

Case Study

Keyton

Keyton builds a more proactive approach
to injury management with Solv



Communities

65+

Residents

15,000+

Employees

800+

National footprint



Organisation overview

Keyton is a leading Australian owner and operator of retirement living communities, with more than 30 years' experience in the sector.

Keyton provides independent retirement living for Australians aged 55 and over, with communities designed around connection, wellbeing, choice and independence. Its portfolio includes Keyton retirement villages and Ardency premium residences, with teams working across villages and corporate offices around Australia.

With a geographically dispersed workforce supporting residents across a large national portfolio, maintaining consistent processes, strong governance and effective injury management is an important part of supporting its people and operational continuity.

Jason's approach at Keyton, supported by Solv, has strengthened early intervention, improved visibility and given the business greater control over injury management risk across its national workforce.

When Jason joined Keyton, he had a clear vision for its injury management function. Having used Solv in previous roles, he knew what a dedicated platform could deliver. At Keyton, he had the opportunity to put that experience into practice by building a practical, national framework spanning workers' compensation, non-work-related injuries and illnesses, and return to work.

Jason said his goal was to establish a consistent, straightforward process across all sites. Solv provided the operational base to get that done.

"It was an opportunity to build the injury management framework I wanted."



Jason Perin
National Manager | Injury Management
& Wellbeing

Injury management sits at the intersection of:

People

Risk

Compliance

Cost

Every injury has the potential to affect an employee's recovery, their ability to work, operational continuity and, in the case of workers' compensation, an organisation's claims and premium position.

Managing that effectively requires more than somewhere to record information. It requires a consistent system for identifying risk early, coordinating action, tracking progress and giving the business a clear view of what is happening.



Building structure around injury management

Before

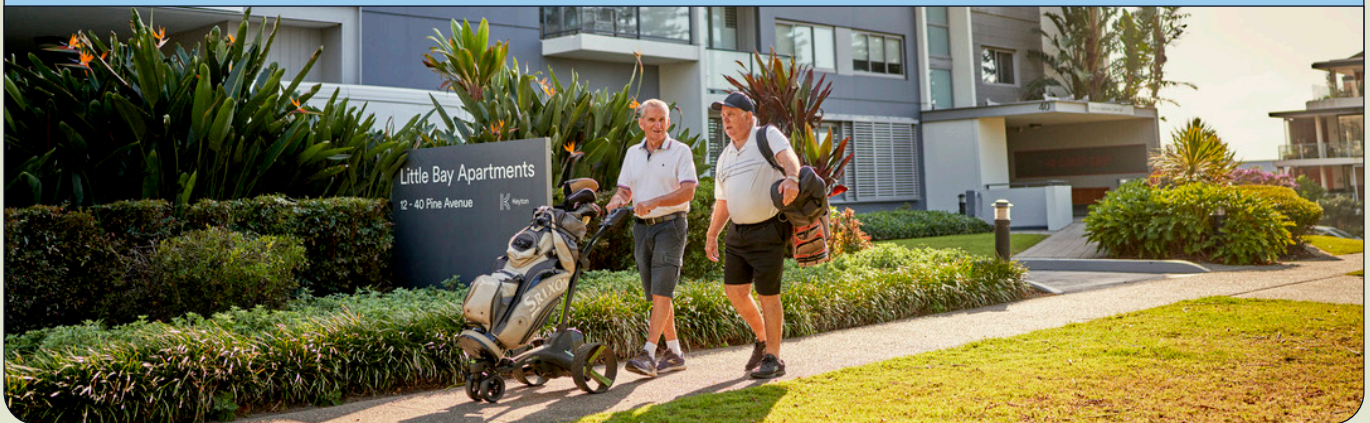
- ✗ Spreadsheets
- ✗ Incident system
- ✗ Shared folders
- ✗ HR systems

Fragmented information

With Solv

- ✓ One central injury management record

Greater consistency + visibility



Before Solv, Keyton's injury management records were scattered across disconnected systems, local spreadsheets, and shared folders. That fragmentation created friction and limited visibility.

"Critical information was often stored in spreadsheets or shared folders, making access difficult and processes unnecessarily complex."

The disconnect was functional as well as technical. Safety relied on an isolated incident tool, while HR managed separate HR systems. Neither side had a full view of injury management activity across the business.

Solv gave Keyton a central place to bring those streams together.

"It has given us a consistent way to record, track and manage injury management activity across the business."



Jason Perin
National Manager | Injury Management
& Wellbeing

That central record matters because injury management goes well beyond standard workers' compensation claims. By capturing non-work-related injuries and return-to-work plans in the same system, the team maintains full context on every file.

That gives the team something spreadsheets and disconnected systems could not: the ability to see what needs attention, act early and understand how individual cases are contributing to broader organisational risk.

The new approach to early intervention

The biggest practical change has been how Keyton handles injuries before they turn into claims. Previously, workplace injuries almost always progressed to formal workers' compensation claims. By tracking pre-claim matters in Solv alongside a structured early intervention program, Jason flipped that pattern.

"Our pre-claim and non-work-related injury volume is now around 20 times larger than our claim volume."

That 20:1 ratio marks a clear change in that the team acts early instead of waiting for an injury to become an official claim file.

20:1

- Pre-claim/non-work-related matters
- Claims

"Together with our early intervention program, Solv has helped create a pre-claim component that is far larger than our actual claim volume."



Jason Perin
National Manager | Injury Management
& Wellbeing





Early structure is especially critical for non-work-related issues.

“Without appropriate risk management and due diligence, a non-work-related injury can become a workplace claim.”

Jason points to an example of a gardener who hurts his ankle playing weekend sport and returns to work without clear medical restrictions.

Without medical information or clear restrictions, the risk of aggravation and claim conversion increases significantly.

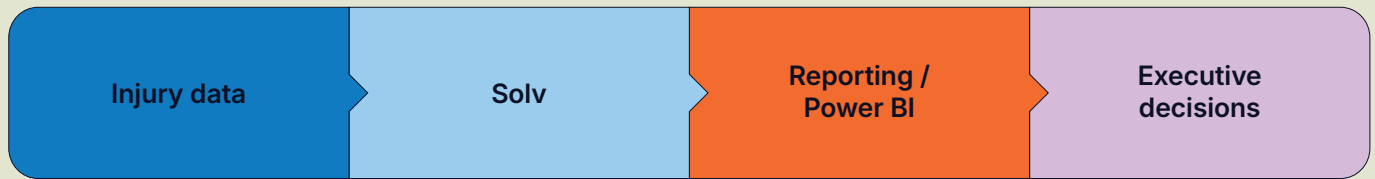
With Solv, Keyton applies clear procedures to every case from day one, using early support to head off avoidable claims.

“It’s helped us reduce the risk of injuries progressing into claims.”



Jason Perin
National Manager | Injury Management
& Wellbeing

Giving leaders a clearer view of risk



Fragmented data previously made it hard for executives to see the full picture of workplace risk. Solv changed that access entirely.

“Visibility is probably the best word. Leaders now have far better insight and a much clearer picture of what’s happening.”

That data now feeds directly into leadership meetings. In a recent executive presentation, Jason pulled the data for all 15 slides straight from Solv.

By connecting Solv’s reporting capabilities with custom Power BI dashboards, Jason delivers clear, actionable numbers directly to decision-makers.

“All of the data comes from Solv, allowing us to provide executives with meaningful insights that weren’t previously available.”



From individual files to organisational risk

The value of that visibility extends beyond managing individual cases. With injury, claim and return-to-work information captured in one system, Keyton can identify patterns across its workforce and give leaders a clearer understanding of where risk is emerging.

For Jason, that means injury management has a stronger place in broader business decision-making. Rather than reporting on what has already happened, Keyton uses the data to identify where intervention is needed, demonstrate the impact of early action and keep leadership informed about the organisation's injury and claims exposure.



Less time searching and more time managing

Solv has also simplified everyday admin for case managers. Central file notes, quick document downloads, and task tracking mean less time spent chasing down lost paperwork.

Cutting down search time lets the team focus on helping people recover and return to work safely. As Jason put it in his pre-interview notes, Solv offers:

“A stronger administrative structure means less time searching for information and more time focused on injury management outcomes.”

“The system delivers genuine time savings. Having complete file notes available in one place makes it much easier to understand the full history of a case.”



Jason Perin
National Manager | Injury Management
& Wellbeing



Connecting safety and HR around shared data

The platform has also helped resolve historical disconnects between internal teams. Using role-based permissions, Jason gives Safety and HR access to the exact information they need without compromising privacy.

“Solv enabled both Safety and HR to access the information and reporting they need while maintaining appropriate governance.”

This setup ensures both departments stay aligned on sensitive cases while keeping governance tight.

Grounded in practical experience

Having implemented Solv in previous roles, Jason brought the platform to Keyton knowing exactly how it worked in practice.

“For me, it was a natural continuation, using a system I know well and can confidently support others to use.”

His recommendation to other businesses comes down to utility:

“If you’re looking for greater structure, visibility and consistency in injury management, Solv is worth considering.”



Jason Perin
National Manager | Injury Management
& Wellbeing

Building a sustainable future



For Keyton, Solv has become part of the infrastructure supporting its injury management strategy. It gives the team a consistent way to manage injuries and claims, intervene early, track return to work and give leaders visibility of the risks sitting across the workforce.

That matters because the impact of injury management extends well beyond individual files. Earlier intervention can help prevent avoidable claims, effective return-to-work management can support continuity, and reliable data gives the business greater control over claims, premium and emerging risk.

For Jason, having that structure in place is now fundamental to maintaining the progress Keyton has made.

“A system like this is fundamental to how we manage injury and claims risk.”

Taking the system away, Jason notes, would put Keyton’s gains in return-to-work rates and claim prevention at risk.

“The improvements we’ve achieved in return to work, injury management, early intervention and premium outcomes would be far harder to sustain without Solv.”



Jason Perin
National Manager | Injury Management
& Wellbeing

About HSI Solv

HSI Solv helps Australian organisations take control of workplace injury and claims management. The platform connects claims, rehabilitation, return to work and reporting, giving teams the visibility and continuity they need to manage injury with confidence.

