

# LICENSEE COMPLIANCE & IMPROVEMENT PROGRAM

## ANNUAL ANALYSIS REPORT

### Quality Assurance Audits 2025/2026

The General Manager, Recovery & Health, People & Culture is responsible for the myRecovery & Health strategy, governance, policy development, performance reporting and the teams that deliver myRecovery & Health management programs. The myRecovery & Health team is responsible for supporting and rehabilitating team members following injury/illness and for management of workers' compensation claims under the Safety, Rehabilitation and Compensation Act 1988 (SRC Act). They support operational management to ensure effective work-related injury management, develop and implement projects to achieve strategic objectives aimed at continuous improvement and implement programs to meet regulatory obligations.

Currently within the Australia Post Group, the following entities hold self-insurance licenses until 30 June 2030:

- Australian Postal Corporation
- StarTrack Retail
- StarTrack Express

As part of its regulatory obligations, the Australia Post Group conducts annual audits utilising independent auditors to review that management systems are meeting legislative and regulatory requirements, including the accurate and timely payment to injured team members. The following summarises all audits undertaken for the Financial Year 2025/2026 to date:

**A Claims Management System Audit of Australia Post Group (Australian Postal Corporation, StarTrack Express and StarTrack Retail)** was conducted by BRM Risk Management PTY LTD in November 2025. The audit was conducted in accordance with the Comcare Claims Management System audit methodology. Two non-conformances and seven observations were identified.

The two non-conformances relate to the process by which determinations are issued to injured team members under section 14, section 57 and section 58, including the suitability of issuing determinations in some of the circumstances identified and the level of detail provided within those determinations.

Seven observations were identified as opportunities for further improvement as follows; injured team members were advised when stop clock provisions were applied but were not consistently informed when the clock was lifted, some determinations lacked sufficient terms and reasons to support decision making, the calculation and application of Normal Weekly Earnings which related to the provision of insufficient detail in determinations (noting that in all instances identified, injured team members were not disadvantaged by the calculations) and noting instances where

payments under section 16 were made prior to liability for those expenses being determined under that section.

A corrective action plan has been developed addressing all items. Audit documents, regular updates and confirmation of completion of all corrective actions will continue to be provided to Comcare until all corrective actions are finalised.

**A Rehabilitation Management System Audit of Australia Post Group (Australian Postal Corporation, StarTrack Express and StarTrack Retail)** was conducted by BRM Risk Management PTY LTD in November 2025. The audit was conducted in accordance with the Comcare Rehabilitation Management System audit methodology. No non-conformances were identified and two observations were recorded relating to a system matter and section 37 determination templates not being accurately completed in all instances.

A corrective action plan has been developed addressing all items. Audit documents, regular updates and confirmation of completion of all corrective actions will continue to be provided to Comcare until all corrective actions are finalised.

**A Workplace Rehabilitation Provider Evaluation of Australian Postal Corporation** was conducted by BRM Risk Management PTY LTD in November 2025. An agreed scope of evaluation was undertaken to reflect two focus areas:

1. A “system” review against the Comcare Workplace Rehabilitation Provider Conditions of Approval, 2023.
2. File review against workplace rehabilitation provider service delivery requirements as outlined in the Comcare WRP Performance Monitoring Framework, November 2021.

There is no prescribed evaluation tool that has been issued by Comcare. As such, agreed criteria and measures were developed in consultation with Australia Post Group utilising a combination of rehabilitation case file reviews, interview and review of relevant documents.

The Evaluation consisted of 30 files with no non-conformances and fifteen observations listed. This consisted of findings relating to the rehabilitation referral process, contact with injured team members and the timeframes associated with issuing reports. The Evaluation documentation has been provided to Comcare and it has been confirmed that no corrective action plan is required.

Should you require any further information regarding the audit process, please do not hesitate to contact the Operations & Licensing team via [LCR@auspost.com.au](mailto:LCR@auspost.com.au).

Operations & Licensing  
myRecovery & Health – Australia Post Group  
April 2026

*A copy of this report is available in the Operations & Licensing Secure SharePoint via Australia Post Group's internal intranet site access.*