

Personal Injury Commission

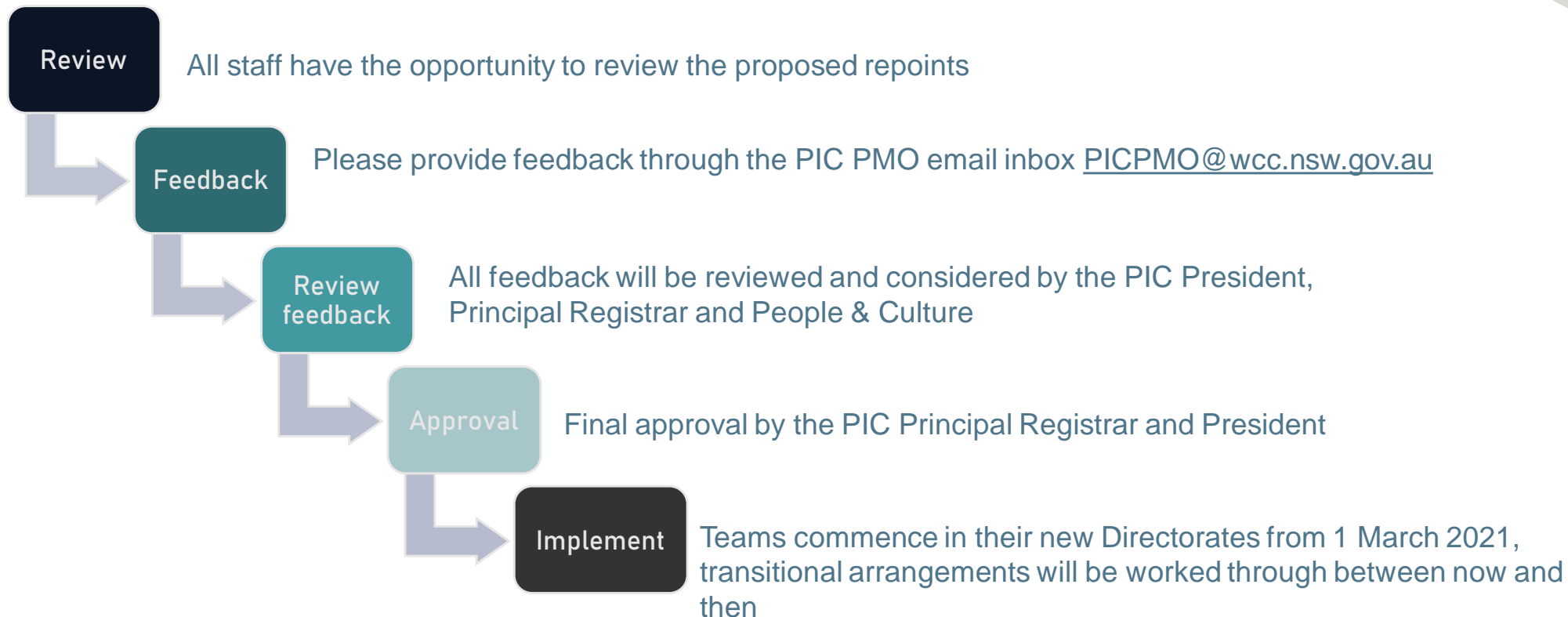
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PIC Structure Consultation
19 January 2021

The consultation process

Personal
Injury
Commission

Consultation period – From 3pm Tuesday 19th January 2021 to 3pm Wednesday 27th January 2021



Support available: Our Employee Assistance Program provider Benestar can be contacted on 1300 360 364.

Vision and Guiding Principles for the PIC

Personal Injury Commission

Be a modern tribunal where injured people can come to have their cases heard justly, quickly, cost effectively and with as little formality as possible.

Be respected for our independence, the quality of our decision making and excellence and innovation in alternative dispute resolution.

Create a brand-new organisation with one shared vision enabling a new way of working where all our people come together to achieve the efficient and just resolution of personal injury disputes.

Ensure injured people and users remain at the centre of what we do and we reduce process trauma for people navigating the current disputes systems.

Work towards an integrated, efficient tribunal services model, providing excellent services to our members, mediators, medical assessors and users and harmonising rules, systems and procedures wherever possible (acknowledging some specialisation is appropriate).

Inspire and create an aligned leadership team who will be united in their endeavour to achieve the objectives of the new Commission with a whole-of-Commission focus.

Support our dynamic, highly capable specialist workforce and foster a culture of excellence through leadership, teamwork, and professional development.

Optimise the organisational performance of the new Commission by combining and enhancing the performance reporting, finance, business services and other whole-of-tribunal functions, acknowledging the expanded jurisdiction, scale and complexity of the new tribunal.

Continue with our successful digital transformation program, moving to a single digital platform in 2022.

Create a Commission which will deliver quality services today, but with the vision and structural foundation to grow and respond to future changes and demands.

Structure principles. We will:

Combine the State Insurance Regulatory Authority's Dispute Resolution Services Division and Workers Compensation Commission into one tribunal.

Create a Motor Accidents Division and Workers Compensation Division as prescribed in the legislation, each Division headed by the newly appointed Division Heads with specialist members in each Division and supported by Commission staff.

Create one integrated legal and policy directorate to best utilise our specialist legal and policy expertise in decision-making, case management support to Division Heads and in supporting the Commission's operations.

Bring all medical dispute services and activities together into one directorate to optimise the synergies across both jurisdictions and enhance service delivery, stakeholder engagement and cost effectiveness.

Combine the registry and dispute services functions from each organisation into one directorate, initially maintaining separate motor accidents and workers compensation teams and working towards integrating services and processes over time.

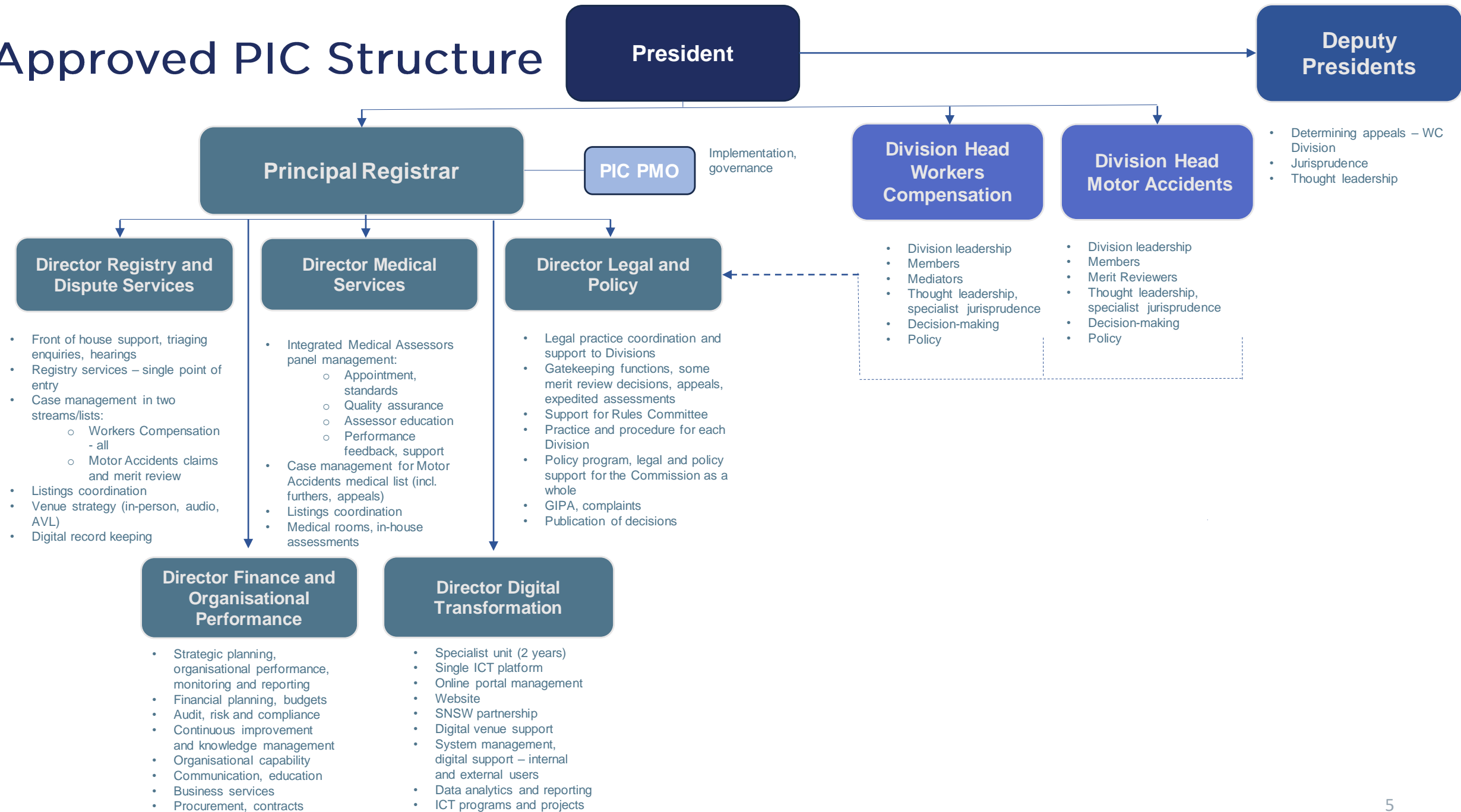
Combine our finance, business services, performance reporting, and other whole-of-tribunal functions into one directorate.

Create a small, specialist digital transformation and information technology unit to bring a strong focus to bear on the Commission's digital transformation program for the next 2-years.

We fine-tune our structure in 2022 when the Commission has settled, and we have our single digital platform in place.

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Approved PIC Structure



Repointing teams to the new PIC Structure

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- The existing teams within DRS and WCC will be repointed to each of the five new Personal Injury Commission Directorates
- The repointing process is simply about moving our existing staff to the most appropriate directorate based on the work they perform
- In some cases, whole teams have been repointed intact, whereas in others, members of some teams will be moving to different directorates
- Please review the detailed structure to understand where your role is proposed to sit within the Personal Injury Commission structure

Next Steps

- Complete consultation
- Consider feedback
- Publish final PIC Structure including detailed repoints
- Establish staff in the new structure from 1 March 2021

