

Schedule 4 – Commercial Management Framework

Attachment C – Reports

1 INTRODUCTION

- 1.1 **(About this Attachment)** In addition to the provision of Claims and Policy submission data, this Attachment to Schedule 4 identifies the reports that the Scheme Agent will provide to the Nominal Insurer as a minimum. The reports include:
- (a) Service Performance Reports;
 - (b) Financial and Audit Reports;
 - (c) Quarterly Review Report; and
 - (d) Annual Review documents.
- 1.2 **(Report templates)** The Scheme Agent will provide the reports described in this attachment in the format prescribed by the Nominal Insurer.
- 1.3 **(Glossary)** For the meaning of defined terms used in this Schedule, refer to Schedule 14 (Glossary).
- 1.4 **(Obligations)** The obligations in this Schedule are in addition to the other parts of the Deed.

2 SERVICE PERFORMANCE

The Scheme Agent is required to manage its performance through self-assessment against the agreed KPIs with data of the performance results provided to the Nominal Insurer for review and confirmation. The Scheme Agent is also required to provide several operational reports, which will be used to determine compliance with the Deed.

- 2.1 **(KPI Reports)** The Scheme Agent will submit to the Nominal Insurer an electronic report, via email, of achievement against KPIs (described in Schedule 5 (KPIs)) via electronic transfer, in a pre-formatted Excel spreadsheet or other application as Directed (refer Appendix 1 to this Attachment).
- 2.2 **(Quarterly Performance Fee Targets and Incentive Fee Targets)** Using tools provided by the Nominal Insurer, the Scheme Agent will submit monthly reports of Quarterly Performance Fee Targets and Incentive Fee Target results.

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2.3 (Operational Reports) The Scheme Agent will electronically submit, in either PDF or Word format, via email, to the Nominal Insurer the following qualitative and quantitative reports.

Title	Description	Key Fields	Analysis	Frequency
1. Quality Management	Quality management review and action	Summary of the reviews conducted for the Business Model and all Core Competencies. The report will include the model and practice deficiencies identified and the mitigation strategies proposed or implemented	List the key issues recurring and actions to address	Quarterly
2. Wage Audit Activity	Wage audits referred and timeliness of referral	The number of wage audits requested in the period, total audits referred in period, average number of days from receipt of the Nominal Insurer request to when the Scheme Agent refers the request for action.	Graph: total audits requested for every month since Deed commencement and the average days from the Nominal Insurer request for audit-to-audit completion.	Monthly
3. Fraud management	Summary report on Fraud activity	Summary of all actions including: <ul style="list-style-type: none"> • Action type • Action status • Action outcome 	Not required	6 monthly
4. Common Law and Work Injury Damages actions pending	List of all Common Law and Work Injury Damages action pending	List all pending Common Law and Work Injury Damages actions including a summary progress report for each. List any closed actions since the last report and detail the outcome of those cases.	Not required	Monthly
5. Data Quality Report	Summary report of data accuracy	Results of reviews conducted to ensure the accurate collection translation and data submissions	List the key issues recurring and actions to address	Quarterly
6. Business Controls	Summary report of business control reviews	Results of reviews conducted to ensure the effectiveness of all internal business controls	List the key issues recurring and actions to address	6 monthly
7. Case Load Standard	Case load standard management report	Result of reviews to actual performance to Case Load Standards stated in Schedule 1 Section 4.1.3(d)	Explanation of actual standard compared to target standard.	Monthly
8. Employer risk reduction	Status report Employer risk reduction program run by insurer [scheme agent?]	Result of reviews that identify Employers with a consistently poor Claims record and detail of all Risk Reduction Activities as per Schedule 1 Section 5.1	List the key issues recurring and actions to address those issues and preventative activities undertaken	6 monthly

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3 FINANCIAL AND AUDIT REPORTS

The Scheme Agent will provide the following financial reports:

- (a) Financial and audit reports, as detailed in the Operational Document Set; and
- (b) Cash forecasting and variations, as required in the Deed.

4 PROJECT REPORTS

The Scheme Agent will provide project reports as specified by the Nominal Insurer.

5 QUARTERLY REVIEW REPORT

The Quarterly review report is to be prepared by the Scheme Agent as part of the Account Management function. The report should include:

- (a) Summary of performance against Quarterly Performance Fee Targets and Incentive Fee Targets;
- (b) KPI reports for that Quarter;
- (c) Continuous improvement and summary of the quality management report;
- (d) Audit and test results;
- (e) Third Party Service Provider Report described in Schedule 2 (Scheme Services), Sub-section 2.5 (f); and
- (f) Annual Services Plan – Progress Report.

6 ANNUAL REVIEW DOCUMENTS

- (a) Draft Annual Services Plan;
- (b) Disengagement Plan;
- (c) continuous improvement report issued under Sub-clause 6.14 of the Deed; and
- (d) Statutory Declaration as set out in Schedule 8.