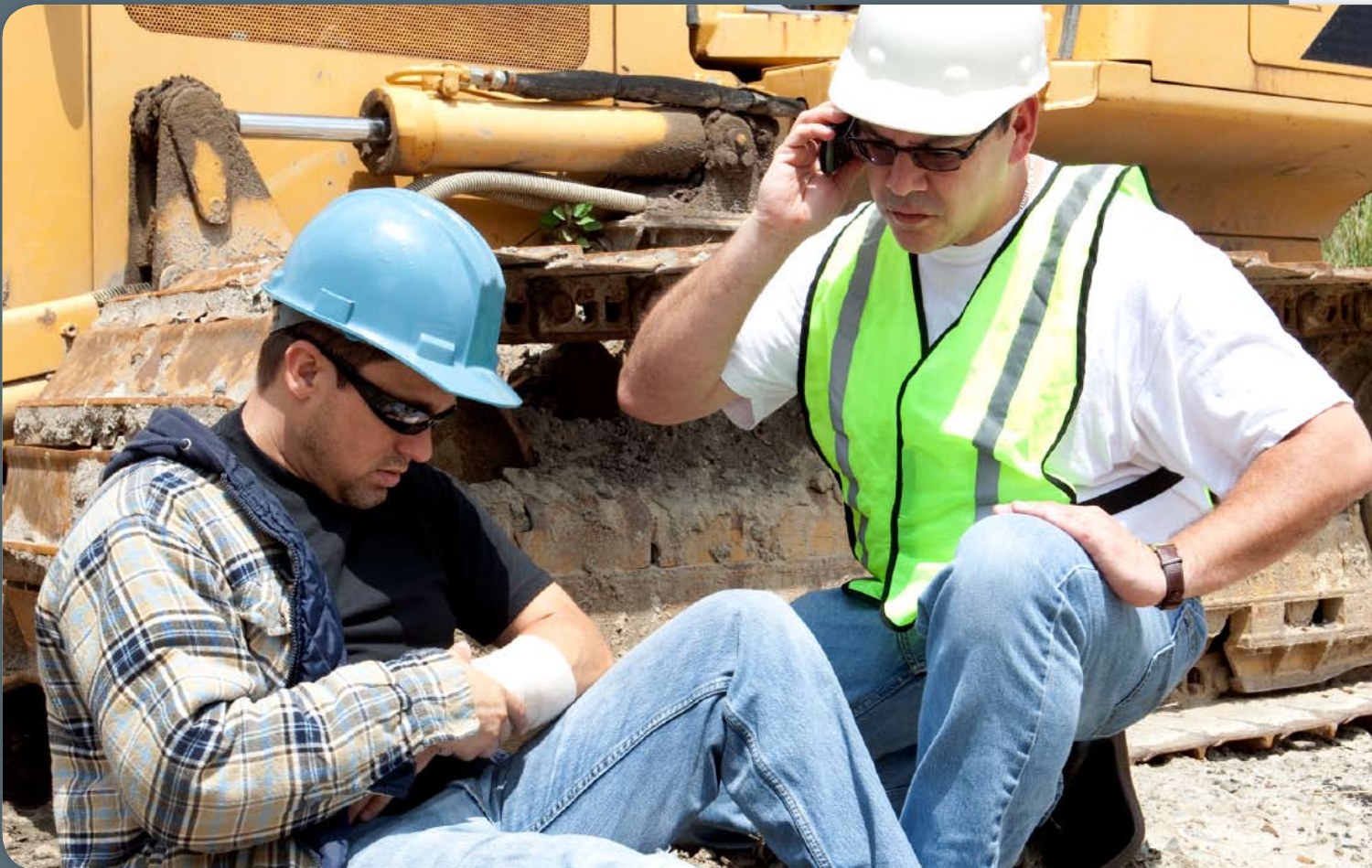


Konekt Integrated Employer Solution

Incident Management and Early Intervention





Konekt IMEI supports your business' OHS, injury, and risk management strategies by collecting data from all your national sites, providing you with real-time injury case status and compliance reports.

Incident Management and Early Intervention solution

Konekt Incident Management and Early Intervention solution (IMEI) is an innovative approach to the reduction in lost time injuries, notification compliance costs, claims liabilities, and workers' compensation premiums. This unique and stand alone combination of a 24/7 call centre, shared online customer portal and national coverage of health professionals to supply immediate injury intervention, has reduced the claims costs of our customers by an average of 35%.

Konekt IMEI's web based technology provides managers with real-time access to accident and incident reports, any where, anytime.

Konekt IMEI utilises an integrated call centre and robust IT solution that supports your business' OHS, injury, and risk management strategies by collecting data from all your national sites, providing you with real-time injury case status and compliance reports. The solution provides your managers the tools they need to understand injury rates, and trends and outcomes, which will lead to better informed decisions on how to reduce your incidence rates, while also reducing your compliance costs.

Quick and easy lodgement of incidents and injury risks via a 24 hour Call Centre

Konekt IMEI is ideal for businesses that have multiple sites across different Australian jurisdictions. As all incidents and potential injuries are recorded centrally, the solution provides your employees with a consistent reporting framework for workplace incidents, injuries, dangerous occurrences and WorkCover reportable events. Some of the benefits of our central Call Centre include:

- Compliance with legislative workers' compensation and occupational health and safety employer obligations for reporting of all incidents and injuries to claims agents and authorities
- Call Centre personnel plus integrated software messaging ensures that nominated employer representatives and key users are alerted to reportable incidents, selected risks and lost time injuries as soon as an event is logged, to ensure critical actions are completed in required timeframes and formats
- Our technology platform, Konektiva, provides a national framework which cuts legislative red tape, boosts business efficiency and provides greater certainty and protections for all workplace parties
- Improved organisational compliance prevents company fines and penalties for not lodging reportable events to authorities.

Automated lodgement process

As prescribed by law, it is an obligation of all businesses to have a mechanism in place for; incident data collection (a register of injuries), and the notification of reportable events to authorities and claims agents in a timely manner. Konekt IMEI helps you in meeting these requirements by providing national workers' compensation claim notification and lodgement processes and assistance in completing all your workers' compensation claim documentation. Some of the advantages of automating this process include:

- Konekt completes injury notification to your claims agent or relevant authority on your behalf
- Electronic partial completion of your employer's claim form to reduce the time spent completing forms
- The timely and efficient lodgement process which removes the burden of costly fines and penalties for late lodgement of workers' compensation claims documents
- The knowledge that cost savings are captured with early reporting benefits such as the wavering of the claims excess in some states and territories your business operates in.



Immediate medical triage

One of the key benefits of Konekt IMEI's 24 hour call centre is that we can provide immediate medical triage which is provided with the guidance from our national team of allied health professionals. This allows for early

Konekt IMEI provides you with superior capability to monitor workplace OHS trends such as lost days and the causes of incidents, to effectively identify all incident trends, hotspots and process bottlenecks.

response to injuries and the engagement of medical treatment which could significantly influence an early return to work and reduce potential claims cost.

In addition to medical triaging, Konekt IMEI also provides for:

- The immediate deployment of critical incident debriefing by a Konekt psychologist in the event of a traumatic workplace incident
- Incident and accident investigation which can be immediately deployed by a Konekt OHS and risk management professional.

Early intervention of injury management services

In the event of an injury resulting in unfitnes or reduced capacity for work, a Konekt health professional can conduct an Initial Workplace Conference (IWC) within 48 hours of notification to assist with the identification of suitable duties, develop a return to work plan (RTW), liaise with the treating practitioner, provide the RTW Plan to all key parties and send the initial assessment report to the employer within 72 hours of notification.

Through the engagement of Konekt IMEI services, you as the employer take control of the injury management process at a very early stage. The solution assists you in improving organisational RTW outcomes and reducing workers' compensation claims and workplace costs, whilst providing you complete transparency of the process – time interactions, case notes, medical certificates, reports and RTW Plans - through our IT platform Konektiva.

Customised data collection to meet your business needs

Every business is unique which is why your Konekt IMEI solution is customised to collect data the way that best meets your organisation's needs. Konekt IMEI provides you with superior capability to monitor workplace OHS trends such as lost days and the causes of incidents. It allows you to effectively identify all incident trends, hotspots and process bottlenecks, and you'll be provided with detailed online reports and charts to pinpoint injury cause and impact.

In addition, Konekt IMEI allows you to undertake analysis on your overall OHS performance by benchmarking your actual reported data against your organisation's own internal targets and KPIs as well as industry averages.

Some of the standard benchmarking metrics Konekt IMEI provides you with include:

- Lost time injury frequency rate vs industry lost time injury rate
- Incidence rate vs industry incidence rate
- Median time lost rate vs industry
- % of workforce on reduced capacity
- % of prevention measures proposed or taken
- Lag time for reporting of incidents.

And, if you require a complete health and safety governance and reporting system, Konekt IMEI can be combined with the Health and Safety Performance Module.



Management and compliance reporting at the touch of a button

Konekt IMEI provides a range of management reports that give you complete transparency of the management of your incidents, and early intervention of your people, places and processes. Whether you need to report on just one site, or across all your locations, you'll be guaranteed consistency in the delivery of information irrespective of what legislative environments you operate in.

Konekt IMEI standard reporting capabilities include:

- Dashboard – key reports and metrics all in one place for an immediate snapshot of organisation performance against internal targets and industry benchmarks
- Generate incident data in any table or chart format for a total analysis of all incident and injury information
- Workflow technology identifies information gaps and required actions, creating accountability for actions
- View all associated case notes by Call Centre or Konekt Occupational Rehabilitation provider to keep up to date on the progress of all cases across all your locations and sites
- View all related reports and attachments connected to the incident, for example medical certificate, RTW Plan, investigation form, workers claim forms.

Fast set-up, with no IT infrastructure cost

As Konekt IMEI is web based, you'll always be up-to-date with the latest system and legislative changes. Our online solution means you avoid the burdens of hardware infrastructure associated with software installation. With access to an internet browser, your business could be set-up and running Konekt IMEI within a few weeks.

Konekt IMEI's web based technology also provides managers with real-time access to accident and incident reports, any where, anytime. In addition, integrated software messaging notifies all key stakeholders, ensuring complete engagement at every step of the accident or incident management process.

The big picture

Managing all aspects of your business' workers' compensation, occupational health and safety, and compliance can be daunting, costly and fraught with risk. Konekt IMEI offers you peace of mind with the choice to manage part, or all of your obligations with the industry's leading IT platform which is supported by the largest privately owned occupational health and risk management network in Australia. The complimentary technology and service components of the Solution include:

- Pre-employments
- Health and Safety Performance
- Case Management System and Services
- Occupational Health & Safety
- Workers Compensation
- Wage Reimbursement.

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