

ABILITY GROUP CAPABILITY STATEMENT

Passionate About People, Health & Safety



WORKERS
COMPENSATION



POLICY & PREMIUM
MANAGEMENT



WHS & RISK
MANAGEMENT



REVIEWS AUDITS
& INSPECTIONS



RETURN TO
WORK (RTW)



REHAB & ALLIED
HEALTH SERVICES



HEALTH
& WELLBEING



PHYSIO & FITNESS
SERVICES



INJURY & CLAIM
MANAGEMENT



COMPLIANCE
& OUTSOURCING



IT SYSTEMS
& SOLUTIONS



CONSULTING
SERVICES

Making Things Happen



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"Some people want it to happen, some wish it would happen, others make it happen"

Michael Jordan



INTRODUCING ABILITY GROUP

ABILITY GROUP is proud to have a demonstrated history of providing a diverse range of people, health and safety related advisory services, support, and solutions. We believe success is reflective of the emphasis we place on collaborative relationships and our commitment to providing innovative, yet competitive, services, solutions and advice tailored for each client or partner.

At ABILITY GROUP we advocate people are a business' most valuable resource. We understand people and their fundamental importance in sustainable business success. Today's rapidly changing society means businesses are increasingly responsible for both work and personal matters that can have dramatic workplaces impacts. With Work Health & Safety (WHS) laws requiring all Australian businesses to proactively protect the health, safety and wellbeing of their people, even the biggest or most successful businesses face daily challenges that require intervention, professional advice and support.

Our business brands include:

- > CONSULT ABILITY
- > HEALTH ABILITY
- > PROHEALTH PHYSIO & FITNESS

and in partnership:

- > ENABLE>SYSTEMS by AMPLEXUS SOLUTIONS



Saving time, effort, or money allowing you to focus on your core business.

OUR EVOLUTION

- 2012 Established in 2012, ABILITY GROUP's management consultants leveraged their extensive experience, knowledge, and professional networks to assist businesses of all sizes, across industries, throughout Australia. With specialist *workers compensation* focus our team provide strategic advice, thought leadership as well as managing clients' workers compensation policies, premiums, compliance, audits & related matters.
- 2013 The integration of CONSULT ABILITY's *injury management, claim management* and *return to work* services provided diverse clients with increased convenience. Our holistic support helps clients navigate legislation complexities simultaneously with the intricacies of being able to successfully manage the often-difficult human interactions, terminology, and stakeholders.
- 2015 Following client requests and a 12-month government application process, HEALTH ABILITY was registered as a NSW *Sate Insurance Regulatory Authority Provider Accredited Rehabilitation Provider* with our allied health professionals facilitating sustainable return to work and living from injury, illness or accident.
- 2016 Our owners' passions for health, fitness and a desire to provide unique client services resulted in the launch of additional allied health services including our physio and exercise physiology practice. Based on the Sydney's Lower North Shore, PROHEALTH PHYSIO & FITNESS provides clinical, mobile and onsite allied physiotherapy, exercise physiology and related specialist allied health services for individuals and business clients.
- 2017 Risk management and prevention is critical in minimising people risks within the workplace. In our experience WHS within many businesses often focus on *work* and *safety*. In utilising our allied health expertise, we have an advantage in being able to truly provide *work, health* and *safety* advice to help businesses irrespective of their WHS maturity in that they are commencing their WHS journey or requiring refinements.
- 2017 In partnership with AMPLEXUS SOLUTIONS, we have invested in developing ENABLE>SYSTEMS (E>S) a purpose-built modular cloud-based *Software as a Service* (SaaS) solution. E>S provides businesses of all sizes across industries with People & HR, Staff Self-serve portal, Customer Relationship Management (CRM), Work Health & Safety (WHS), Asset Management, Scheduling, Time & Attendance Management, Reporting, Actions, File management, Document & Invoice Generation & an ever-evolving array of diverse features & functionality.
- 2019 Extended range of preventative allied health services for business clients to incorporate; Ergonomic Assessments, Manual Handling Training, Warm-up/Stretching Programs, Pre-employment Functional Assessments, Functional Capacity Evaluations (FCE), Job Task Analysis and other custom onsite, mobile, or clinic-based work health programs and solutions.

Making Things Happen

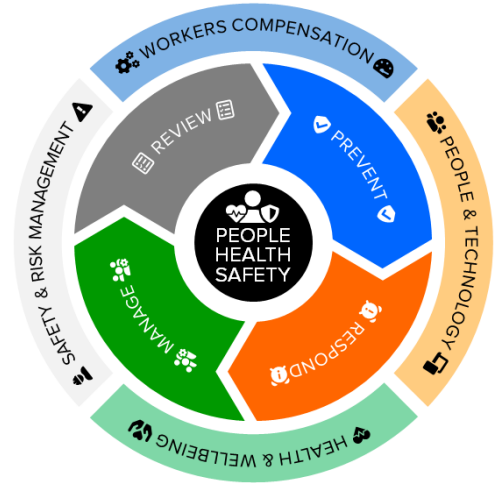


OUR APPROACH

At ABILITY GROUP we are passionate about making a difference by solving client and partner problems. Our commitment to developing relationships complement our efforts in striving for service excellence. Our people possess experience to understand our client and partner needs, what makes your business unique and an ability to provide actionable advice that help deliver sustainable business, financial and people outcomes. If and inevitably when things go wrong, you have a partner when you need professional help.

In an industry where many consultants have commoditised professional and advisory services, ABILITY GROUP strives to remain personalised and unique. We expect our people to think and act differently. Our approach helps ensure clients and partners receive meaningful advice and support required to navigate complex matters via a commercially focused approach that facilitates business outcomes.

Our understanding of people, business and relationships allow our people to successfully combine knowledge, expertise, and passion in *making things happen* for our clients and partners.



Enabling our clients and partners to focus on their core business

OUR CAPABILITIES

The ability to contact the right people when things go wrong, or you need advice, is critical for businesses. By engaging ABILITY GROUP, you gain peace of mind you have access to specialists with national experience, networks and knowledge when you need help.

As trusted advisors, ABILITY GROUP offer personalised, professional, and responsive support that resonates with our clients and partners alike. Our specialist services, solutions and advice areas include yet are not limited to:

WORKERS COMPENSATION

Irrespective of what state your business operates in, workers compensation and related matters are often complex and subject to specific legislation. Workers compensation is typically the largest insurance cost and unlike most other insurance lines, if not actively managed workers compensation premiums can increase materially and quickly. Businesses often therefore feel their workers compensation insurance is an uncontrollable and highly volatile expense that must be begrudgingly paid every year.

Key focus areas include

- > Review and optimisation of workers compensation related matters
- > Premium reduction strategies and related initiatives
- > Policy placement across all states and territories
- > Acquisition (workers compensation) due diligence
- > Risk and injury preventive strategies
- > Compliance gap analysis and solutions
- > Insurer, provider, and tender management
- > icare / WorkCover appeals, determinations and rulings
- > Wage declaration review and submission
- > Business activity review and analysis
- > Pre/post-wage audit support





RISK MANAGEMENT, WORK HEALTH AND SAFETY (WHS)

Understanding business, workplaces and people, are essential foundations for our WHS specialists who support businesses across industries in managing and preventing risk via tailored strategies, support and advice. WHS focused services can assist in improving the health, safety or welfare of employees, contractors, clients/customer, visitors and volunteers in your workplace. Specialist service areas include:

- > WHS Management Systems – policies, procedures, etc
- > WHS reviews, inspections and safety observations
- > Induction, training and onsite safety support
- > Project Management Plans
- > Safe Work Method Statements (SWMS)
- > Contractor management
- > Risk assessment and mitigation strategies



INJURY AND CLAIM MANAGEMENT

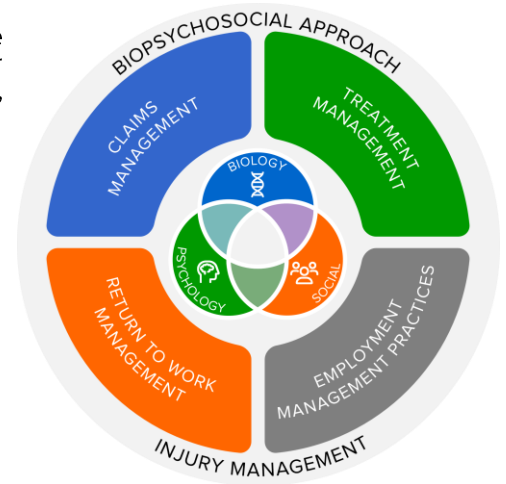
Work injuries impact lives outside of work. Successfully managing injury and workers compensation claims requires detailed medical, legislative, and business understanding.

Our Biopsychosocial Injury Management approach helps accelerate the sustainable return to work for your worker at work and in their personal lives, while being commercially aware to the business, financial and people impacts.

By choosing to engage ABILITY GROUP's specialist *Incident, Injury & Claim Services*, you can leverage our knowledge, expertise and network to accelerate RTW, minimise claim cost leakage and the resulting increases to your workers compensation premiums.

Specialist service areas include:

- > Incident and injury response
- > Injury (and illness) support, advice, and management
- > Claim tirage and lodgement services
- > Claim management services
- > Claim Monitoring, reviews and reporting
- > Medical Case Conferencing
- > Worksite visits
- > Provider management including review, tendering, etc.



RETURN TO WORK (RTW) SERVICES

Irrespective of which state or territory your business operates in, there are processes, procedures & other requirements to gain RTW compliance. Our RTW Services are designed to integrate with our other specialist services to make RTW compliance easy & effective for our clients.

In NSW, all businesses must have a RTW Program within 12 months of starting a business. Each NSW businesses is classified as Category 1 or Category 2 with different legal requirements to ensure compliance.

Our RTW services include:

- > RTW Compliance reviews
- > RTW Coordinator service options:
 - >> *Supported (i.e. partnering with your internal staff)*
 - >> *Outsourced - onsite/virtual*
- > RTW strategy, planning and support
- > RTW Program Management Packages incorporating:
 - >> *Documents*
 - >> *Processes*
 - >> *Templates*
- > Conducting RTW Employee Consultations
- > RTW Training





ALLIED HEALTH AND WELLBEING SERVICES

Investing in the physical and mental health of your people is a key foundation for successful businesses. Workplace health and wellbeing creates positive and productive environments where people want to come to work.

Our allied health and wellbeing related services include:

- › Same and different employer rehabilitation services (NSW Accredited Rehabilitation Provider #752)
- › Return to work planning and services
- › Functional and workplace assessments
- › Ergonomic assessments
- › Pre-employment assessments
- › Case conferencing
- › Workplace health programs
- › Job task analysis and redesign
- › Strength and conditioning programs
- › Warm-up, stretching and mobility programs
- › Clinical, onsite, and mobile physiotherapy and exercise physiology (EP) services



CONSULTING SERVICES

With extensive commercial experience acquired from working within global, national and industry leading organisations, our consulting services incorporate yet are not limited to:

- › Mentoring and coaching
- › Financial and expense management
- › Process improvement and automation
- › Project management and support
- › Grievance and support processes
- › Operational policies, procedures, and templates
- › Performance management, reporting and analytics
- › Business planning, strategy and advice

IT SYSTEMS AND SOLUTIONS

In partnership, ABILITY GROUP and AMPLEXUS SOLUTIONS' overarching philosophy is technology should make business easier. Our Software as a Service (SaaS) solution ENABLE>SYSTEMS is made smarter via our ability to blend our extensive real-world commercial knowledge and technical experience in developing tailor-made systems and solutions that are customisable to each client's specific needs.

Expertise includes:

- › Purpose built IT solutions
- › IT strategy and consulting
- › Modular cloud-based IT systems
- › Business requirements identification, specification and documentation
- › System design, development and testing
- › Implementation and customisation
- › Support and maintenance
- › Process automation via use of technology
- › Document generation
- › Form management and integration

Smarter not harder





OUR CLIENTS

ABILITY GROUP assist and support business owners, executives, management and specialists from businesses of all sizes across industries. We have demonstrated experience supporting clients across the following industries:

- > Building and construction
- > Health, disability, community, and other care service providers
- > Manufacturing, engineering and industrial
- > Mining, resource, and waste management
- > Charity, not for profit and foundations
- > Transportation and logistics
- > Hospitality, leisure, and entertainment
- > Government, councils, and related organisations
- > Agricultural, wholesalers, importers, and related activities
- > Financial, professional, and retail services

Saving you money, time, effort and frustration

OUR PARTNERS

ABILITY GROUP values relationships built on open communication, mutual understanding, loyalty and trust. We believe people and relationships are core foundations for business success.

ABILITY GROUP's directors and staff have formed professional networks while developing our unique knowledge and expertise. ABILITY GROUP advocate the importance of an active and connected network where exploring synergies are important in conducting successful business.

We selectively partner with like-minded people and their businesses in making things happen for our clients and partners alike.

By engaging ABILITY GROUP, you gain access to our partner network and complementary services that provide our clients with improved convenience. Our partner network includes:

- > Insurance brokers
- > Insurers
- > Lawyers and investigators
- > Associations
- > Doctor networks
- > Accountants and business advisors
- > Government bodies
- > HR and other specialist consultants

Helping make business easy

WHY ENGAGE ABILITY GROUP

Our team often hear new clients say, "I wish I had met you sooner". Saving clients and partners' money, time, effort, and frustration is just the beginning. Successfully reducing costs, managing, and mitigating people, health and safety related risks, providing legislative compliance, business improvements and convenience are examples of where we have excelled.

Enable yourself to focus on your core business functions while having peace of mind you engaged professionals to support or manage your people health and risk related aspects. New clients are often introduced by our partners or referred by existing clients and they choose to engage ABILITY GROUP as amongst other things, we:

- > are proudly unique
- > remain independent
- > are privately Australian owned
- > reduce costs
- > enable clients/partners to focus on their core business functions
- > provide clients protection and greater certainty
- > save our clients/partners time, effort, and frustration
- > enhance business performance, growth, and profitability
- > provide convenient diverse specialist advice
- > offer risk management and compliance alternatives
- > deliver both tangible and intangible outcomes
- > passionately support your people and business



WHAT GUIDES US

At ABILITY GROUP we strive to achieve the highest levels of professionalism, care, integrity & in helping others. In approaching our daily work, our team are guided by our *Values, Behaviours* and *Code of Conduct*.

OUR VALUES

Values we embed in what we do

Our ambition to be admired, provide unrivalled standards & results is complimented by our passion & values that are embedded in our DNA that guide us in everything we do.



OUR CULTURE

Love what you do

As a successful family-owned business, our company Director's core people goal is for **our people to love what they do**. We actively promote the importance of healthy work environments and practices.

We encourage work-life balance, provide flexibility within our collaborative and supportive team with sustainable success coming from great people doing *ordinary things extraordinarily well*.

OUR CODE

Identifying standards

Our *Code of Conduct* (aka Code) establishes clear standards outlining how our team members behave in our workplace.

Our Code also establishes how we expect our team members to interact with clients, partners, colleagues, company leaders & members of the communities of we operate in.

Under our Code, all employees are required to uphold the same standards and behaviour regardless of their position within the company.

Our Code is an important component of our overarching human resources policies & procedures.

OUR BEHAVIOURS

Guide us in Making Things Happen

ABILITY GROUP's behaviours are synonymous with high performing team & combine with values embedded in our DNA to define who we are & how we make things happen.



EQUAL OPPORTUNITY

Respecting individuality

ABILITY GROUP is an *Equal Opportunity Employer*. We support equal employment opportunities in the workplace where all employees treat each other fairly regardless of gender, identity, age, ethnicity, religious belief, sexual orientation, marital status, disability or otherwise.



ABILITY GROUP

Making Things Happen

CONTACT – WE'RE HERE TO HELP

To discuss or discover how our ABILITY GROUP can assist you, please contact:

HEAD OFFICE

☎ 02 9098 5500
📠 02 9098 5509

✉ help@abilitygroup.com.au
🌐 <https://abilitygroup.com.au>
📍 [92A Longueville Road Lane Cove NSW 2066](#)

THANK YOU

We are delighted to provide our **Capability Statement** for your consideration. On behalf of our team, we look forward to an opportunity to support you & your business.

Following successful corporate careers spanning 40 combined years, we were inspired to establish ABILITY GROUP founded on our acquired knowledge & passions for people, health & safety. Since 2012, ABILITY GROUP has provided businesses of all sizes across Australian industries with specialist support & advisory services that have created lasting professional relationships built on communication, understanding, loyalty & trust.

Our team are committed to helping each client save time, effort, frustration, or money allowing you to focus on your core business. Our success is reflective of our proven ability in **making things happen** & commitment to providing our clients innovative yet competitive services, solutions & advice.

If you have any questions or would like to explore how we can assist you, please let us know.

Best wishes,

Julie & Marc

ABILITY GROUP - OWNERS & DIRECTORS



JULIE RING – Director

✉ julie.ring@abilitygroup.com.au
☎ 02 9098 5501
☎ 0431 693 213

MARC RING – Managing Director

✉ marc.ring@abilitygroup.com.au
☎ 02 9098 5502
☎ 0412 903 107

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