



COVID-19 : WHS and Workers' Compensation

Keeping your workforce on track

Continuing to operate your business through turbulent times is a challenge most employers are facing right now. Finding prompt support when you need it most is where Willis Towers Watson (WTW) can help.



Please see over the page for an overview of our services



Outsourced Injury and Claims Management

Whether to provide short-term relief or a longer term solution, our scalable model, supporting infrastructure and highly skilled team are available to provide remote injury and claims management support to help your people through their recovery whilst ensuring that you continue to meet your legislated obligations.

We offer day to day operational management of Workers' Compensation claims including:

- Lodgement of new claims and management of the liability determination process
- Support your people in navigating the complexities of the current Workers' Compensation landscape
- Interface with your insurer partners
- Management of certificates of capacity
- Development, implementation and monitoring of claim management strategies

Meeting the health and safety needs of your people who are working from home

A home-based workforce now means your health and safety obligations extend to include these work spaces. WTW offers a range of tailored health, safety and wellbeing services to help you to continue to meet these obligations.



We can provide your employees with a Work Health and Safety 'Help Desk'

For organisations requiring quick, expert, technical WHS advice on a range of issues, our Help Desk service can be made available for your employees. The WTW Help Desk can advise employees on:

- legislative requirements and guidelines;
- incident management and investigations;
- risk assessments.



We offer virtual ergonomic assessments

Our adapted Ergonomic Assessment is performed by a skilled health and safety professional, through a technology based solution. We provide an objective assessment of how your employee works within their home work space. Our assessment will help to optimise the employee's work space and reduce their risk of injury when working from home.



We offer virtual safe work environment assessments

All employers have a legal obligation to provide a safe working environment for their people and this obligation extends to your employee's home work space.

Our Working from Home Workplace Assessment helps to protect you by providing an objective review of the following key work space factors:

- Designated work area
- Environmental conditions
- Work environment
- Emergency procedures



We can develop Work From Home packs

For those organisations requiring prompt support in either developing or reviewing the required policies and procedures in transitioning to a remote Workforce WTW can work with you in developing a Working From Home pack that supports your business as intended and is in line with best practice. Example content of the pack includes:

1. A customisable Working from Home Procedure Template
2. A Working from Home Risk Assessment Template
3. An ergonomics workstation set up guide
4. Workstation Stretching Exercises



We can provide your workforce with access to the WTW Working From Home video coaching library

We offer a video coaching library aimed at addressing the key risks organisation's face in either transitioning, or having recently transitioned, to a work from home environment. These short and simple videos equip your employees with the resources required in order to minimise the risk of sustaining a work related injury during this time. The library addresses topics including:

- fatigue;
- working from home ergonomics;
- working from home self-help;
- sleeping well;
- stretching and warm up programs;
- plus many more.

WTW can tailor our services to meet the exact needs of your organisation, helping to keep this part of your business on track until life returns to normal.

For further information

To discuss the requirements of your organisation, please contact:

Kosta Savidakis

Head of Workplace Risk

D +61 2 9285 4160

M +61 412 629 233

E kosta.savidakis@willistowerswatson.com

About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimise benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.

Willis Australia Limited | ABN 90 000 321 237 | AFSL No. 240600
CKA Risk Solutions Pty Ltd | ABN 33 109 033 123 | AFSL No. 276915

Disclaimer: While all reasonable skill and care has been taken in preparation of this document it should not be construed or relied upon as a substitute for specific advice on your insurance needs. No warranty or liability is accepted by Willis Australia Limited and/or CKA Risk Solutions Pty Ltd, their shareholders, directors, employees, other affiliated companies for any statement, error or omission.

WTW583AU

willistowerswatson.com.au

Willis Towers Watson 