



Seasons Greetings to all at GB

Staff Newsletter  
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## Message from our Managing Director

What a year! GB has really stamped itself on the market place with lots of new business and some wonderful results coming out of all regions. 2008 saw us :

### CUSTOMER

- finally get a presence on the ground in New Zealand, - hello Auckland!!
- develop stronger ties with our underwriting clients, - we love Suncorp
- go from middle of the pack in rankings in WCV to N° 1 Agent - yippee! John Mac and the team have DEEEEEELivered!
- become the market leader in NSW WorkCover in the management of long term claims - well done team
- firm up our relationship with Domestic and General underwriting to really grow that account - and it's still growing!
- handle two earthquakes catastrophes in NZ for our client EQC, - and handle them well
- grow like crazy in SA - thanks Paul and the team - you guys have had a monster year after a hard start!
- renew our contract in WCNSW - thanks Boys and Girls!

### PEOPLE

- put in place the people special interest group initiatives
- rolled out lots and lots of training everywhere
- PDC training and roll out
- Learning Management system roll out
- reinforcing our culture and values

### PROCESS

- get some real legs in our corporate governance and risk management - led by Craig Thompson, Andrea Kanserski and Phil Bawden - maybe not sexy but absolutely critical!
- passed what seemed like two million different audits by two million different people (my mum always said to stop exaggerating) with lots of green ticks - Finance, Product Support and Operations - you have done well
- develop new and innovative solutions in IT dashboard reporting, project management framework and infrastructure - well done Marc and Gavin and your people

### FINANCE

- Get paid some healthy revenue bonus from the Federal Govt owing to the great work of Brian Walker and his team - thanks crew!
- and on top of all that - return a healthy amount for the shareholders in line with expectations. - that's a big thank you to everybody!

In a time of economic uncertainty GB continues to grow and be profitable and that is thanks to the hard work of everyone here. So thank you for a terrific year and I look forward to catching up with everyone in the New Year.

Remember - the roads are dangerous so play it safe, celebrations are good but don't get into trouble and look after your mates.

Everyone have a wonderful Xmas and let's return healthy and well rested for a spectacular 2009.

# Information Technology

Gavin Carmont



Well as I mentioned last month, we are currently undertaking a period of significant activity in terms of project works within IT to put us in good stead for 2009 and beyond.

Of the 18 projects we are currently tracking, I thought I'd highlight a couple and offer up some more detail around what we are actually doing.

- **National Citrix Farm upgrade:** This involves sharpening up the operations of our Citrix suite nationally to provide better stability, flexibility and features for applications provided through this mechanism.
- **Proxy Upgrade:** Sounds boring, but it is actually aimed at implementing a much newer version of our Web filter application that provides access for all GB staff members to the Internet. Our existing product that facilitates this is now quite long in the tooth and limited in features and flexibility. We are looking forward to realising some of the benefits of this project pretty quickly.
- **PC replacements in Melbourne:** This is something that we have been working on for quite some time now. I'm glad to be in a position where the equipment has actually arrived and headway has been made into rolling out replacements for the six plus year old white PC's dotted through the Victorian operations.

As you can appreciate, we have a busy few months ahead of us as we roll out these and many other new services and enhancements. I'd like to take this opportunity to thank you for your ongoing patience throughout this process as we work towards providing a better IT platform for GB.

## South Australia

Paul Easter



For this month's Wot's UP! article, we decided to focus on the People Pillar given the season of festivity we are entering.

It's very nice when you can break the work cycle for even a few hours and donate your time to helping people who are less fortunate than ourselves.

The SA office were able to undertake such an experience recently.



Mandy Madgen from our office is an organisers for the Variety Club here in SA.

Mandy approached us to see if we would be interested in supplying a couple of people for a few hours to assist at what we thought was going to be a small kids Christmas party.

With the backing of Jon Winsbury, five of our staff attended the function.

What we were confronted with, was a massive exhibition hall completely decked out in Christmas decorations and set up to cater for around 1,400 needy children and 600 of their carers.

Our role, was to each be assigned a table of ten children and look after them for about four hours.

We were to keep the table supplied with food and drinks and were to make sure we didn't lose any children.

This task can be quite a challenge with some of the mentally handicapped kids as they became more and more excited with the pending arrival of the man himself, Santa Claus.

You see your colleagues in a different light when they are given these challenges and I must congratulate Sandra Foot, Karen Ashwood, Leigh Vanderpeer and Mandy Madgen for their skills and patience on the day.

We were responsible for keeping the kids amused too, which in itself is quite amusing, particularly when you have to line up with your charges for face painting and dancing (and try doing that when you have a wheelchair attached to each arm) and they all want to do it at the same time.

All in all it was a great way for GB to once again deliver on its commitment to community services and if you ever want a reality check on just how fortunate most of us are, then consider being involved in something like this.

The SA office has committed to participate next year and each of the GB staff that attended came away with a very satisfying feeling.

I was fortunate enough to be introduced to the CEO of the Variety Club at the end of the day and thanked him for giving us the opportunity. But just as importantly, the team congratulated him on the planning and execution of getting 1,400 kids and 600 carers into a hall, supply lunch and entertainment and get them all photographed with Santa Claus, without a hitch.

Mammoth effort, that was superbly executed for the simple but moving experience of seeing 1,400 less fortunate kids having the time of their lives.

To all our colleagues nationally and internationally, have a wonderful and safe holiday season and all the best to your families from the SA team.



## PEOPLE

Our Early Intervention Team has been decentralised into RTW Branch Teams and Projects and Operational Support Branch (POS). This is aimed at delivering a more streamlined handover and service model to clients following consideration of customer feedback.

We also anticipate this to flow through to our performance results. The lodgement or registration function is now centralised in POS.



James Murphy returns in December to take up his role as Team Leader. This position has transferred to the POS Branch and now oversees the management of lodgements, recoveries, WPI, industrial deafness claims and the claims practices function.

James has been serving our country in Solomon Islands as part of "RAMSI" (Regional Assistance Mission Solomon Islands) ensuring peace and stability for the country. James found it to be a very challenging and rewarding experience interacting with the locals and helping to maintain law and order.

In our Premium operation, we have recently appointed two Credit Account Managers, Vishal Kohli and Edel Maiben.

The two Credit Account Managers will undertake various debt recovery functions and will assist with day to day front end credit collection activities.

In Premium the new Quality Control process has seen the number of incoming telephone calls decrease significantly due to the clarity of outgoing documentation.

The Premium Account Managers have identified the improvement to the new Quality Control process and there is a sense of accomplishment and achievement amongst the team. Well done to everyone involved as this is a fantastic result and we must keep the momentum going!

Our Christmas party was held on the 5 December and everyone had a great time. It was 70s Disco theme, with many staff getting into the festive spirit and dressing up for the occasion. Many thanks to all the helpers and organisers

to make it such a fun night.

## November New Starters

Helen Mirza- Data Processing Officer;  
Amanda Bahi- Assistant Case Manager;  
Alexia Shahmoradian- Case Manager;  
Andrew Gregoriou- Case Manager;  
Alfredo Reyes- Admin Assistant.

## November Movements

Matthew Petitto - Compliance Officer;  
Adam Close - Triage Case Manager;  
Abhishek Chaudhary -Premium Account Manager; Justin Clark - Case Manager; Bradley Macdonald - Fast Track Case Manager; Sharon Guan - Fast Track Case Manager; Grace Villamor- Assistant Case Manager

## PROCESS

In the Premium operation, Jaclyn Deane and Shaun Meehan have been instrumental in the roll out of updated Premium procedures. November saw the successful roll out of Premium Refunds, Statement of Accounts, Reconciliation of Accounts and development of a procedure relating to the abolition of policies for employers with wages less than \$7500.

The Premium Team Leaders have continued to facilitate on the job training with the new Quality Control process which involves the checking of all outgoing premium documentation. The Quality Control process will be written into the Premium KRA scorecard as a formal key result area of the unit with a view to be rolled out Q1 2009.

Steady improvement has been made on internal reporting in 2008 helping us deliver a quality product, with solid performance results. Many new reports have been flagged for development in 2009. These reports will help distinguish GB from the rest in terms of achieving scheme objectives.

## CUSTOMER

Alan Becken and his team presented a TI to PI briefing session to providers and WorkCover on the 28 November. Feedback from the TI to PI session was very positive.

New Customer Service training sessions are to be rolled out (facilitated by GB) in early December which is compulsory attendance by all front line staff.

The Employer scorecard is 1-2 weeks away from completion and rollout with full premium calculation and projection capability for both clients and internal use operationally.

The rollout will mean significant efficiency gains and will reduce the calculation process from 2-3 hours down to 1-2 minutes. Great result and well done to Nick Marks and CRT.

## BREAKING NEWS Peter Walker

GB was able to finalise a deal last week that turned our 2008 new business results into an "absolutely sensational year". I am pleased to announce that, after much hard work, GB was successful in winning the **Comcover contract**. Comcover is the federal government scheme covering motor, property and liability risks and includes assets as diverse as military hardware and overseas embassies.

The tender was for a range of services including broking advice, risk management and of course claims management. GB teamed up with Arthur J Gallagher Australia, and an external risk specialist organisation, to form the Gallagher Group bid. Damien Gilhooley led the bid team from GB's perspective and Holly McCarthy and I were locked in the 'war room' with him and the AJG representatives for the duration of the tender. Following the tender submission there were multiple presentations and, it seemed,, almost endless rounds of further detail that the client wanted. However, the tenacity was all worthwhile and GB were finally able to sign the deal.

As always with these very big tenders, there was a large group of people that worked on it. This included operational support from Brian Walker, Russell Williams and Michelle Scott in Melbourne; IT and Management Information Reporting support from Marc Diffey, Andrew Jones and Gavin Carmont; and pricing model support from Craig Thompson. I want to convey sincere heartfelt thanks to these key individuals, and to all the other staff that were involved ... it was a true team effort. In addition to the thanks, congratulations are deserved for Damien .... as this is the first major tender that he has led.

What a fantastic way to finish the year ! .... have a great Christmas everyone.