

# Capability Statement

Independent Self-Insurance & Injury Management Consultant

*Compliance made clear. Success made simple.*

 Adelaide-based | Supporting organisations across Australia



Michelle Bootland is an Adelaide-based self-insurance and injury management consultant with over 20 years of national experience. She supports organisations, self-insured businesses and insurers with psychological and physical injury claims, return-to-work programs, compliance strategies, case reviews, early intervention, stakeholder engagement, tribunal support, medico-legal matters, training, and auditing preparation across multiple Australian jurisdictions.

## SERVICE CAPABILITIES



Self-Insurance  
Advisory & Compliance



Claims & Injury  
Management



Return-to-Work  
Coordination



Medico-Legal  
Assessment Assistance



Tribunal  
Support



Training, Auditing &  
Gap Analysis



Stakeholder  
Engagement



Early Intervention &  
Procedural Governance



Experience across SA, NSW, VIC, QLD, WA and NT.

### ★ EXPERIENCE HIGHLIGHTS

- Over two decades delivering strategic injury management and self-insurance consulting across Australia.
- Experience supporting regulators, government departments, self-insured employers and major insurers including RTWSA, icare, Comcare, WorkCover, QComp, Gallagher Bassett, EML, Allianz, QBE, CGU, Suncorp and DXC.
- Strong background in both psychological and physical injury claims management, with a focus on sustainable, outcome-driven solutions.
- Experience developing early intervention programs, injury management policy and procedure, gap analyses and auditing support.
- Collaborative engagement with medical practitioners, legal teams, executives and injured workers.

### 🏆 SELECTED PROJECTS & OUTCOMES

- **SA Health (2008–2010):** Reduced long-term injury claims (5+ year duration) from 89 to 29, achieving a 78.8% return-to-work rate.
- **Recover & CRS Australia:** Led vocational and psychological assessment programs; supervised consultants; consistently exceeded RTW and revenue KPIs.
- **Konekt:** Appointed as a national subject matter expert for Government and Defence, managed two NSW branches, presented at the Sydney Business Chamber of Commerce, supervised 18 consultants, and consistently exceeded RTW and revenue KPIs.
- **Broadspectrum / Peregrine / RDNS:** Managed early notification and intervention across multiple jurisdictions.

### 🎓 QUALIFICATIONS & ACCREDITATIONS


- **Bachelor of Psychology** — University of Adelaide and University of Tasmania
- **Edge Claims Management Training Certificate** — JLT Risk Solutions
- **Former Supervising Member and Vocational Counsellor** — Australian Society of Rehabilitation Counsellors
- **Mediation and Conflict Resolution Certificate** — Australian Defence Force
- **Comcare Accredited Provider** — Comcare Commission
- **Return to Work Coordinator Certificate** — ReturnToWorkSA
- **Mental Health First Aid** — Mindsavers
- **Mindfulness / Acceptance Commitment Therapy** — Mindsavers

 **ADDITIONAL CLEARANCES:** National Police Clearances | Working With Children Check

Michelle Bootland

 M: 0411 134 283

 E: [inquires@mbcwc.com.au](mailto:inquires@mbcwc.com.au)

 W: [www.mbcwc.com.au](http://www.mbcwc.com.au)

 LinkedIn: [linkedin.com/in/michelle-bootland-b357445a](https://linkedin.com/in/michelle-bootland-b357445a)

ABN 31 209 973 834

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