

Health and Wellbeing

Helping clients improve business performance and employee wellbeing





Your people are your most significant business investment protect their health and wellness.

You understand the importance of protecting your business' property and indemnifying your senior staff. You also rely on workers' compensation to protect you and your staff from injuries and illnesses that occur at work - but that only addresses part of your workplace risk.

What happens to your employees who become sick or injured outside of the workplace, and just as importantly, what happens to your business? How can you manage or mitigate that risk, to derive the best possible outcomes for your company and your people, maximise productivity and minimise costs?

Investing in well-designed employee benefits can help reduce significant costs associated with sick or injured staff, absenteeism or insurance claims through workers' compensation. A holistic approach to employee wellness can also give your business a competitive advantage.

Through their **experience, insights** and **holistic approach**, the WTW Health and Benefits team can help you devise an appropriate people risk management strategy to:

- Transfer risks off your balance sheet and optimise your benefits spend
- Attract, retain and motivate your workforce - enhancing your status as an employer of choice
- Reduce your administration burden
- Return your employees to health and, when possible, back to work, and
- Enhance your employees' awareness and understanding of their benefits through education that is tailored to your organisation.

Our significant history of building long-term client relationships, ensures our team fully understands your objectives, strategy and requirements.

This enables us to work proactively, providing advice and guidance that is relevant to you and to respond and adapt quickly to changing conditions.

A holistic approach

It's important to look at the situation and experience of your employees both inside and outside your organisation. These factors both create risk and if they are not managed or mitigated, result in a loss of productivity and performance for your people and your company. We call this the "people risk" mindset.

People Risk Ecosystem

A holistic view of the risk experienced by your organisation.



Your organisation could reap significant benefits by making this mindset shift. Integrated risk and people analytics can shine a light on the root causes contributing to loss of productivity, rather than looking just at claims and injury frequency. We enable a deeper dive into your culture, your leadership and how the environment those things create can lead to the potential for a risk incident, a claim, or for your people to be less productive.

Our goal is a partnership that improves your business' performance, not just placement of insurance.

Group Risk Consulting

Our expertise and experience in the management of insured employee benefits is applied to the design of insurance cover, selection of insurers, and on-going management of your plan.

We offer expert consultancy services across a wide range of products and solutions

- Group Life and TPD
- Group salary continuance
- International health (Expatriate and in-patriate health)
- Domestic corporate health
- Group personal accident
- Health and wellness advice programs
- Corporate travel insurance
- Benefits benchmarking and audits
- Employee Insights

As you would expect, we manage insurer selection/ market tenders and the implementation of your benefits and annual policy renewals, but we go further, to:

- Ensure your insurance program aligns with your employee benefit objectives and your employee insights, and
- Provide ongoing management of insurance underwriting, claims and return to work initiatives across both work-related and non-work-related injuries and illnesses.

Claims Management

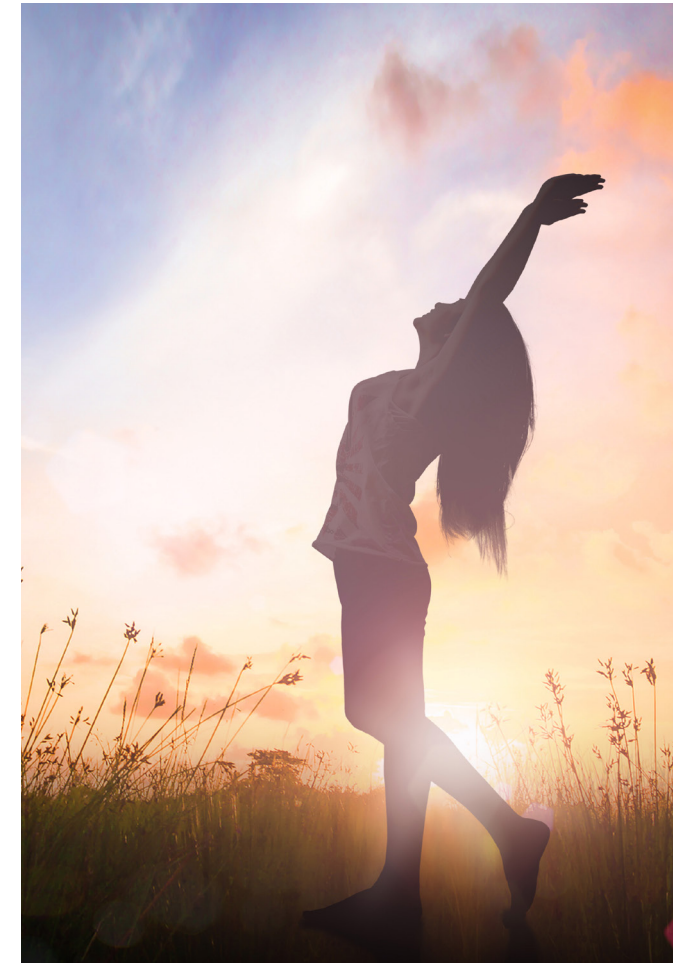
WTW's unique approach focuses on the provision of sound claims advice to both employers and employees as well as hands-on claims management and advocacy. Our strong focus is on achieving positive return to work outcomes and effective dispute resolution, to improve the overall claims experience. Where appropriate, claims are managed holistically across both workers' compensation and life insurance to ensure not only that employees have access to the correct support, but that premiums are managed accordingly.

Managing claims can be time consuming and emotionally taxing for claimants. Similarly, employers and staff managing claims on behalf of their workers might struggle to keep on top of the ongoing requirements to keep claims paid and up to date.

Our claims consultants' ability to review and assess claims independently of the insurer, as well as their understanding of various medical conditions and recovery timeframes means we can identify early intervention opportunities to achieve meaningful return to work outcomes.

While some claims can be straightforward and simple, others are complex and require a strong understanding of the rules and regulations governing life insurance claims.

Our claims management team combines substantial experience in the legal field with extensive technical training and expertise as insurance claims assessors. This combination allows our team to handle a growing portfolio of clients in a manner that is efficient, professional and dedicated to ensuring claimants are paid on time and treated fairly and consistently by insurers.



Health & Wellbeing Programs

The COVID-19 pandemic caught the world off-guard and served as a wakeup call on various levels. Now, more than ever, the health, safety and wellbeing of employees has become a major area of focus for many companies. Fragmented programs that act as band aids for short-term concerns are no longer sufficient to address the changing needs and demographics of today's employees. A proactive and holistic approach to strengthening the health and wellbeing "core" is required to produce a positive business impact.

With stress as a leading workforce issue, driving both presenteeism and absenteeism, we can support by connecting you with relevant programs and valued partners to help build a proposition that integrates all four pillars of a comprehensive wellbeing strategy:



Employee Communications

Clear, concise, easy to understand communication is key to any successful employee benefits program and we can assist with a compelling campaign.

It is important that your employees value the benefits on offer. Our communications and education offering includes:

- Employee education sessions (on-site and/or webinars) where details of the program are discussed, and employees can ask questions
- Employee communication tools including information summary/booklets our native application, **Embark**, which can be used to communicate with employees more efficiently and personally. Content for this phone or desktop enabled application will allow you to tailor the content that is relevant to individual employees or groups and can provide centralised access to support such as an EAP, wellbeing initiatives and voluntary benefits.



Employee Insights

As organisations move to operate in a post-pandemic environment and continue to engage employees while managing costs, there is also a need to address your employees' views on benefits. This now extends to encompass areas like flexible work arrangements and time-off policies. When administered as part of a robust and agile employee listening strategy, targeted surveys are a great way to drive change in your organisation and quickly and easily monitor its effects on your people.

We can offer support in providing affordable software solutions to enable you to obtain a snapshot of:

- How your employee experience is positioned on your company scorecard
- What your employees really value and what they want to see from their benefits program; and
- The health risk profile of employees and identify any risks associated with Physical, Social, Emotional and Financial wellbeing.

Benefits Benchmarking

Our global subscription-based benefit benchmarking platform, Benefits Online, is designed to help your organization access detailed market information from our main benchmark surveys covering country and industry specific legal and mandatory requirements, HR policies and benefits design practices from a single, intuitive application.

Category	Benefit Item	C	MC	Reason	XYZ Company	Legal Requirement	Market Practice
Retirement Benefits	Retirement	==	==	At par with market	• 9.5% mandated contribution rate.	• Minimum superannuation guarantee which is 9.5% of earnings.	• 90% offer the mandatory 9.5% superannuation guarantee rate.
	Redundancy (severance)	==	↑	Benefit coverage is above market	• 4 weeks pay, calculated on total pay for each year of service	• No legal requirement	• 52% offer provide severance benefits when termination is involuntary, market median 2 weeks of base pay
Risk Benefits	Death & Total Permanent Disability	==	↑	Benefit coverage is above market	• Additional cover in addition to minimum mandatory, Non Executives (LIS & ...)	• Employer's default fund must offer a ...	• 30% offer supplementary life insurance. Employers averaged provide 15% as a percentage
	Salary Continuance Insurance (Illness or injury)	NA	==	At par with market			
Medical Benefit	Health Care	NA	==	At par with market			
Wellness	Employee Assistance Program	NA	==	At par with market			
Paid Time Off	Annual Leave	==	==	At par with market			
	Sick Leave	==	==	At par with market			

Benefit Item	Market Practice
PENSION	ABOVE MARKET
RISK	IN LINE WITH MARKET
HEALTHCARE & MEDICAL CHECK-UP	IN LINE WITH MARKET
LEAVES	ABOVE MARKET
OTHER BENEFITS	IN LINE WITH MARKET

With a higher contribution amount towards the pension scheme, XYZ's retirement plan is above the target market group as supplementary plans are not prevalent in Vietnam. However, over the last few years some employers have taken steps towards providing support to employees with respect to their future financial security.

XYZ's private risk insurance scheme is in line with the target market group and ensures the liability of XYZ in case of death due to occupational accident (required by law).

XYZ, by offering private healthcare insurance on top of Compulsory health insurance, is in line with market practice. XYZ provides the mandatory level of check-up for all employees once per year under stand-alone policy, which is in line with target market group. The annual budget for medical check-up per Employee is lower than TMS.

XYZ's annual leave policy is not only above the statutory requirement but also above market while offering 13 days as minimum (depends on job level) and 5 additional days for every 5 years of service. Only the number of leaves for Technical support level for the first 5 years is below market.

XYZ offers different allowances to their employees. These allowances are in the form of cash paid through payroll. In most cases, XYZ is aligned with market practice and in some above market.

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We have engaged WTW as our global life and health insurance broker since 2017. We are a complex and at times demanding client. The service and commitment we have experienced from WTW has been consistently exceptional.

Partner (Global law firm)

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About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at [wtwco.com](https://www.wtwco.com).



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