



# Aged Care Solutions

Global leaders in risk, strategy and people



SOLUTIONS...DEFINED, DESIGNED, AND DELIVERED.



# Risk

In a crisis, our team of aged care insurance specialists understand the challenges providers face and can help you identify and tackle the risks that may impact your business.

Through our dedicated teams, we can offer a comprehensive range of commercial insurance solutions and alternative risk consulting approaches.

We will provide you with:

## Broad coverage to meet the unique needs of your industry

- Aged Care Living – Industrial Special Risks (ISR) wording
- Aged Care Living – Combined General Liability and Professional Indemnity/Medical Malpractice wording

## Cost-effective placement services

- Placement specialists offering extensive transactional capability through our strong market relationships
- Wide-ranging client base enables us to benchmark against our existing aged care clients

## Industry best practice

- Identifying existing deficiencies in policy wordings and delivering our Aged Care specific insurance coverage
- Serving organisations across all sectors of your industry

## Expert advice

- Stable, experienced and cohesive service teams that are highly skilled, qualified and have a wealth of experience in the aged care sector
- Communicating emerging risk issues, industry trends through seminars, white papers and other media

## Claims advocacy

- Our experts have an extensive history of managing large and complex claims
- Prompt resolution of claims, effective negotiation and efficient handling of insured losses
- Integrated risk, insurance and claims process to optimise service delivery and manage your total cost of risk

## Key risks

Marsh has specialist teams that can help you manage the key risks facing your organisation within the Aged Care sector:



Cyber & Privacy Protection



Crisis Management & Business Continuity



People Risk



Mergers & Acquisitions



Construction Risks



Risk Identification:  
Regulatory/  
Compliance

# Strategy

The Marsh point of difference is the scale, solutions and support our specialist Aged Care teams bring to our clients.

We offer guidance through:

## Creating long-term plans

- Providing strategic support and advice regarding changes to funding and regulation of the sector
- Thought leadership and innovative risk solutions

## Reducing total cost of risk

- Identifying, evaluating and managing operational and strategic risks
- Specialty services in Business Risk Analysis, Forensic Accounting, Claims Management and Workforce Strategies
- Managing mergers and acquisition risks through robust due diligence processes, warranties and indemnities insurance and identifying potential deal breakers

# People

At the heart of any successful business are its people. In the Aged Care sector, providers are increasingly aware and continue to assess how they can attract, retain and manage their workforce.

Our industry experts will help you to:

## Reduce injuries

- Providing expert advice to understand the complexities and changes related to workplace safety
- Developing innovative solutions for preventing injuries and illness, avoiding fines and protecting brand reputation

## Minimise costs of Workers' Compensation

- Achieving savings through quality management of workers' compensation claims
- Providing advice on competitive and compliant insurance products for life and disability, health and wellbeing

Drawing upon the wealth and resources of our network's global footprint, coupled with our distinct local "Aged Care" knowledge, Marsh is well positioned to keep you up to speed with the emerging risks facing your industry and help you turn uncertainty into opportunity.

Our commitment and ability to service the unique needs of the industry has seen our client-base triple in less than three years.



Marsh clients service  
**54,000**  
beds across  
Australia



Marsh clients manage  
**604**  
facilities within  
Australia



More than  
**97%**  
of clients in our annual  
survey said they would  
recommend Marsh

## Contact our aged care specialists today

Our health and aged care specialist teams can help you manage your risk and business challenges today, by delivering leadership, knowledge and solutions.

### GENERAL ENQUIRIES

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