

[Self-Insurer]

Compliance Audit 20XX

[Preliminary / Final] Audit Report

Audit overview

Key audit contacts

OIR auditors

Audit dates

[Preliminary / Final] report date

Preliminary report only - [OIR will prepare the final report after considering [Self-Insurer]'s response to this preliminary audit report.]

Purpose

The Workers' Compensation Regulator (the Regulator) monitors the performance and compliance of all self-insurers in Queensland under the *Workers' Compensation and Rehabilitation Act 2003* (the Act). The Regulator delegates this function to the Office of Industrial Relations (OIR).

The OIR's Self-Insurer Licensing and Performance team (SILP) undertook this audit in accordance with Section 76(1) of the Act. The objective of the audit is for the OIR to verify whether the self-insurer is fit and proper to hold a self-insurance licence in Queensland based on its performance as a self-insurer.

Scope

The OIR assessed the [self-insurer (abbreviation)]'s performance by assessing whether it:

- is reasonably performing its functions and exercising its powers as an insurer;
- has adequate resources and systems in place for administering claims for compensation and managing rehabilitation of workers; and
- can provide the OIR with information it may require in the manner required.

The OIR selected a targeted sample of files for the audit from the population of claims intimated, managed or referred to between X Month 20XX and XX Month 20XX. Targeted files can comprise any claim which has an adverse action or decision or where activity has occurred in data the insurer submitted to OIR.

The OIR selected a total of XX unique files for review including XX rehabilitation files.

Executive summary (if required, section can be further customised)

Based on the OIR's audit of **XX** statutory claim files and **XX** rehabilitation files, **[self-insurer]** **has / has not** not demonstrated:

- consistent compliance with all requirements of the Act;
- consistent compliance with the OIR's self-insurer Performance Standards; or
- a consistent focus on providing its workers with durable return to work outcomes.

Prior to commencing the audit, the OIR identified **XX** open findings from a previous audit report. Of these, **XX** remain open at the end of the current audit (Figure 1). The OIR has identified a further **XX** findings during this audit (Figure 2).

Of the total **XX** open findings at the end of this audit, the OIR has recommended remedial actions for **[self-insurer]** to address **XX** findings. In the **XX** other findings, the OIR has not recommended remedial action because the exceptions are either isolated or low risk.

Overall, the OIR **does not** consider[s] the findings of this report to demonstrate significant risks or significant non-compliance in **[self-insurer]**'s performance as a self-insurer.

[Self-insurer] **has / has not** demonstrated

- a satisfactory standard of claims management and early and active rehabilitation; and
- the reasonable exercise of its powers and functions as an insurer.

The OIR has verified that the **[self-insurer]**:

- (a) **meets / does not meet** the criteria of Section 75(2) (c) (d) and (e) of the Act;
- (b) **satisfies / does not satisfy** the conditions of its self-insurance licence with respect to its' claims administration and rehabilitation management; and
- (c) **provides / does not provide** adequate resources, systems and procedures for administering claims and managing the rehabilitation of injured workers.

Next steps

In the lead up to the self-insurer's licence renewal on **XX Month 20XX**, the OIR will monitor how the self-insurer implements remedial actions to address the findings and recommendation in this report. Figures one and two below outline the findings and recommendations where the OIR will monitor **[self-insurer]**'s remedial actions prior to licence renewal.

Performance management plan (if required)

Prior year audit findings

OIR identified the following findings in previous audits. In this audit, the OIR has assessed and updated the status of these findings. Refer to **Appendix 1** for evidence relating to the remaining open findings.

Figure 1 – Prior year findings

Finding	Current status	Recommendation and next steps
First reported: XX Month Year [Summary of finding] [Performance Standard – e.g. CM – 1: 2]	Open (1)	Recommendation: <ul style="list-style-type: none"> [Link to wording in the performance standard] Next steps: <ul style="list-style-type: none"> OIR follow up actions (if required)
First reported: XX Month Year [Summary of finding] [Applicable standard – e.g. CM – 1: 2]	Closed	Not applicable

New audit findings

The OIR identified the following findings in this audit. Refer to **Appendix 2** for evidence relating to the new findings.

Figure 2 – New findings

Finding	Recommendation and next steps
1. [Summary of finding] [Performance Standard – e.g. CM – 1: 2]	Recommendation: <ul style="list-style-type: none">• [Link recommendation to the wording in the performance standard] Next steps: [OIR follow up actions] Or... This was an isolated exception. Noted for future audits only.
2. [Summary of finding] [Performance Standard – e.g. CM – 1: 2]	Recommendation: <ul style="list-style-type: none">• [Link recommendation to the wording in the performance standard] Next steps: [OIR follow up actions] Or... This was an isolated exception. Noted for future audits only.

Planning considerations

The following matters are not findings. The OIR has identified the following matters for [self-insurer] to consider in planning for future changes in the regulatory environment for self-insurers.

Figure 3 – Planning Considerations

Planning considerations	Potential impact
For example - [Amendments to the <i>Workers' Compensation and Rehabilitation Act 2003</i>]	[Accented to on 30 October 2019. The self-insurer will need to consider the impact of the amendments on its internal policies and procedures.]

Positive observations

The OIR identified the following examples of the [self-insurer]'s better practice claims management.

Figure 4 – Positive Observations

Practice	Detail
[Summary of finding]	[Provide details]
[Relevant performance standard (e.g. CM – C: 1-1)]	

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Appendix 1 – Open prior year findings detail

Figure 5 – Open prior year findings evidence

Finding	Evidence
1. [Summary of finding]	[Detail of non-conformance observed in the claims listed below.]
[Performance Standard (e.g. CM – C: 1-1)]	<ul style="list-style-type: none">• [CLAIMANT – CLAIM #]• [CLAIMANT – CLAIM #]

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Appendix 2 – New findings detail

Figure 6 – New findings evidence

Finding	Evidence
1. [Summary of finding] [Performance Standard (e.g. CM – C: 1-1)]	[Detail of non-conformance observed in the claims listed below.] <ul style="list-style-type: none">• [CLAIMANT – CLAIM #]• [CLAIMANT – CLAIM #] [Detail of non-conformance observed in the claims listed below.] <ul style="list-style-type: none">• [CLAIMANT – CLAIM #]• [CLAIMANT – CLAIM #]
2. [Summary of finding] [Performance Standard (e.g. CM – C: 2-2)]	[Detail of non-conformance observed in the claims listed below.] <ul style="list-style-type: none">• [CLAIMANT – CLAIM #]• [CLAIMANT – CLAIM #]