



FINEOS for Workers' Compensation in Australia

A purpose built platform improving recovery outcomes, strengthening premium integrity, and sustaining schemes for the future.

Executive Overview

Workers' compensation schemes across Australia are under sustained pressure. Claims are increasing in complexity, particularly those involving psychosocial factors and long tail injuries, while medical, legal, and administrative costs continue to rise. At the same time, insurers face heightened regulatory scrutiny, increasing expectations of transparency and fairness, workforce capacity constraints, and ageing core systems that limit agility.

FINEOS was purpose built to meet these challenges

For more than three decades, FINEOS has focused exclusively on Life, Accident and Health insurance, supporting large scale workers' compensation and social insurance schemes across Australia, New Zealand, and internationally. The FINEOS Platform provides a single, modern, cloud native core system for policy administration, premium and billing management, claims management, and injury management, designed to absorb statutory complexity and enable care led, data driven outcomes at scale.

Across ANZ, FINEOS helps workers' compensation insurers modernise safely, improve return to work outcomes, strengthen premium integrity, and deliver defensible decisions under public, legal, and regulatory scrutiny.

Why FINEOS for Australian Workers' Compensation



Purpose Built for Statutory and Social Insurance

FINEOS is not a generic insurance, CRM, or workflow platform adapted for workers' compensation. It is designed from the ground up for statutory and social insurance environments, with native support for:

- Legislative versioning and bi temporal data processing
- Complex policy and premium rules
- Long tail claims and benefit structures
- Delegated authority frameworks and complete auditability
- Public sector governance and defensibility

This ensures that complexity is managed within the platform, rather than pushed onto insurers through custom development, manual controls, or future technical debt.

Outcome for schemes:

Greater confidence in compliance, lower long term risk, and the ability to evolve safely as legislation, policy settings, and scheme designs change.



Policy Administration and Premium Management: Accuracy, Integrity, and Scale

Policy administration and premium calculation are core to scheme sustainability. FINEOS treats them as foundational, not ancillary, capabilities.

The FINEOS Platform supports the entire policy lifecycle, including:

- Employer registration and onboarding
- Policy creation, renewals, cancellations, and reinstatements – supported with intelligent automation
- Management of complex employer structures
- Automated bulk renewal processing during peak premium seasons



Premium Calculation with Governance Built In

FINEOS provides a highly configurable rating and premium calculation engine designed for statutory workers' compensation, supporting:

- Declared and estimated wages
- Experience based rating and historical claims performance
- Industry classification and risk categorisation
- Effective dated and version controlled rules and tables
- Controlled overrides with full audit trails

Premium calculations remain transparent, traceable, and defensible, while still enabling automation for low risk, high volume scenarios.





Integrated Billing, Payments, and Debt Management

Policy and premium management are fully integrated with billing and finance processes to provide:

- Automated invoicing and instalment schedules
- Real time payment status and policy enforcement
- Debt and arrears tracking, reconciliations, recovery workflows, and refunds
- Accounts receivable management with integration to enterprise finance systems

Outcome for schemes:

Reduced administrative burden, improved premium accuracy, reduced leakage, smoother premium season, stronger compliance outcomes, seamless digital service and increased trust with employers.



Positioning Claims for Better Outcomes from Day One

FINEOS treats claim intake as a critical outcome setting moment, not simply an administrative task.

Through intuitive digital lodgement and assisted service channels:

- Claim and incident data is captured once, fully validated at source
- Information flows directly into the core platform, no re keying
- Claims are immediately segmented using injury, cost, duration, and psychosocial indicators
- Straight through processing is applied where appropriate, while complex claims are escalated early

High quality intake data enables automation, early intervention, and consistent decision making from the outset.

Outcome for schemes:

Faster decisions, improved claimant experience, and earlier support where it has the greatest impact.





Automation Where
Impact Is Low,
Human Care Where
It Matters Most

FINEOS deliberately differentiates claims handling based on risk and complexity.

Simple Claims

- Automatically processed end to end
- Managed by exception rather than routine manual handling
- Supported by digital self service and proactive communication
- Continuously monitored for emerging fraud or escalation risk

Complex Claims

- Continuously re segmented as new information emerges
- Supported by real time predictive insights and explainable AI prompts
- Managed by skilled claims professionals using evidence based tools

By automating low impact work, FINEOS creates capacity for human expertise where it genuinely influences recovery outcomes.

Outcome for schemes:

Reduced administrative burden, improved workforce sustainability, and better outcomes for injured workers and employers.

Injury Management and Return to Work: From Compliance to Recovery



A Care Led, Evidence
Based Model

At the centre of the FINEOS AdminSuite is the FINEOS Care Plan, a purpose built capability supporting rehabilitation and return to work as a living, collaborative process rather than static documentation.

The Care Plan:

- Is generated early using injury type, medical evidence, and psychosocial indicators
- Enables collaboration across workers, employers, providers, and insurers
- Captures goals, actions, responsibilities, timelines, and outcomes
- Integrates treatment approvals, services, utilisation, and costs
- Adapts dynamically as circumstances change

Fully embedded within the core claims component, it provides a single source of truth for recovery management.

Outcome for schemes:

Improved return to work rates, earlier psychosocial intervention, stronger engagement across stakeholders, and clearer insight into what drives successful recovery.





Psychosocial Claims: Data Driven, Human Centric Support

Psychosocial and mental injury claims represent one of the most significant sustainability challenges across Australian workers' compensation schemes. FINEOS addresses this through a biopsychosocial, data driven approach.

FINEOS:

- Systematically captures psychosocial signals across insurer, workplace, individual, and healthcare domains
- Applies predictive models early and continuously throughout the claim lifecycle
- Integrates with Abilita™ to identify psychosocial risk early and guide targeted interventions, enabling tailored claims strategies that improve recovery outcomes while supporting case manager decision-making
- Triggers timely, event driven workflows for proactive intervention

Outcome for schemes:

Reduced claim duration and cost, better recovery trajectories, and more sustainable management of complex mental injury claims.



Financial Control, Transparency, and Defensibility

FINEOS integrates policy, premium, claims, injury management, and financial operations into a single platform, supporting:

- Accurate and automated benefit and payment calculations
- Transparent reserves, cost tracking, and financial auditing
- Full traceability for decisions, overrides, and payments
- Confidence under regulatory, legal, and public scrutiny

Explainability is built in, particularly for AI assisted recommendations, ensuring accountability at every step.

Outcome for schemes:

Stronger financial governance, reduced leakage, and defensible decisions under intense scrutiny.



Built for Australia's Ecosystem and the Long Term

FINEOS aligns with modern Australian workers' compensation strategies through:

- Managed SaaS delivery that enables customers to adopt platform enhancements in a controlled manner, supported by upgrade readiness and impact assessment
- Configuration over customisation to minimise delivery and change risk
- API first, event driven integration with portals, CRM, CIAM, and data platforms
- Australian data residency and enterprise grade security
- Embedded, ethical and explainable AI and advanced analytics to support predictive risk assessment, targeted interventions, and improved claims and recovery outcomes

Outcome for schemes:

Long term agility and resilience without trading today's challenges for tomorrow's technical debt.





In Summary

FINEOS enables Australian workers' compensation insurers and schemes to:

- Strengthen policy administration and premium integrity
- Improve rehabilitation and return to work outcomes
- Manage psychosocial claims more effectively
- Reduce workforce strain while improving service quality
- Deliver transparent, defensible decisions under scrutiny
- Transform worker, employer and provider experience and engagement

FINEOS provides technology that enables recovery, integrity, and sustainability, not just processing, and is a trusted platform partner for the future of workers' compensation in Australia.



www.FINEOS.com
info@FINEOS.com

