

ROBERT M. AURBACH

Profile

I am an out-of-the-box problem solver, with a significant history of successful executive leadership and consulting, primarily in systems for the compensation and support of people recovering from injury or illness. I utilise the most recent advances in behavioural science and neuroscience to help organisations refine their systems, helping people recover better and quicker and helping those who assist them to be more effective and efficient. I have an exceptional history of key contributions to the mission of the organisations for whom I have worked. I have achieved these results through gaining a deep understanding of organisational needs, identifying and bridging knowledge and practice gaps through synthesis of available information and assisting the organisation in successful implementation. I am a persuasive writer and highly effective presenter at small group workshops, conferences, and state and federal legislative bodies.

Selected proficiencies

Process re-engineering for systemic improvement: I have extensive experience in proactive and reactive systemic improvement that aligns business strategy with the larger context in which the business operates. I have redesigned multiple workers' compensation schemes in diverse environments at the request of governments seeking to improve business competitiveness and recovery outcomes. I have designed, written enabling legislation and regulations, and implemented systems characterised by greater cost effectiveness, more predictable stakeholder behaviour and better worker outcomes. I utilise concepts from behavioural science and neuroscience to make compensation systems more effective in facilitating recovery by minimising unnecessary systemic harm.

Synthesising and simplifying complex data for operational improvement: I developed and communicated a unique approach to injury management for claims managers, service providers and policy makers utilising research synthesised from a wide range of disciplines. Practical implementation of the concept demonstrates excellent return on investment and improved worker outcomes. I have been successful in identifying cost and inefficiency drivers through understanding the interplay between large scale business processes, governmental regulation and human factors.

Recognition of emergent issues: I have obtained excellent outcomes through the early recognition of conflicts between divergent legal systems and identification of cost drivers, process bottlenecks and adverse environmental factors. This business intelligence allows organisations to proactively control business risk and policymakers to develop more enlightened interventions.

General management: Successfully managed, budgets, people and operations in diverse enterprises, including a free-standing governmental agency, a solo consulting business, and a small "captive" law firm within a larger organisation. I have a history of developing excellent relationships with Boards of Directors, advisory and stakeholder boards and governmental and union officials. I have been successful in employee and managerial coaching for better performance, communications and team leadership.

Facilitation, mediation and investigations: I have successfully led groups of divergent parties through identification of issues, development of consensus solutions and strategic planning for implementation. This process led to greater stakeholder buy-in to agreed strategies and better outcomes. I am an experienced mediator of matters ranging from workplace conflict to policy development. I have led independent investigations of complex files and alleged fraud and misconduct.

Experience:

Independent Consultant (Australia) March 2013 to present

Selected Achievements

- Expert assistance to ARTD Consulting and the Department of Employment in the successful evaluation of the Comcare Outsourcing Pilot Project
- Expert assistance to ARTD Consulting and SafeWork NSW in evaluation of their new safety framework
- Completed two engagements with the Department of Veteran's Affairs to assist implementation of their psychosocial rehabilitation efforts. Conducted a stakeholder consultations project, leading to substantial improvements in cooperation and coordination amongst rehabilitation providers, DVA rehabilitation delegates and DVA clients. Provided policy advice to senior executives at DVA.
- Assisted WorkCover New South Wales (now the State Insurance Regulatory Authority) in the development of a new regulatory framework and creation of the workers' compensation regulator.
- Helped Comcare to evaluate and identify risks for its claims management operations. Introduced new tools and functionalities that have reduced its long-term liability exposures.
- Conducted independent file review of complex and controversial claims files for Comcare, in the context of complaints about claim management. Reviews included extensive document review, interviews of relevant personnel and liaison with personnel from Comcare and the client agency.
 - Relations between Comcare and the client agency were substantially improved
 - The review disclosed opportunities for substantial savings and a highly positive return on investment.
 - At the request of Comcare a written analysis of opportunities for systemic improvement was arising from the review was also submitted.

National Program Manager and Consultant, WCD Workers' Compensation Solutions October 2012 to March, 2013

Achievements

- Created plan for a major banking client with regard to workers' compensation coverage for ex-patriot employees in 15 separate countries, consistent with corporate policy and local statutory and regulatory requirements.
- Developed procurement documents for upgrading the client's suite of Employee Assistance Plan services, covering both domestic and international employees
- Assisted client team in change management surrounding the design, testing and rollout of a new incident reporting/claims management software suite.

Director of Stakeholder Collaboration, Industry Engagement Centre for Personal Injury, Deakin University. August 2010 to October 2012

Achievements

- Created national stakeholder engagement series with sessions in all Australian capitals. Employer branding and core business were reinforced. National report (published on the Deakin website) includes previously undisclosed national consensus items of importance to policy makers.
- Lectured at tertiary and post graduate levels and numerous presentations to Australian and international conferences improved customer base, and improved diversity of customer base.
- Created online center for information and resource sharing to further enhance core educational offerings, leading to renewal of key contracts and expansion of product offerings.

President and Principal Consultant, Uncommon Approach, Inc. (USA)

May, 2005

-present

Achievements

- Rewrote the Navajo Nation workers' compensation scheme resulting in the lowest litigation rates recorded in the US and the creation of a premium excess that allowed the Nation to increase benefits while holding premiums level.
- Rewrote the Delaware workers' Compensation scheme resulting in systemic savings that improved the state's relative premium cost rating from 3rd highest in the country to 43rd highest.
- Provided consultation in the states of Tennessee and California, and for the Longshore and Harbor Workers Compensation system and the U.S. Virgin Islands
- Developed an advanced approach to injury management cost control that offers a 4:1 return on investment, reduced disability and prevention of secondary psychological harm.
- Presented at numerous US, Australian and International conferences and published over 50 books, book chapters and articles on workers' compensation matters

General Counsel, New Mexico Workers' Compensation Administration, May 1990- May 2005

Achievements

- Chief Legal and Policy Development officer for a scheme overseeing over 40,000 claims per year.
- Rewrote the administrative rules for the agency, implementing reform legislation and resulting in reduction of costs that improved the state's relative premium cost rating from 10th highest to 10th lowest in the US.
- Assisted the US Virgin Islands in drafting their first set of administrative rules for workers' compensation.
- Created investigation and enforcement program for insurance requirement compliance that resulted in five-fold increase in successful compliance actions
- Created audit and security protocols for review of self-insurers to ensure that insolvency risk was minimised and adequate security was in place.
- Managed the system's fraud investigation unit and obtained criminal convictions in over 90% of cases referred for prosecution
- Represented injured workers in Federal Bankruptcy proceedings involving self-insurers so that no worker was disadvantaged by lack of representation or general unsecured creditor status.

- Drafted, reviewed, amended or gave evidence as an expert witness concerning over a thousand pieces of legislation pertaining to the workers' compensation scheme or statutory authority authorizing legislation.
- Represented the United States in tri-governmental negotiations concerning cross-border workers' compensation coverage under NAFTA
- Testified on behalf of the workers' compensation industry before the Occupational Safety and Health Administration and the United States Senate, with respect to ergonomics regulations promulgated by OSHA.

Additional Roles, Qualifications and Awards

Roles

Board Member: Craig's Table NSW	<i>2018-present (currently vice president)</i>
Editor, Journal of the International Association of Industrial Accident Boards and Commissions.	<i>2003 to 2014</i>
Private Attorney and Senior Associate, Institute for Criminal Justice Studies, University of New Mexico.	<i>1989-1990</i>
Executive Director, Administrative Office of the District Attorney.	<i>1985-1989</i>
Asst. District Attorney and Senior Asst. District Attorney, 1st Judicial District, New Mexico.	<i>1980-1985</i>
Associate attorney: Montgomery and Andrews, P.A.	<i>1979-1980</i>

Qualifications:

Juris Doctor (Law), Cornell University Law School 1979

Bachelor of Arts in Philosophy and Psychology with Distinction in Psychology, Boston University, Boston, Massachusetts Summa Cum Laude, Phi Beta Kappa, May 1974

Workers' Compensation College, International Association of Industrial Accident Boards and Commissions, honors graduate, 1991, and lecturer, 2003- 2007.

Visiting Fellow, Curtin University of Technology, Perth Australia, September – October 2009

Basic and Advanced certificates in Business Management, Anderson School of Management, University of New Mexico, 1998

Basic and Advance certificates in Mediation, Mediation Training Institute, 2003

Certified competence in ODG medical treatment and disability management application, 2016

Recognition and Awards:

- Recipient of the Taylor Fry Award for best paper presented to the 2015 Actuaries Institute Scheme Design conference.
- Member of Safe Work Australia's expert panel on Workers' Compensation
- Appointed to Comcare's Centre of Excellence in Mental Health and Wellbeing, Research Communities of Practice
- Member of Advisory Board, *Workers' Compensation Policy Review*, 2005 – 2010
- Member, National Academy of Social Insurance, 2004 to present
- Recipient of the Francis Perkins Award for Innovation in Workers' Compensation Design, International Association of Industrial Accident Boards and Commissions

References available upon request