



NSW Workers compensation scheme agents announced

18/11/2014

WorkCover CEO, Vivek Bhatia today, announced the scheme agents that will enter into a new contract to provide claims and policy services on behalf of the Nominal Insurer in the NSW workers compensation scheme.

The following scheme agents will begin services under the new contract on 1 January 2015.

- Allianz Australia Workers' Compensation (NSW)
- CGU Workers Compensation (NSW) Limited
- Employers Mutual NSW Limited
- GIO General Limited
- QBE Workers compensation (NSW) Ltd

"These organisations were selected on the basis of their experience and expertise in delivering workers compensation services and outcomes, after a competitive and rigorous procurement process," Mr Bhatia said.

"The new arrangements provide an opportunity to sustain the momentum of previous reforms and make a positive shift in the way scheme agents deliver services to drive return to work outcomes, and deliver better customer service whilst maintaining the financial sustainability of the scheme.

"This represents the best mix of scheme agents to maximise benefits to employers and workers."

Key elements of the new arrangements are:

- A strong focus on customer service linked to performance measures
- Clear and defined expectations of the performance and outcomes required of scheme agents
- Incentives that ensure scheme agents invest in measures to continually improve their efficiency, capability and capacity to achieve outcomes for employers, workers and the Scheme

"WorkCover NSW now has greater opportunity to manage service standards and performance of scheme agents, and deliver improved services to employers and workers," Mr Bhatia said.

For the majority of employers and workers there will be no change as a result of the procurement outcome.

Some employer policies and injured worker claims will transfer to another insurer.

Gallagher Bassett Services (GBS) and Xchanging, who currently operate in the scheme, were not appointed under the new arrangements.

As a result, during 2015 all claims and policies managed by Gallagher Bassett and Xchanging will be transferred as directed by the Nominal Insurer. It is anticipated that the transfer process will be completed by 31 December 2015.

In 2015 WorkCover is setting up a specially designed framework to manage the claims of seriously injured workers in the NSW workers compensation scheme.

The framework will be supported by a team of specialist case managers who are highly skilled and experienced and will ensure these injured workers receive the appropriate level of care, treatment and support.

WorkCover will provide information and assistance to affected employers and workers throughout the transition to ensure a smooth transfer process with minimal disruption.

The new contract will be in place for a service period of three years and may be extended for two additional periods, each of one year duration.