

Submission 35

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	[REDACTED]
Position	Owner Operator
Organisation	[REDACTED]
Postal address	[REDACTED]
Email	[REDACTED]
Phone number	[REDACTED]
Policy number (if applicable)	
Claim number (if applicable)	
Insurer (icare, Allianz, EML, GIO)	
What has been your experience with workers compensation premiums	Terrible, premiums have been late, premiums have been inaccurate, auto debits

Question	Answer
issued by the Nominal Insurer (icare)?	set up for years were missed, it's been a disaster!
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) be doing more of?	<p>Listen</p> <p>Communicate</p> <p>Be timely</p> <p>Challenge the act, it's ridiculous</p>
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) be doing less of?	<p>Always taking side of employee</p> <p>Doctors tell bull[redacted] it and don't speak to employers about job alternatives</p>
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest regarding premiums?	<p>When claims are denied, any paid out amount shouldn't be premium impacting when claim has been fraudulent.</p> <p>Fix their accounting practices</p>
Please attach any evidence to support your statements.	No file uploaded

Question	Answer
<p>What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?</p>	
<p>Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor).</p>	<p>Not applicable</p>
<p>What has been your experience with the management of claims by the Nominal Insurer (icare) and scheme agents EML, Allianz and GIO?</p>	<p>Terrible, not fair for employers, the additional costs are restricting the numbers of employees I hire and type of employees due to workers Como act.</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?</p>	<p>Terrible, they don't enforce employees to come back to work</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing more of?</p>	<p>Listen and stand up to scammers and poor doctor reports</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>

Question	Answer
What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing less of?	Protecting employee
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest regarding claims management?	Yes, reconciliation is difficult Be timely
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?	The entire act is a disgrace, mental illness claims are a joke for employers.
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest in these areas?	Talk to your customers- the employers
Please attach any evidence to support your statements.	No file uploaded

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

Please attach any evidence to support your statements.

No file uploaded