



Claims Administration Manual and Guidelines - Feedback

To Team Policy and Design

Cc [redacted] [redacted] [redacted] [redacted]

This message was sent with High importance.

Good Afternoon,

Thank you for the opportunity for the NSW Department of Education to be able to provide feedback on *the Claims Administration Manual and Guidelines Review* discussion paper.

The department is committed to supporting the health and wellbeing of its employees with its preventative approach to health and safety and recovery at work programs designed to facilitate safe and durable return to work for employees for both work related and non-work related injury, illness and health conditions.

The department has a dedicated Health and Safety Directorate as well as a range of supports available to schools and workplaces to drive the prevention of workplace incidents and support recovery at work. The department is dedicated to achieving SafeWork NSW's targets under the Work Health and Safety Roadmap 2022 and continues to develop and incorporate a range of early intervention and prevention programs.

The department agrees with the concept of centralising all the guidelines, handbooks, Acts, Regulations into one Claims Administration Manual (CAM) with the view of making the workers compensation system clearer and easier to navigate, appreciating that the creation of CAM is anticipated to improve the workers experience and improving outcomes. However the CAM may potentially have an inverse effect. Whilst the discussion paper refers to focus areas that currently hinder good claims management practice and make decision making difficult, it does not clearly articulate what the key issues are at the present time and how the manual will solve them.

It is noted that the discussion paper refers to SIRA being able to give directions on the administration of claims and work injury damages, however the level of involvement of agencies in decision making is unclear. Based on the available information, the degree of change that SIRA is intending to bring about in terms of claims management practices is unclear.


It is recommended that the creation of CAM be considered together with broader government initiatives led by icare, Safework NSW and SIRA including SafeWork NSW's roadmap and Insurance for NSW (TMF) workers compensation model review.

The Department believes that a holistic review and analysis of all initiatives should be completed to assess the potential strategic impact these initiatives pose collectively on the scheme. A possible example of this impact is an agencies ability to meet SafeWork NSW's roadmap target (amongst others) of a 30% reduction in serious injury for NSW government agencies by 2022. As noted previously, CAM may have an inverse effect and unintentionally impact agencies ability to meet the target.

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Whilst both CAM and the roadmap in isolation of each other are positive initiatives both aimed at improving health and safety, when parallel may have an unintended outcome with agencies held accountable for deteriorating claims experience and an inability to meet relevant targets. Couple the above with Insurance for NSW's workers compensation model review, the potential impact on the scheme remains unknown.

The department welcomes the opportunity to continue to provide feedback and be involved in the creation of CAM and individual guidelines as they are reviewed, as noted in the discussion paper, and believes that it is important for all agencies to be involved in this process.

Kind Regards,

Health and Safety Directorate

education.nsw.gov.au



Creating and managing wellbeing,
so learning outcomes remain our focus.



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