

Date: 3 March 2020

## icare launches update hub on workers compensation improvements

Insurance and Care NSW (icare) has launched a website hub to track the progress the organisation is making in enhancing the performance of the Nominal Insurer – the core workers compensation scheme in NSW.

icare NSW CEO and Managing Director John Nagle said icare was progressing well to implement updates and address recommendations following the release of the Independent Reviewer report into the Nominal Insurer (NI) late last year, including working closely with SIRA on its 21-point action plan.

“Last year we acknowledged the review period coincided with a significant period of transition, which impacted customers on both the premium and claims management services,” Mr Nagle said.

“We are now focussed on ensuring this is followed by increased stability and further enhancements that improve customer service across the Nominal Insurer.

“We know our customers want more transparency, so we’ll be reporting quarterly on our progress. This is in addition to the ongoing regular claims management reporting now in place on the icare website.

“I’m pleased that the Customer Advocate, who was appointed to gain deeper customer insights, has presented useful recommendations to enhance our operations even further.

“By proactively engaging with more than 30 customers who provided submissions to the Independent Reviewer, former RTWSA director Darrin Wright has produced constructive ideas, following his detailed and insightful interviews with customers, that are also now under active consideration.

“I’d like to thank the customers that took the time to speak with Darrin and provide detailed further feedback, so we can continue to refine and improve the experience for our 326,000 business customers across NSW,” Mr Nagle said.

Key themes from the Customer Advocate interviews included:

### **Premium Management**

- A need for more timely, accurate premiums with less complexity, easier to understand information supported by enhanced website guides and tools
- Better triage of phone enquiries and consideration of an account management approach

### **Claims Management**

- A higher level of claims management knowledge and operations
- Increased speed in communication and reimbursements
- Consistency in claims management staff and more involvement by customers in the RTW process

### **Engagement**

- Current engagement is appreciated by customers
- Build on current forums as co-design opportunities
- Provide more insight into icare's strategic direction

"We have moved into a more stable phase of delivery and as a team, we are looking forward to the continued rollout of the Authorised Provider model for our larger business customers and the embedding of an industry specific model for our largest industries," Mr Nagle said.

icare has published its first status report on the SIRA 21-point action plan, in addition to the Customer advocate report and icare's response to the 20 recommendations. All documents can be viewed at [www.icare.nsw.gov.au/ni-performance](http://www.icare.nsw.gov.au/ni-performance)

**Media contact: Catherine Rout | [media@icare.nsw.gov.au](mailto:media@icare.nsw.gov.au) | 0427 247 137**