Submission 39

Question	Answer
Agreement	I have read the SIRA submission procedure *
Can we publish your submission?	Yes, but I prefer to remain anonymous
Name of organisation or individual making this submission	
Authorised delegate/contact person	█████████
Position	
Organisation	
Postal address	
Email	███████████████
Phone number	
Policy number (if applicable)	
Claim number (if applicable)	
Insurer (icare, Allianz, EML, GIO)	

Question	Answer
What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?	Significantly delayed premium notices 12+ months to be produced
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) be doing more of?	Better preparation and effective systems
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) be doing less of?	Don't just up and change systems because you feel like it, a lot more consultation with employers is paramount as the astounding success to date hasn't done you or employers any favours
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest regarding premiums?	
Please attach any evidence to support your statements.	No file uploaded
What has been your experience with workers compensation premiums	

Question	Answer
issued by the Nominal Insurer (icare)?	
Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor).	Not applicable
What has been your experience with the management of claims by the Nominal Insurer (icare) and scheme agents EML, Allianz and GIO?	EML team dedicated case manager was great, contact centre is well below satisfactory, to quantify the people are good (they are just unfortunately to be in a system that doesn't work) the over service and lack of being able to get hold of someone and getting stuff done in a timely and orderly manner needs concentration.
Please attach any evidence to support your statements.	No file uploaded
From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?	Its neither here nor there dime a dozen its the systems and the existence of some in this system and some in that system and some over there
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing more of?	If you are going to privatise the case management just hurry up and do it already and be sure to have an effective system that can cope and handle the demands and have all historical data in a single system. Consulting employers in the design of the system, the big iCare decides stick hasn't worked for you to date.

Question	Answer
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing less of?	Changing systems before you've ironed the bugs out of the current one
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest regarding claims management?	Streamlined and consistent case managers, get rid of the contact centre model it doesn't work
Please attach any evidence to support your statements.	No file uploaded
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).	Not applicable
Are there other matters or areas you would like to comment on?	
Please attach any evidence to support your statements.	No file uploaded

Question	Answer
Are there any improvements you would like to suggest in these areas?	
Please attach any evidence to support your statements.	No file uploaded
Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?	
Please attach any evidence to support your statements.	No file uploaded