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MELANIE CONROY, SOLICITOR

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Melanie is a practical, realistic and forward thinker with demonstrated experience in the insurance industry. She has over 10 years' experience in insurance as she has predominantly focused on workers compensation since being admitted to practice in 2007.

Melanie has worked at various insurers as well as at ReturnToWorkSA in an in-house legal capacity. She has diverse experience having held numerous roles from Technical Officer to Legal Review Officer for Employers Premiums to Contracts Advisor.

As part of the introduction of the *Return To Work Act 2014*, Melanie was a core member in the execution of service and scheme reform project at ReturnToWorkSA. She provided subject matter expertise on scheme reform, namely personalised face to face service and mobile case management. She also worked with industry leaders to implement new service based insurance scheme initiatives. In this role she helped to integrate statutory change into claims management frameworks and assured the success of the new service model to the government.

AREAS OF EXPERTISE

- Workers compensation.
- Consulting on claims management issues.

MEMBERSHIPS

- Law Society of South Australia
- Self Insurers of South Australia (SISA) Associate Member (firm).

SIGNIFICANT EXPERIENCE

- Advice and representation on workers compensation matters including premiums for registered employers.
- Facilitating training internally and externally on topics of relevance.