

2025

# Michelle Bootland

## Independent Self-Insurance & Injury Management Consultant

✉ [inquires@MBCwc.com.au](mailto:inquires@MBCwc.com.au)

🌐 [www.MBCwc.com.au](http://www.MBCwc.com.au)

👤 <https://linkedin.com/in/michelle-bootland>

☎ 0411 134 283



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A trusted advisor in  
navigating complex  
insurance frameworks

### Professional Profile:

With over 20 years of expertise in self-insured injury management, Michelle Bootland offers comprehensive consulting services across private, public, not-for-profit and self-managed sectors. Known for her strategic, compliance-oriented approach, she supports organisations in navigating complex return-to-work programs, tribunal processes, and medico-legal reporting requirements—all underpinned by legislative rigor and a commitment to holistic worker outcomes.

### Core Competencies:

- **Self-Insurance Advisory & Compliance:** Policy frameworks, audits, governance, and regulatory alignment across SA, NSW, VIC, WA & NT
- **Claims & Injury Management:** End-to-end case management, early intervention, stakeholder engagement, cost containment
- **Return-to-Work Coordination:** Needs assessments, RTWP development and coordination, case conferencing, vocational planning, job-seeking assistance, RTW training
- **Medico-Legal & Tribunal Support:** Expert report-writing, strategic claim management, legal instruction and tribunal attendance
- **Training & Auditing:** Workshops for RTW coordinators, legislative audits, evaluation and reporting on performance benchmarking, policy roll out and auditing support



*“With You Every Step of the Way.”*

### Selected Projects & Performances:

**SA Health (2008–2010):** Reduced long-term injury claims (5+ year duration) from 89 to 29, achieving 78.8% return-to-work rate

**Recovre & CRS Australia:** Led vocational and psychological assessment programs; supervised consultants; consistently exceeded RTW and revenue KPIs

**Konekt:** Appointed as National subject matter expert for Government and Defence, Manager of 2 NSW Branches, presentation at the Sydney Business Chamber of Commerce, supervising 18 consultants; consistently exceeded RTW and revenue KPIs

**Broadspectrum / Peregrine / RDNS :** Managed early notification and intervention across multiple jurisdictions (SA, WA, NT, QLD, NSW, VIC)

### 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** - Return to Work South Australian
- **Mental Health First Aid** – Mindsavers
- **Mindfulness/ Acceptance Commitment Therapy** - Mindsavers
- **Illicit Drug Diversion Initiative** – Council of Australian Government