

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 am a persuasive writer, skilled legislative/regulatory draftsman 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, and been involved in systemic improvement such as child abuse intervention and interpreter services provision.

Synthesising and simplifying complex data for operational improvement

I have been successful in identifying cost and inefficiency drivers through understanding the interplay between large scale business processes, governmental regulation and human factors. My ability to distil complex information into actionable recommendations has made me a successful legislative/regulatory draftsman, and aided me in assisting the implementation of improved systems.

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.

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. 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.

Recognition and Awards:

- Presented 23rd Blewett Memorial Lecture, AUSIT National Conference 2023
- Recipient of the Taylor Fry Award for best paper presented to the 2015 Actuaries Institute Scheme Design conference.
- Appointed to 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
- Published more than 60 articles, book chapters and other works

Experience:

Independent Consultant (Australia) March 2013 to present

Selected Achievements

- Consulted with the Australian Institute of Interpreters and Translators (AUSIT), providing of original survey research and analysis, identification of significant systemic risks.
- Expert assistance to ARTD Consulting and the Department of Employment in the successful evaluation of the Comcare Outsourcing Pilot Project and the evaluation of Safework NSW's safety framework.
- Completed two engagements with the Department of Veteran's Affairs to assist implementation of their psychosocial rehabilitation efforts. 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.
- Conducted independent file review of complex and controversial claims files for Comcare.

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

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

Achievements

- Created and executed national stakeholder engagement series with sessions in all Australian capitals.
- Lectured at tertiary and post graduate levels and numerous presentations to Australian and international conferences
- 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

Selected 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

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

Selected 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.
- Managed the system's fraud investigation unit that obtained criminal convictions in over 90% of cases referred for prosecution
- Represented injured workers in Federal Bankruptcy proceedings involving self-insurers.
- 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

Guest Lecturer, Eugenio Garza Sada Global Leadership Program	2024
Faculty Member, WorkCompCentral workers' compensation college	2023-present
Editor, Journal of the International Association of Industrial Accident Boards and Commissions.	2003 to 2014
Senior Associate, Institute for Criminal Justice Studies, University of New Mexico.	1989-1990
Executive Director, Administrative Office of the District Attorneys	1985-1989
Assistant District Attorney, 1st Judicial District, New Mexico.	1980-1985
Associate attorney: Montgomery and Andrews, P.A.	1979-1980

Qualifications:

Masters Of Business Psychology , University of Queensland 2025

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