

Statement of Product

This provides you with an overview of icare's conventional workers compensation insurance product.

Workers compensation insurance

What is workers compensation insurance?

Workers compensation insurance ensures that your organisation is covered for the costs that might follow a workplace related injury or disease. Under the *Workers Compensation Act 1987* (NSW), all employers in NSW (except exempt employers) must have a workers compensation policy. The *Workplace Injury Management and Workers Compensation Act 1998* (NSW) also regulates workers compensation insurance in NSW.

Maintaining safe workplaces

Compliance with work health and safety and workplace injury management obligations is a key factor in maintaining a safe workplace and minimising injuries to workers. icare expects that all employers who apply for its products acknowledge and understand their obligations in respect of work health and safety and workplace injury management under NSW law.

icare's conventional workers compensation insurance

What will icare's conventional product insure your organisation for?

If one of your workers suffers a **work-related injury or illness**, icare's conventional workers compensation insurance product ensures that **the cost of the support that injured worker might need is covered**.

This could include weekly benefits, medical and hospital expenses, rehabilitation services, certain personal items and a lump sum payment for death or permanent impairment.

Who is a worker?

Under the relevant legislation, the definition of "worker" is broad, and includes some contractors.

How long does my organisation's coverage last?

Policies last for a period of **12 months**, and will automatically renew unless we are advised that cover is no longer required.

What are the terms and conditions?

The specific terms of icare's standard workers compensation insurance policies are set by the NSW Government and contained in **Schedule 3** of the *Workers Compensation Regulation 2016* (NSW) (the **Regulations**). Please see the Regulations and our website for more details.

Will you provide my organisation with a certificate of currency?

icare will provide your organisation with a certificate of currency each time your policy is renewed **based on the wage information** we already have for your business. An updated certificate will also be issued following any changes made to your policy throughout the year.

Your organisation can then provide the certificate of currency to third parties to prove it holds current workers compensation insurance.

What are my organisation's obligations in relation to claims?

Your organisation has a number of obligations in relation to claims, which are explained in more detail on our website.

First and foremost, if a worker suffers a work-related injury or illness, your organisation must **notify icare or your Claims Service Provider (CSP) of any claims within 48 hours of them occurring**, whether electronically, in writing or by telephone.

Insurance premiums

How is my organisation's premium calculated?

Your organisation's premium will be calculated by reference to a number of factors, including the **wages** paid to workers, the **types of business or industrial activities** your organisation undertakes, whether your organisation is part of a **group** and your organisation's individual **claim costs** for each year. Full details of premium calculation formulas can be found on our website.

Do all claims costs impact my premiums?

Premiums for organisations classed as non experience-rated employers do not include cost of claims.

Premiums for organisations classed as experience-rated employers will be impacted by certain costs associated with claims.

Please refer to our website for more detail in this regard.

What information does my organisation need to provide to icare to calculate its premium?

If your organisation requires a policy with icare, it will need to provide to icare:

- a declaration of the estimated wages it expects to pay workers during the policy period if commencing a new policy, or
- an updated estimate of wages if the current estimate provided at renewal is inaccurate,
- details of the **specific business or industrial activities** your organisation undertakes for new policies or if there are changes to the business activity information we currently hold for your policy, and
- information about whether your organisation is joining or exiting a **group**.

How do I pay my organisation's premium?

Depending on the type of policy your organisation has, it may be able to pay by **lump sum** or in monthly **instalments** over the policy year. Please see our website for more details.

Your organisation can pay by direct deposit or BPAY.

Adjustments and wage audits

Could my organisation's premium be adjusted during the policy period?

At the end of the policy period, your organisation will have to provide icare with a **declaration of actual wages** paid to workers during the period. If this is different to the estimated wages used to renew your policy, the amount of premium your organisation needs to pay might be **adjusted**.

Can icare audit my organisation?

If necessary, icare can take steps to check that what your organisation has told us about the wages paid to workers is correct. This is called a **wage audit**, and might result in an adjustment to the premium your organisation is required to pay. In some circumstances, your organisation may also have to pay fees as the result of an audit.

Cancellation

Can I cancel my organisation's policy at any time?

Workers Compensation is compulsory. You cannot cancel your policy unless your organisation ceases to trade or is sold.

Will my organisation be covered if the policy is cancelled?

Your organisation will continue to be covered for claims in relation to injuries that occurred during the time the policy was active.

Questions?

If you have any questions or need any further information, please check out our website at icare.nsw.gov.au