

SUBMISSION (To be submitted by COB 05 July 2019)

To: consultation@sira.nsw.gov.au

From: Tenterfield Lodge and Caravan Park

Business Address: 2 Manners Street

Tenterfield NSW 2372

Contact Person

Contact Number

Contact Email

I

do

Please tick one

wish to have our submission published.

1.0 PREMIUMS

1.1 Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor)

1 (Poor) 2 (Fair) 3 (Neutral) 4 (Good) 5 (Excellent)

1.2 What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?

No problems

1.3 What should the Nominal Insurer (icare) be doing *more* of?

Nothing I can see. Would be good to be able to view my account on line.

1.4 What should the Nominal Insurer (icare) be doing *less* of?

Nothing

1.5 Are there any improvements you would like to suggest regarding premiums?

2.0 CLAIMS MANAGEMENT

2.1 Please rate your experience with the management of claims by the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO from 5 (excellent) to 1 (poor)

1 (Poor) 2 (Fair) 3 (Neutral) 4 (Good) 5 (Excellent)

2.2 What has been your experience with the management of claims by the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO?

Good

2.3 From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?

No impact really

2.4 What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing *more* of?

more communication would be better

2.5 What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing *less* of?

Nothing

2.6 Are there any improvements you would like to suggest regarding claims management?

more communication would be better

3.0 OTHER QUESTIONS

3.1 Are there any other matters or areas you would like to comment on?

No

3.2 Are there any improvements you would like to suggest in these areas?

3.3 Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?

No