

Worker's Compensation (Nominal Insurer) changes

Draft Consultation Pack

Date: 2 December 2022

Why are we proposing these changes?

Delivering on our purpose

- We're here to care for the people of NSW, building confidence and trust so our communities thrive
- We're realigning teams and functions, making things simpler to deliver better outcomes
- This means identifying opportunities to improve how we can help injured workers return to health and work faster, improve outcomes for employers and lift scheme performance.

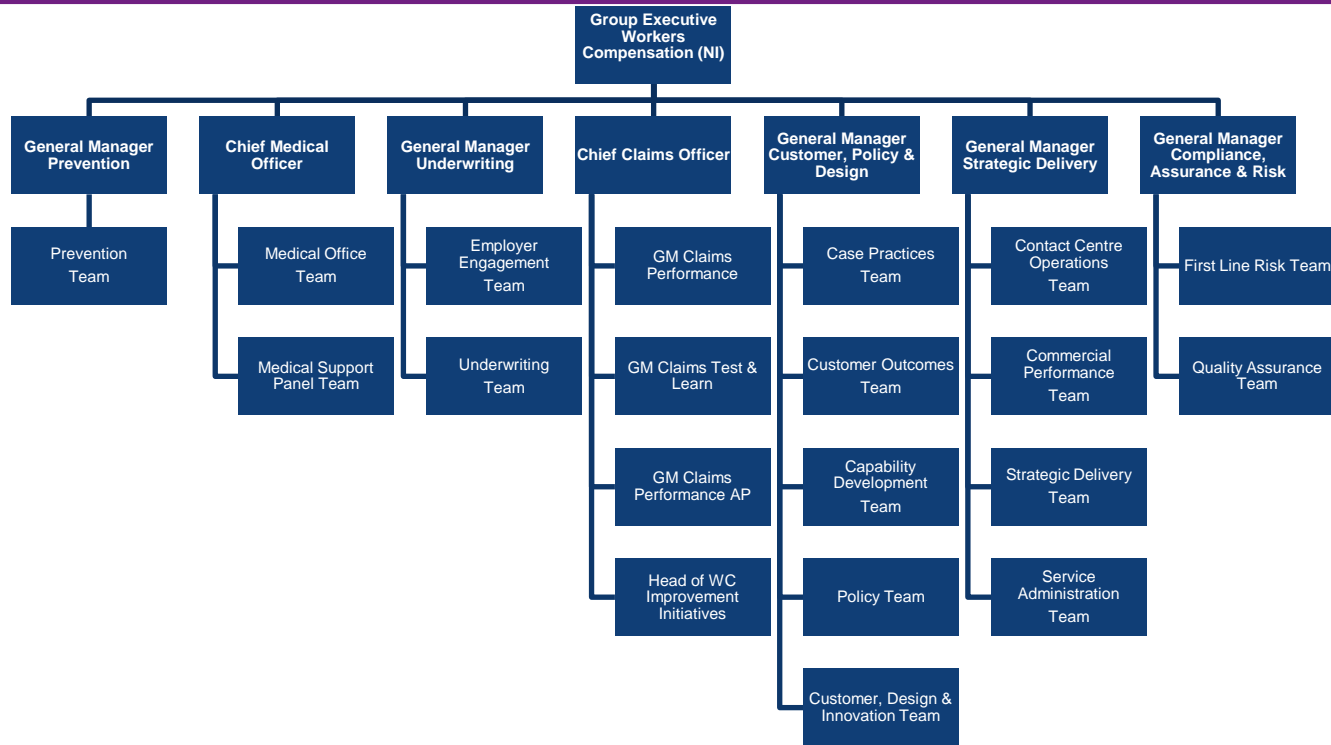
Focus on performance and choice

- **Strategic partnering** – changing the way we manage our partners and drive their performance, transparently
- **Increased focus on those we serve** – a holistic approach to how we engage employers and injured workers
- **Building capability** – aligning core capabilities to help our team collaborate, learn and continuously improve

The principles we followed

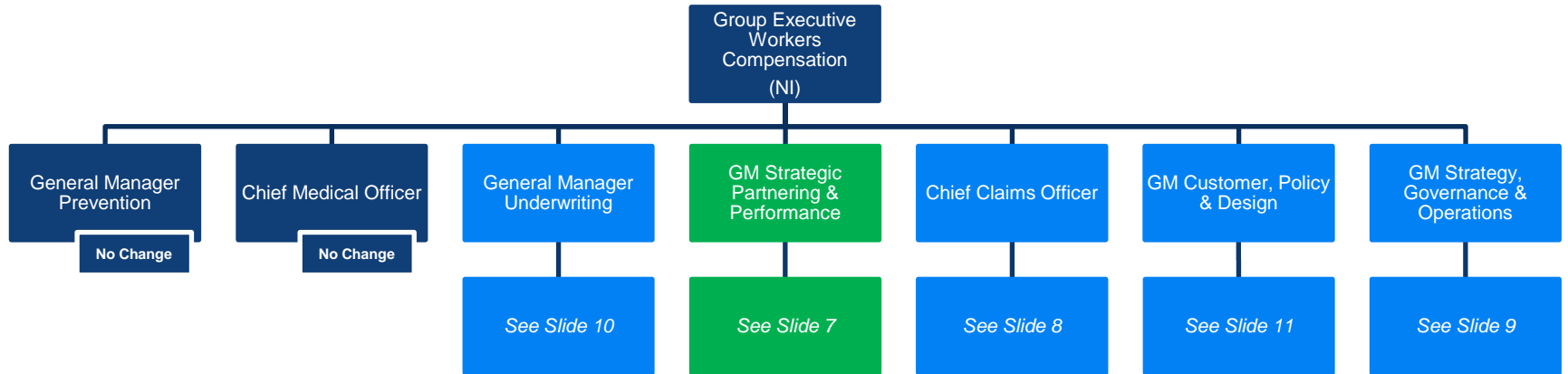
- Reduce complexity and duplication, simplify the business, and elevate how we improve scheme outcomes

Workers Compensation (Nominal Insurer) Current



Proposed

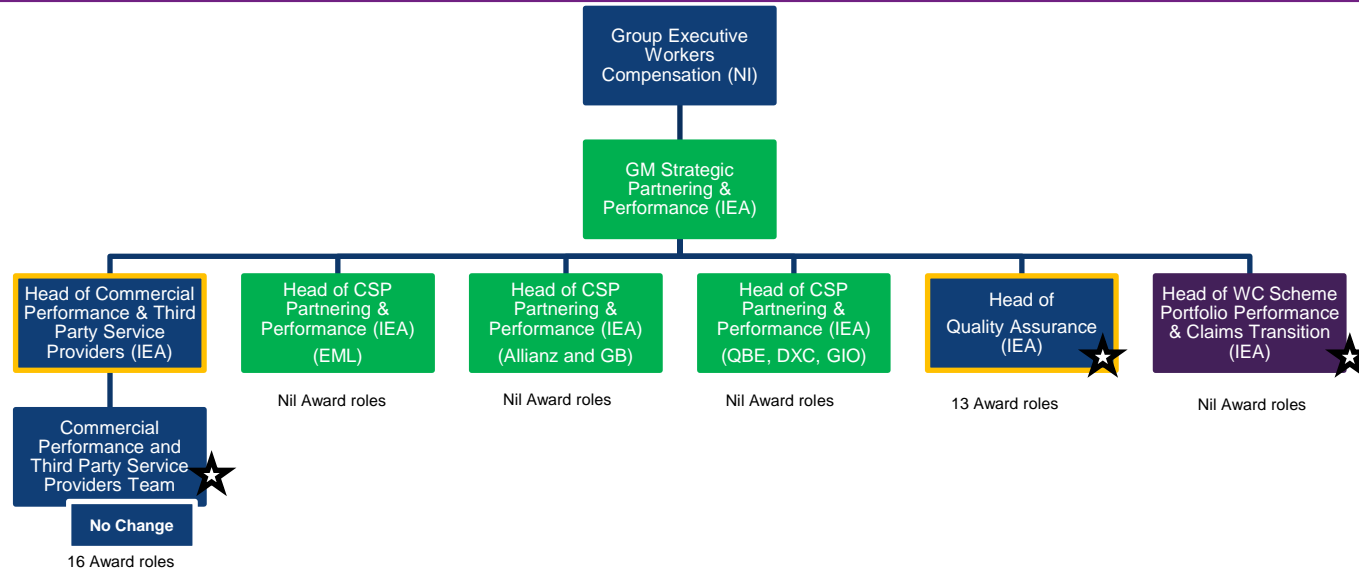
Workers Compensation (Nominal Insurer) Proposed



Key:

-  No change
-  Repoint
-  New role
-  Slight Change
-  Direct appointment

Strategic Partnering & Performance Proposed



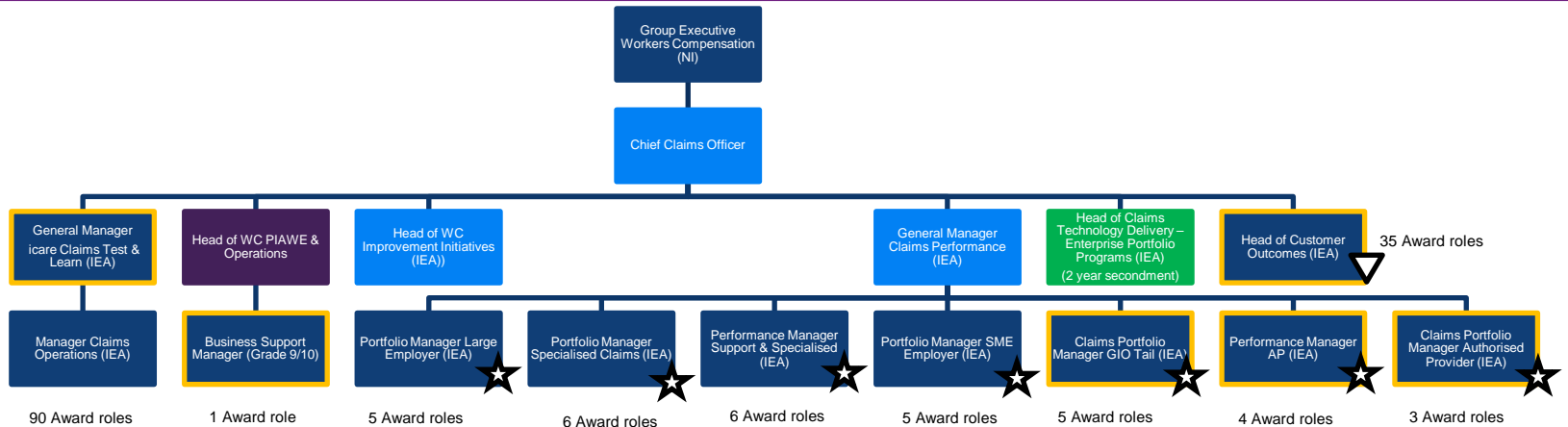
Employees in these teams – no change in role or duties; teams moving to this structure from other areas in Workers Comp.

Rationale: Creating a structure to manage key vendors (the Claims Service Providers). Structure requires skillsets existing within icare, plus some new commercial management / vendor management skillsets.

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Chief Claims Officer Proposed



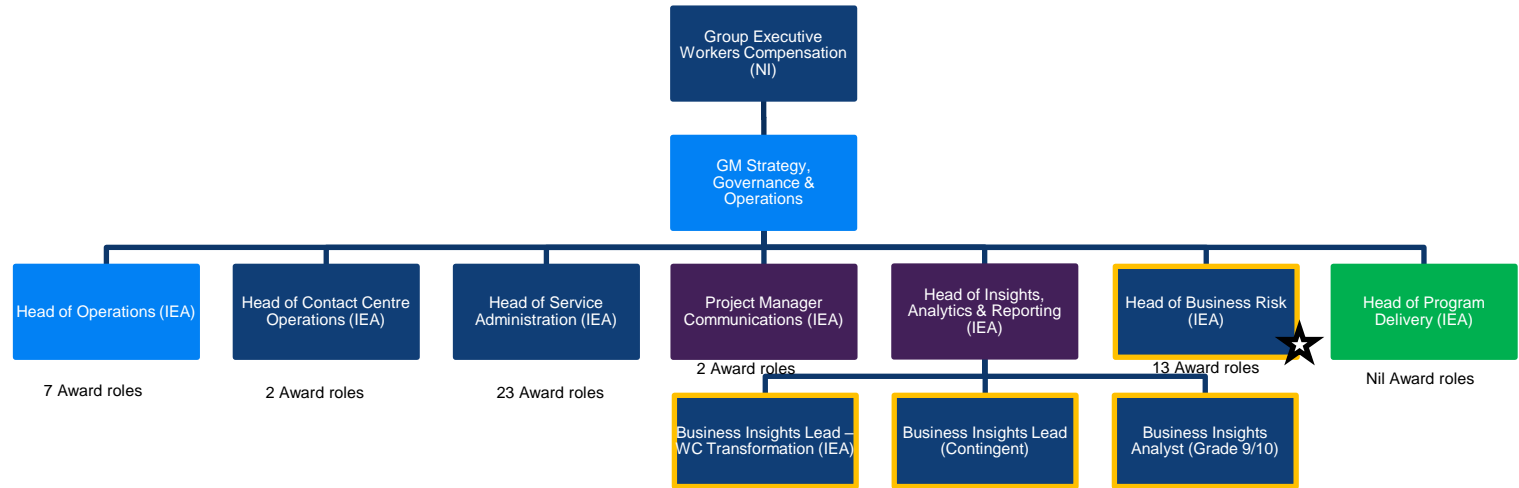
★ Employees in these teams – change to ways of working within the parameters of existing role descriptions. As part of the new vendor management model these employees will have a key role as claims subject matter experts in monitoring and measuring performance and quality of vendor delivery. Changes to the claims model (formerly called ‘decision rights’) will mean in many cases employees may be supporting the Claims Service Providers to manage the ‘decision rights’ rather than approving directly. Also, they may be supporting the Partnering & Performance team to engage with CSPs rather than engaging directly.

▽ Employees in this team – from 1 January the Claims Service Providers will be responsible for Standard Complaints. This will impact volume and complexity of complaints that icare will handle and will impact roles. We consulted with the PSA recently and we will consult with employees in the third week of January.

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Workers Compensation Strategic Delivery (Strategy, Governance & Operations) Proposed

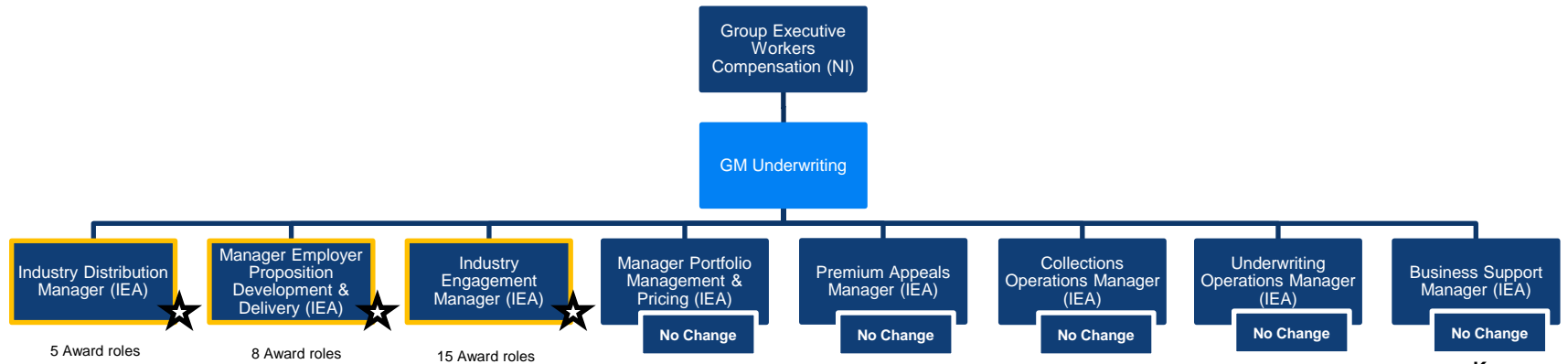


★ Employees in these teams – no change in role or duties; teams moving to this structure from other areas in Workers Comp.

Key:

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Underwriting Proposed



Key:

No change

Reprint

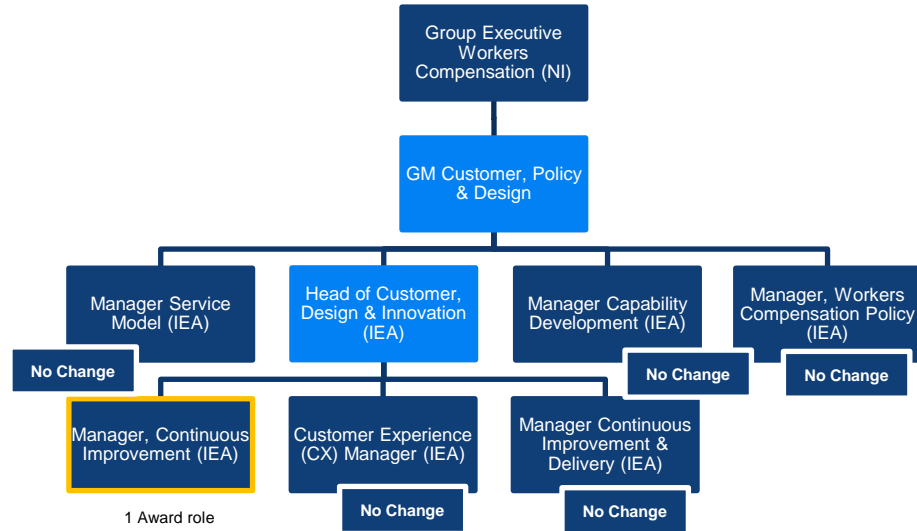
New role

Slight Change

Direct appointment

★ Employees in these teams – no change in role or duties; teams confirmed in this structure as they had moved here temporarily some time ago.

Customer, Policy & Design Proposed



Key:

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-  New role
-  Slight Change
-  Direct appointment

Proposed Timeline and Process

<u>What</u>	<u>When</u>	<u>How</u>
1:1 Conversations with impacted people	Tuesday 6 December (am)	Face-to-face meetings where possible or via MSTeams
Proposed structure announced	Tuesday 6 December (am/pm)	Group meetings with teams
Proposed structure announced	Tuesday 6 December (pm)	Workers Compensation Town Hall
Consultation period	Tuesday 6 December to Monday 12 December (one week)	Provide feedback verbally or in writing
Consultation feedback considered	Tuesday 13 and Wednesday 14 December	Group Executive to consider feedback
Workers Compensation structure confirmed	Thursday 15 December (am)	Workers Compensation Town Hall
Recruitment processes commence	Thursday 15 December (pm)	Workers Compensation Comms / HUGO Jobs Board
Team structure effective	<ul style="list-style-type: none"> Monday 9 January 2023 For repoints to Strategic Partnering & Performance, effective date is new GM commencement date 	Changes implemented in systems

What is consultation all about?

- You have the opportunity to share your feedback, thoughts and concerns about the proposed changes to our operating model.
- This is known as the consultation period, which will run for 5 days from 6 December to COB 12 December
- During this time, we want to hear if you have:

Suggestions or alternative approaches to the design



New ideas or options we may not have considered



Any key risks that you feel should be raised in the design



How to share your feedback

There are a number of ways you can share your feedback, thoughts and concerns.



Share your feedback via the [Online Feedback Form](#)

You can be anonymous or provide your name if you would like a personal response.



Have a conversation with your leader.



Speak to your People & Culture Partner, Jason Upcroft.

Support if and when you need it

We recognise that everyone deals with change in different ways.

- Your leader will be your first point of support, so please reach out to your leader if you wish.
- Your People & Culture Partner Jason Upcroft can support you to answer questions about the proposed changes, impacts on you, selection process and roles.
- You can also contact the Employee Assistance Program (EAP) on 1800 808 374 anytime or visit the [Assure Programs website](#). EAP provides free and confidential support to you and your immediate family.
- icare Academy offers courses to support your health, safety and wellbeing, including the Resilience Series. Check out the [Learning Calendar](#) to find out what courses are coming up.

People Leader

Human Resources

Employee Assistance Program

Manager Support Program

Employee Support Services

icare Academy resilience training

Mindfulness Apps