MAKAL

INDEPENDENT WORKPLACE RISK ANALYSIS & WORKERS' COMPENSATION ADVISORY

CAPABILITY STATEMENT | OCTOBER 2026

Experience. Innovation. People.

MAKAL is an independent Brisbane-based boutique consultancy helping organisations understand workplace risks, navigate workers' compensation matters and improve injury management and recovery-at-work outcomes.

Founded by Millie Malaki-Ioapo, MAKAL brings almost two decades of hands-on experience across claims determination, complex physical and psychological injuries, early intervention, rehabilitation and return to work.

WHY MAKAL: A NEW LENS ON WORKPLACE RISK AND INJURY MANAGEMENT

MAKAL was created to bring a different perspective, not simply another traditional workers' compensation advisory service. We understand both the operational responsibilities organisations carry and the uncertainty injured workers can experience during the claim's determination and recovery process.

By combining independent professional judgement with technology-assisted physical risk insight, we help organisations look beyond paperwork and position descriptions, recognise gaps earlier, strengthen communication and make practical, evidence-informed decisions.

WORKPLACE RISK ANALYSIS

- Technology-assisted analysis of movement patterns and physical task demands
- Insight into manual handling, posture, repetition and task-related risks
- Opportunities for safer task design, early intervention and suitable duties
- Practical insights to inform recovery-at-work planning

WORKERS' COMPENSATION ADVISORY

- Early intervention and claims process guidance
- Independent reviews of complex and prolonged claims, including evidence and process gaps
- Stakeholder communication, injury management and case coordination
- Suitable duties and sustainable return-to-work planning

WHAT MAKES OUR APPROACH DIFFERENT

INDEPENDENT • INNOVATIVE • CONNECTED • PEOPLE-FOCUSED

A whole-of-journey perspective spanning workplace prevention, claims management, injury management and recovery at work—supported by a genuine understanding of both employer needs and injured worker experiences.

TECHNOLOGY PARTNERSHIP

MAKAL is a Founding Channel Partner of Ro& Global in Australia, bringing Physical Risk Intelligence™ technology into workplace risk analysis. Technology supports our independent advisory perspective; it does not replace professional or clinical judgement.

WHO WE SUPPORT

Organisations across government, emergency services, disability and aged care, mining, logistics and other complex operational environments, including WHS, People & Culture, workers' compensation and return-to-work functions.

HOW WE WORK

UNDERSTAND → ANALYSE → RECOMMEND → SUPPORT

We clarify the challenge, review relevant workplace tasks or claim information, identify material gaps and provide clear recommendations and practical next steps within an agreed scope.

REAL PEOPLE. REAL WORKPLACES. CLEAR OUTCOMES.

Millie Ioapo | Founder & Principal | Brisbane, Queensland

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Independent advisory and workplace analysis only. Claims determinations remain with authorised decision-makers; MAKAL does not provide legal advice.