

Professional Standards Framework

January quarter results

Over 530 case managers fully assessed

icare is committed to the professional development and capability of our NSW Workers Compensation Claims professionals. As part of that commitment, we share a standardised data driven report for transparency of our frontline workers compensation team's competency and skills.

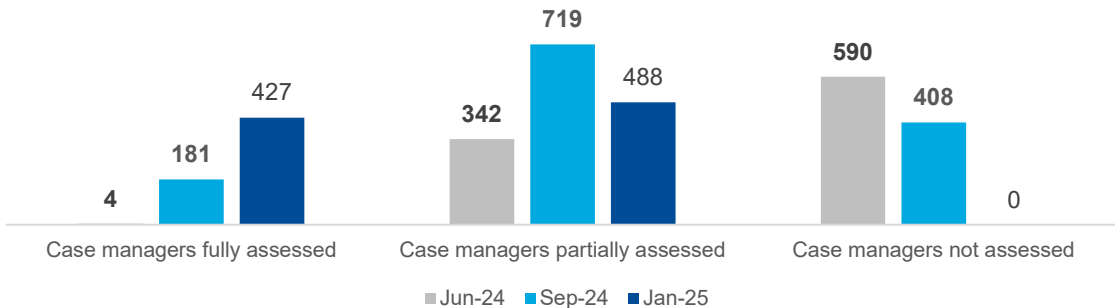


Over 1670 case managers engaged in the Professional Standards Framework

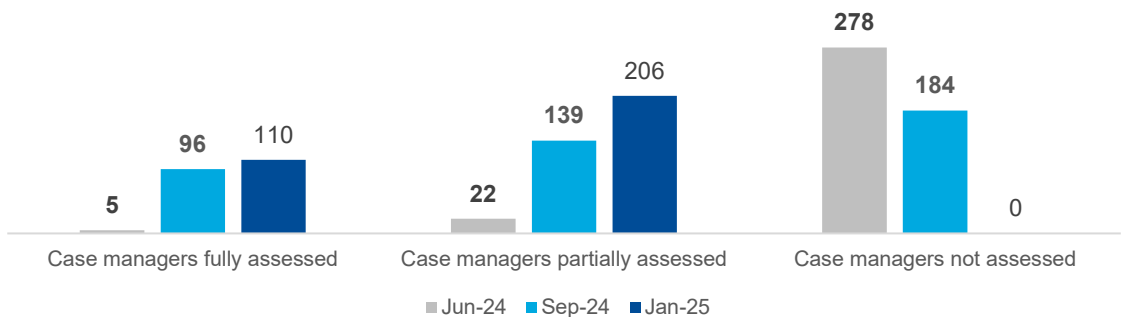


165k+ live work pieces have been evaluated against standardised criteria, demonstrating on-the-job competency of Case Managers and creating opportunities for Certificate IV attainment through a recognition of prior learning (RPL).

Progress made in the Nominal Insurer – June 2024 to January 2025



Progress made in the Treasury Managed Fund – June 2024 to January 2025



It is expected that this initial cohort will be completely assessed as competent by September 2025 for NI and TMF*

*Case Managers which were employed with > 6 months tenure on the 20th November 2023 for icare, EML, ALZ, GIO and QBE and March 2024 for GB and DXC. Case Managers employed post this time will be completely assessed as competent 18 months from their start date. Assessment of Professional Standards will continue on a rolling calendar.