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## RTC-IM Executive Summary, Purpose, Aim and Service Values

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## EXECUTIVE SUMMARY:

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R Tozer Consulting – Injury Management (RTC-IM) are pleased to present this proposal for the outsourcing of the early intervention/Return-To-Work and injury management processes for Divers Tavern's workforce.

The objective of the proposed outsourcing of the injury management and Return-To-Work services through both early intervention and ongoing injury management is to mitigate claim numbers, claim durations and claim costs, by professionally managing workplace injuries. By providing this service, focusing on customised injury management solutions through, early intervention, manual handling & ergonomics, RTW coordination, treating health party facilitation, etc., with the idea to further assist in mitigating risk and cost through the management of injury. In turn, this also contributes to improving health and safety culture within the workplace, setting clear expectations and standards across the care of employees and how injuries are managed with regards to both a Return-To-Work and rehabilitation.

Injury management services provided will allow for a comprehensive approach and management of a complete workers' compensation claim in conjunction with Phoenix Insurance Brokers. The benefits from this approach will be seen through a structured process allowing a faster and more efficient way to manage injuries, both within the workers compensation scheme and through early intervention, allows for a faster assessment of an injury and a more engaging experience for the injured worker.

There is an increasing complexity of legislative changes and scrutiny facing employers around the management of staff on workers' compensation claims. This, coupled with insurers increasing sensitivity to societal and regulatory pressures is causing more lengthy timeframes to manage claims commercially. Consequently, there is an increasing trend to seek third party suppliers who can deal with injury management completely separate from an employer or insurer. RTC-IM are equipped with allied health professionals with significant workers compensation and injury management experience to achieve the above outlined servicing in conjunction with Phoenix Insurance Brokers.

To provide these services, R Tozer Consulting Injury Management (RTC-IM) will ensure the most appropriate personnel and skillsets are allocated to specific cases across the service offering.

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## PURPOSE:

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To provide proactive, custom injury management solutions designed to mitigate risk and benefit all stakeholders in the process.

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## AIM:

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Our aim is to assist employers and brokers in mitigating risk and reducing costs associated with workplace and non-work-related injuries. We understand that effective injury management is not only beneficial for the well-being of employees but also vital for the success and sustainability of businesses. By providing customized solutions, we strive to optimize productivity, minimize downtime, and create safer work environments.

We firmly believe in the power of early intervention. Through timely and targeted actions, we aim to minimise the impact of workplace injuries and promote swift recovery for employees. We recognise the critical role of RTW coordination in facilitating successful returns to work. Our goal is to collaborate closely with employers, employees, and healthcare providers to develop tailored rehabilitation programs and ensure smooth transitions back into the workforce.

Furthermore, by implementing effective manual handling techniques and ergonomic solutions, we strive to create safe and healthy work environments that prevent injuries from occurring in the first place.

Treating health parties play a crucial role in the recovery process. We are committed to facilitating effective communication and coordination among various stakeholders, including healthcare practitioners, insurers, and employers. By fostering collaborative relationships, we enhance the quality and efficiency of injury management and treatment plans.

Ultimately, our aim is to assist employers and insurers in mitigating risk and reducing costs associated with workplace injuries. We understand that effective injury management is not only beneficial for the well-being of employees but also vital for the success and sustainability of businesses. By providing customised solutions, we strive to optimise productivity, minimise downtime, and create safer work environments.

Join us as we lead the way in injury management solutions. Together, we can create a future where workplace injuries are minimised, costs are reduced, and employees thrive in healthy and supportive work environments.

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## SERVICE VALUES:

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- Proactive in nature
- Clear communication
- Collaborative approach
- Solution driven

Sincerely,

A handwritten signature in black ink, appearing to read 'Nick Atturo'.

**Nick Atturo**  
Director / Principal Consultant

A handwritten signature in black ink, appearing to read 'Ross Tozer'.

**Ross Tozer**  
Director