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.....accent on the employer

Vol 1, Issue 5

Welcome to our last newsletter for 2005. What a huge year it has been for everyone!

With the year fast coming to a close and the festive season upon us all, we thought it fitting to wrap up 2005 with a "year that was" as well as hint as to some of the things to expect for 2006 from both Accent and the industry as a whole. Also, with the year ahead, we have included our training and event calendars for the forthcoming 3 months.

But before we get dirty with the details we would like to take this opportunity to thank you all individually and collectively for your patronage and business throughout 2005. We look forward to a continued strong business relationship. Accent's ever growing HR services will continue to meet all your HR needs and if they do not, then we would like to know how else we can help.

On behalf of all of the team at Accent, we wish you a happy and safe Christmas and a wonderful New Year. We look forward to seeing you in 2006!



Daniel De Paoli
Managing Director

Veronica Grima
Director Learning and Development

As always your feedback is valued and appreciated, as are your requests for future articles or information of interest. You can send your feedback or suggestions to:

admin@accentonhealth.com.au

Furthermore, we are proceeding with a regular feature in the 2006 newsletters where *you* the employer can have your say. The aim is to provide a cyber networking group where you can share ideas, stories and successes. You can provide as much or as little information as you like and summaries can remain anonymous if requested. Please send us your 150 – 200 word summary on any of the following:

- Workers compensation success stories
- IR/HR success stories or pathways to avoid
- New initiatives in injury management or OHS
- Contractors, providers or consultants you have used – the good, the bad and the ugly!
- Insurer stories
- WorkCover stories – or gripes
- Or any other issue you feel is worth others in your shoes knowing about

Please feel free to contact me on 4731 5009 for any further information. Otherwise email your summaries to daniel@accentonhealth.com.au by December 16 2005.

Thank you and Enjoy!



WorkCover reforms.....

For close to 12 months now Accent has been providing you with snippets of information about the ongoing WorkCover insurer changes and how these may effect you as an employer. Each month we receive more pieces to the puzzle but we can still not quite make out the whole picture so far – at least in terms of the direct effect it has on the industry.

What we do have now is the names of the new agents for 2006 and onwards. WorkCover released this information in October with the 2 new entrants/agents to commence practicing in January.

In the past we have speculated that for the new agents to have active files, WorkCover would simply grab a percentage of “tail” files and move them to the new agents to see what miracles they could perform. As with everything else, this has altered slightly. Instead, whole policies will be removed from current agents and transferred to new agents to give them a certain market share. Unfortunately neither agents nor employers will have any say as to what policies will be transferred. We have been advised that we will receive 2 weeks notice of the transfer and as of the last week of December, no notice has been given. We assume though that it will happen in the first 2 weeks of January 2006.

For your interest, the break up of the market share is as follows:

Organisation	Policy Market Share	Premium Market Share
Allianz Australia Pty Ltd	13%	22%
Cambridge Integrated Services Pty Ltd	6%	8%
CGU Insurance Ltd	21%	21%
Employers Mutual Ltd	6%	9%
GIO Insurance Ltd	24%	16%
QBE Insurance Ltd	21%	19%
Gallagher Bassett Services Workers Compensation New South Wales	9%	5%

As you can see the 2 new agents are Cambridge and Gallagher Bassett. Cambridge will receive 6% of the market. In fact Cambridge will receive all policies currently managed by Vero. We have good advice that Cambridge is also acquiring most Vero staff as well. This effectively means that the remainder of the existing agents will have to make up the 9% proposed for Gallagher Bassett.

As employers, another thing need to be aware of is that while agents are in preparation for trading as of January 1 2006, staff within current insurers are moving around in a frantic manner. As you can imagine, many of the staff in current insurers will become the staff for new agents. Please be aware, as we have already experienced, that you may speak to your assigned claims agent today and tomorrow they are no longer there! If you are having difficulties contact your insurer representative, please contact you Accent case manager to assist.

The freeze on changing your policy continues until July 2006.

If you require any more information, please contact Daniel on 4731 5009.

OHS Act reforms....

As we informed you in our August issue, the OHS Act 2000 is to be reviewed to identify if the Act's objectives remain valid. To date there is still no further information released with WorkCover still publicising information about the discussion and review period. Results of the review are forecast for November 2005 which have of course come and gone. Accent will continue to monitor.

Premium reforms....

Some relief for NSW employers. On 9th November Premier Morris lemma announced that as of 31st December 2005, all employers across NSW will receive a 5% discount on premiums regardless of their industry classification.

Last issue we provided you with a summary and links to other reforms including what defines a small, medium and large business.

If you did not receive this information or last issue, please contact our office and ask to speak to Tracey, 4731 5009.

2005 year in review for Accent...

January

Introduction of HR and IR consulting services to all employers

Introduction of Paediatric Occupational Therapy Services

WorkCover announces changes to insurers/agents

February

Introduction of training services – Accent aligned with RTO, Bankstown Community College

April

Accent presents first annual industry seminar in West Region – presentations included Rehabilitation, OHS, Insurance and Premiums

WorkCover goes to ground with any information regarding changes. Insurers made to sign confidentiality agreements.

May

Accent moves offices to Level 1, 429 High St Penrith

June

36 PDS audits completed in June period, just in time for the Government to shut the system down!

July

Accent one of only 12 rehabilitation companies to be accepted on prestigious Richard Oliver International panel. Richard Oliver is the second largest national broker in Australia.

WorkCover NSW abolishes PDS after 3 years. Current employers using system only allowed to finish the year they are in.

August

Accent commences negotiations with national company to provide 12 month health program to all staff commencing 2006.

September

Accent and Bankstown College submit tender to provide aged care training to over 100 nursing home staff in west region

October

Accent ranked in top 5 of panel providers for CGU Workers Compensation. Outcomes remain above average rates and costs remain below average compared to other providers

Accent and Dr Greg Cameron join forces. Dr Cameron is a very experienced doctor, company doctor and IMC (Injury Management Consultant). *Please contact Accent to discuss services from Dr Cameron.*

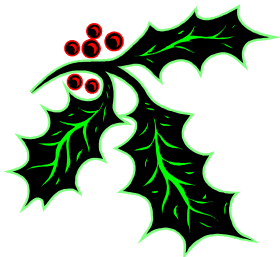
WorkCover Announces new agents for 2006. All agents to commence in new format in January 2006

November

Accent submits tender to Australian Government to supply job seeking services through Job Network. Results due in March 2006.

December

Accent secures new location in Liverpool. New office to commence operation in January 2006. Will service all of South West region.



The year ahead...

January

Accent opens new office in Liverpool
Suite 5 & 6, 92 Bathurst St
Liverpool NSW 2170

All correspondence to continue to go to Penrith office

Accent commences 12 month health program at Baxter Healthcare.

February

Commencement of Accent training calendar for 2006 (see training calendar below)

May

Annual Accent industry seminar – date and venue TBA

Training calendar...

Dates	Course	Location
February Monday 13, 20, 27, March 6	OHS Consultation (WorkCover Accredited, Committee training, 4 days)	Penrith
Thurs 23, Fri 24	Strategic Management of workplace injuries (Advance RTW, 2 days)	Penrith
March Thur 2, Fri 3	Return To Work Coordination (WorkCover accredited, 2 days)	Penrith
Saturday 11, 18, 25, April 1	OHS Consultation (Committee training, 4 days)	Bankstown
Wed 8, Thur 9	Return To Work Coordination (WorkCover accredited, 2 days)	Bankstown
Wed 15	OHS for supervisors (4 hours)	Penrith
April Thur 6, Fri 7	Strategic Management of workplace injuries (Advance RTW, 2 days)	Bankstown
Wed 12	OHS for supervisors (4 hours)	Bankstown

For independent advice, realistic solutions or a quote, contact Daniel on 4731 5009.



3 tier injury management subscriptions....

Accent are implementing employer focused injury management and OHS savings packages for all its clients and their colleagues. The aim of the packages is to highlight the benefits of well implemented injury management and OHS packages as well as provide you the client with some cost savings....a nicety that appears to have been lost in the quagmire of change! **The three packages are set out below, all enquiries can be directed to Daniel or Lynn on 4731 5009:**

Accent on Basics	Accent on Compliance	Accent on Excellence
<ul style="list-style-type: none"> ▪ Rehabilitation Provider arrangement with certificate for OHS board ▪ Company doctor ▪ Bi monthly newsletter ▪ 1x invitation at Accent annual industry seminar ▪ Access to 24 hour Accent Info Line ▪ Instant access to pre placement screens ▪ Injury Management expert attend one claims review per year ▪ OHS professional attends one of your OHS toolbox sessions ▪ 2 hours free on site HR consultation ▪ 5% discount of all training courses convened by Accent ▪ Discount of \$20 per hour on all EAP services 	<ul style="list-style-type: none"> ▪ Rehabilitation Provider arrangement with certificate for OHS board ▪ Company doctor ▪ Bi monthly newsletter ▪ 1x invitation at Accent annual industry seminar ▪ Access to 24 hour Accent Info Line ▪ Instant access to pre placement screens ▪ Injury Management expert attend two claims review per year ▪ OHS professional attends one of your OHS toolbox sessions ▪ 3 hours free on site HR consultation ▪ 7.5% discount of all training courses convened by Accent ▪ Discount of \$20 per hour on all EAP services <p>Plus</p> <ul style="list-style-type: none"> ▪ One free ergonomic analysis of one department (less than or equal to 15 people)* ▪ OHS professional attends one of your OHS committee meetings ▪ 5% discount on development of a suitable duties register 	<ul style="list-style-type: none"> ▪ Rehabilitation Provider arrangement with certificate for OHS board ▪ Company doctor ▪ Bi monthly newsletter ▪ 1x invitation at Accent annual industry seminar ▪ Access to 24 hour Accent Info Line ▪ Instant access to pre placement screens ▪ Injury Management expert attend three claims review per year ▪ OHS professional attends one of your OHS toolbox sessions ▪ 5 hours free on site HR consultation ▪ 10% discount of all training courses convened by Accent ▪ Discount of \$20 per hour on all EAP services ▪ One free ergonomic analysis of one department (less than or equal to 15 people)* ▪ OHS professional attends two of your OHS committee meetings ▪ 10% discount on development of a suitable duties register <p>Plus</p> <ul style="list-style-type: none"> ▪ Second departmental or executive ergonomic analysis (less than or equal to 15 people)* ▪ 10% discount on OHS systems audit
Subscription fee: \$1000.00 pa	Subscription fee: \$2500.00 pa	Subscription fee: \$5500.00 pa
Total savings: \$1720.00!	Total savings: \$3580.00!	Total savings: \$6470.00!

*Assessment and report included – recommendations and or resulting training will be quoted separately

NB: Subscriptions can be paid monthly, quarterly or as one up front payment (further 5% reduction applies)

Christmas and New Year Period....

Accent offices will remain open over the entire Christmas and new year period with the exception of the public holidays. If you have any questions, queries, concerns or issues please contact 4731 5009 for advice.

Merry Christmas and a Happy New Year

