



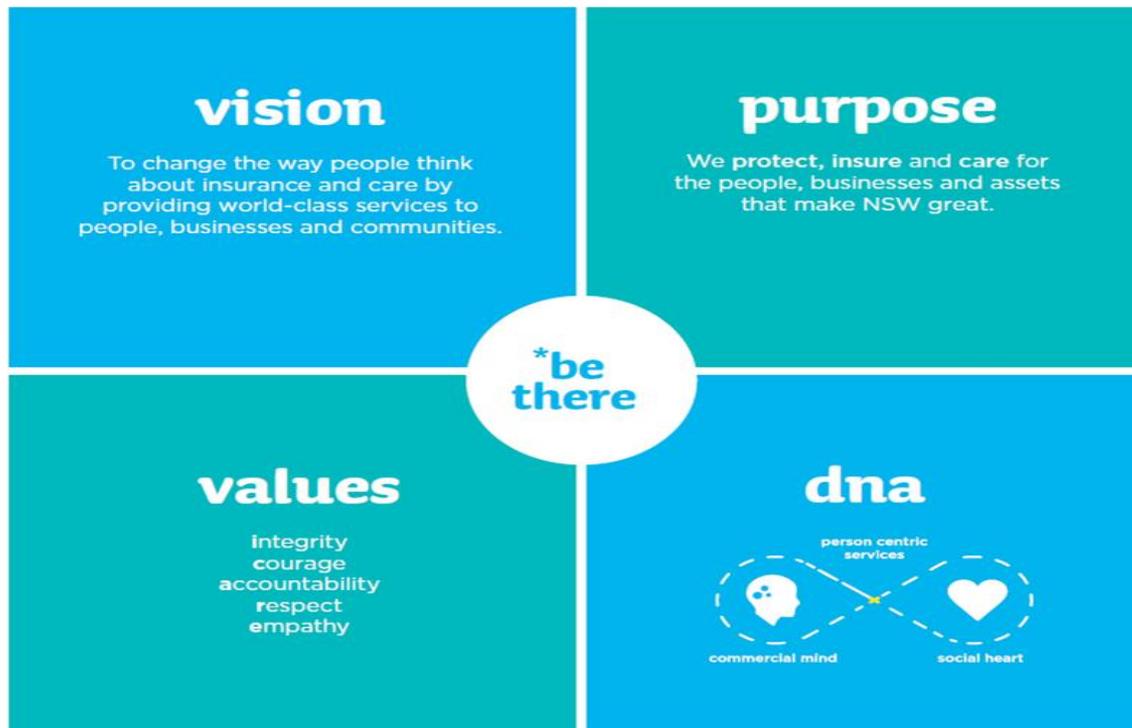
# Section 39 - Worker assistance program

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WIRO Conference – 5 June 2017

# icare Worker Assistance Program

- icare commenced the planning for Section 39 in 2015 in consultation with the State Insurance Regulatory Authority (SIRA) and Scheme Agents. This comprehensive program is called the 'Worker Assistance Program'. The strategies developed by icare aim to provide a comprehensive transition program including quality case management through effective communication and targeted assistance and support to affected workers.



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# Section 39 – Worker assistance program

To deliver a consistent and comprehensive program and manage Scheme Agent performance there are a number of factors and stakeholders that supported icare's customer service approach

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## Cohort allocation

- A total of 7 cohorts of claims allocated to Scheme Agents for review
- Strategic allocation based on location, critical behaviours and potential end dates

## Scheme Agents

- icare Scheme Agent Implementation Specialists located in all Agents
- Monthly feedback to Agents via Performance Dashboard

## Communications

- Standard letters provided to Scheme Agents
- Brochures and Fact Sheets

## Department of Human Services (Centrelink) and Housing

- Regular discussions with DHS and Department of Housing
- Workers can commence the formal Centrelink process 13 weeks prior to their final weekly benefit payment provided they have a notice stating the last date of entitlement from their Scheme Agent

## WIRO / SIRA / WCC

- Regular communication and consultation with State Insurance Regulatory Authority, Workers Compensation Commission, Workers Compensation Independent Review Office

## Additional Supports

- Advisory and Assistance Service
- Community Support Services

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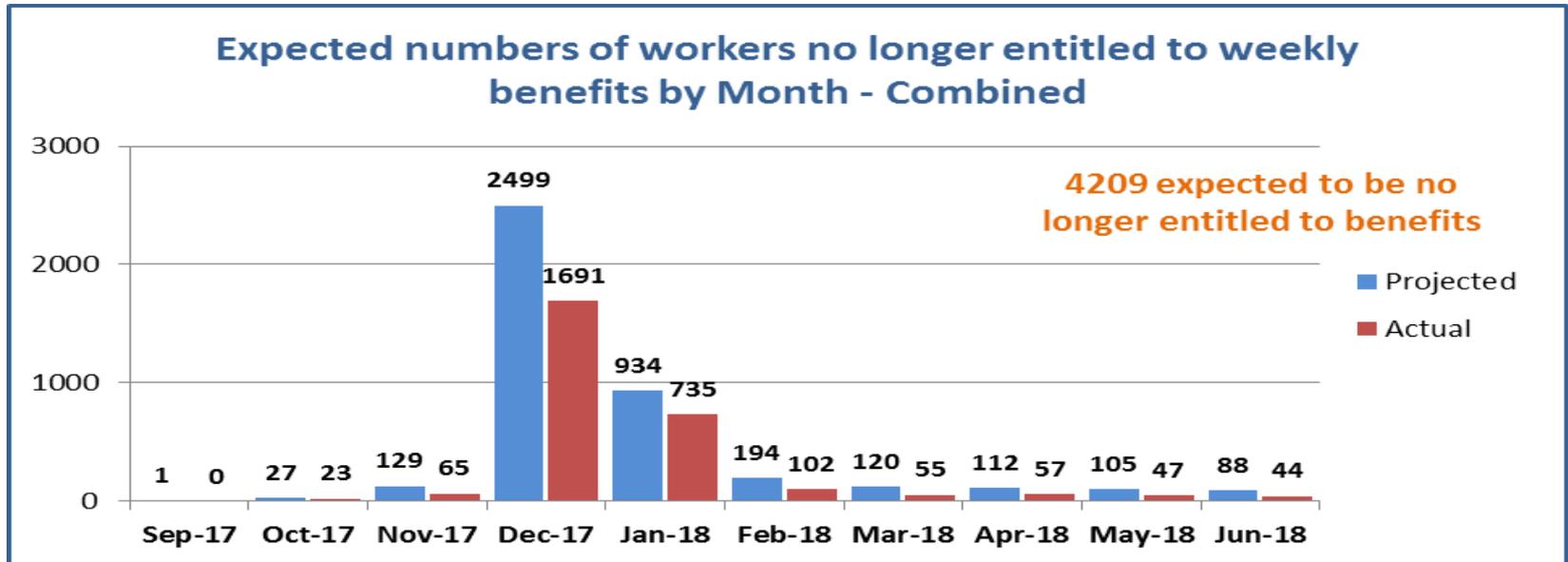
3. Current challenges

# Initial review of potentially applicable workers

Initial review of claims data indicated that more than 6,000 workers were potentially impacted by the 260 week cap

Nominal Insurer (NI)	Self Insurance (SI)	Total Claims
5,754	956	6,710

Of the total 6,710 claims initially reviewed 19% were excluded either due to claim closure, work capacity decision conducted and maintained prior to commencement of the Section 39 process, worker met retirement limitation before the 260 week limit or Work Injury Damages claims finalised.



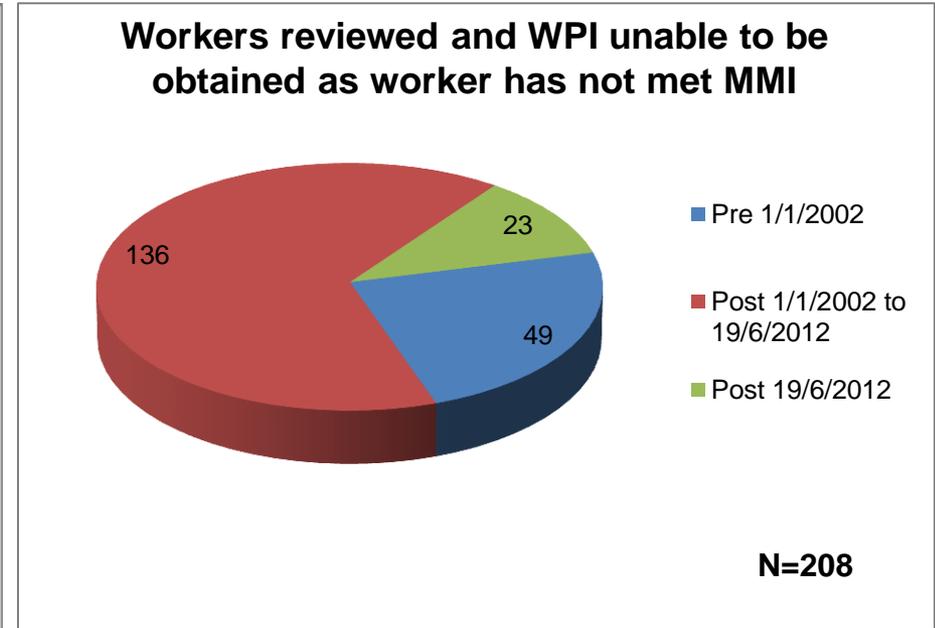
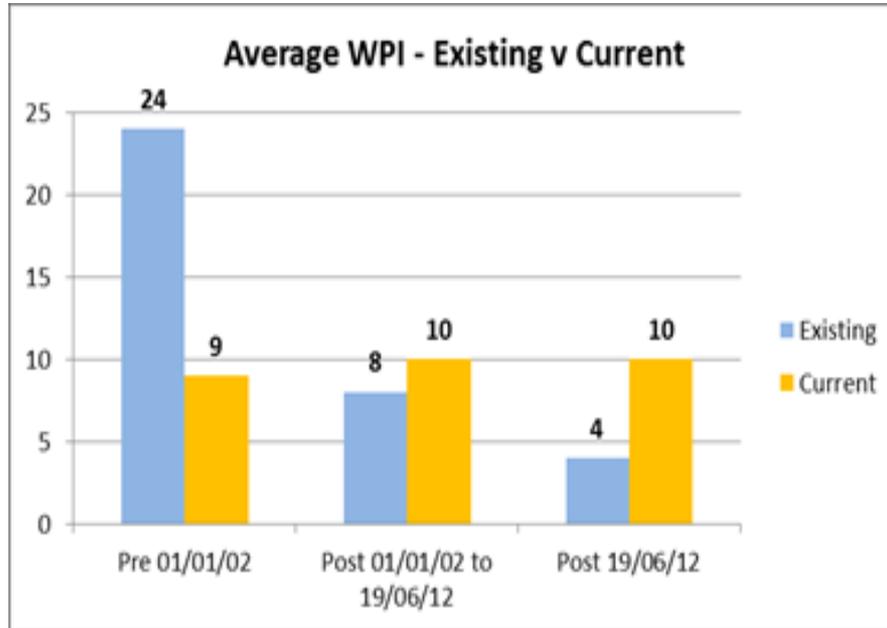
# Portfolio characteristics

The information following is based on those workers who we believe will no longer be entitled to weekly benefits (subject to review)\*



# Whole person impairment

The Section 39 – Worker Assistance Program segmented workers based on injury date due to the requirements to have their WPI determined



- The average WPI of those workers impacted by Section 39 is 10% across all injury dates
- Workers who have not yet reached Maximum Medical Improvement will pose a challenge in relation to the AMS process

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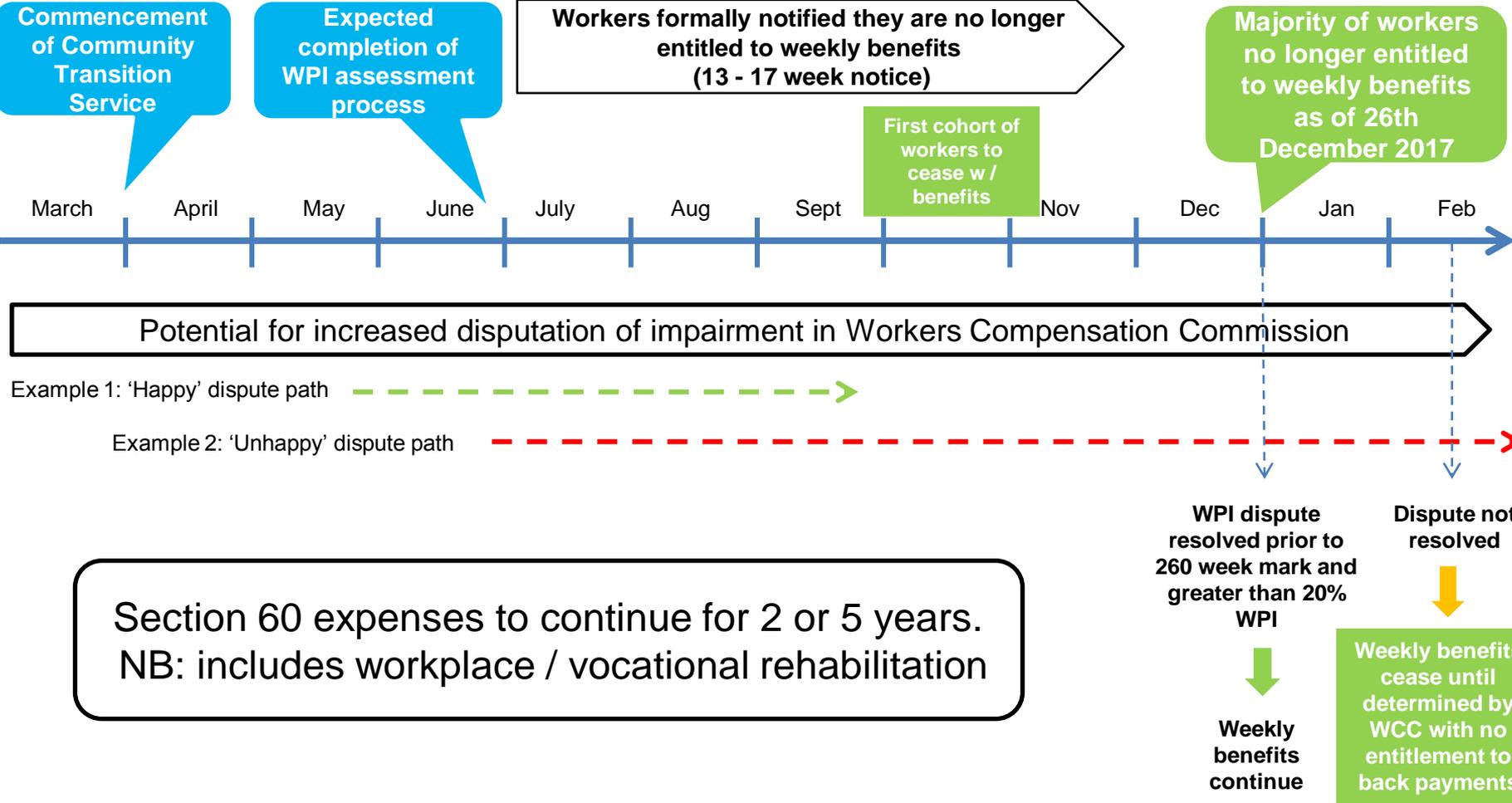
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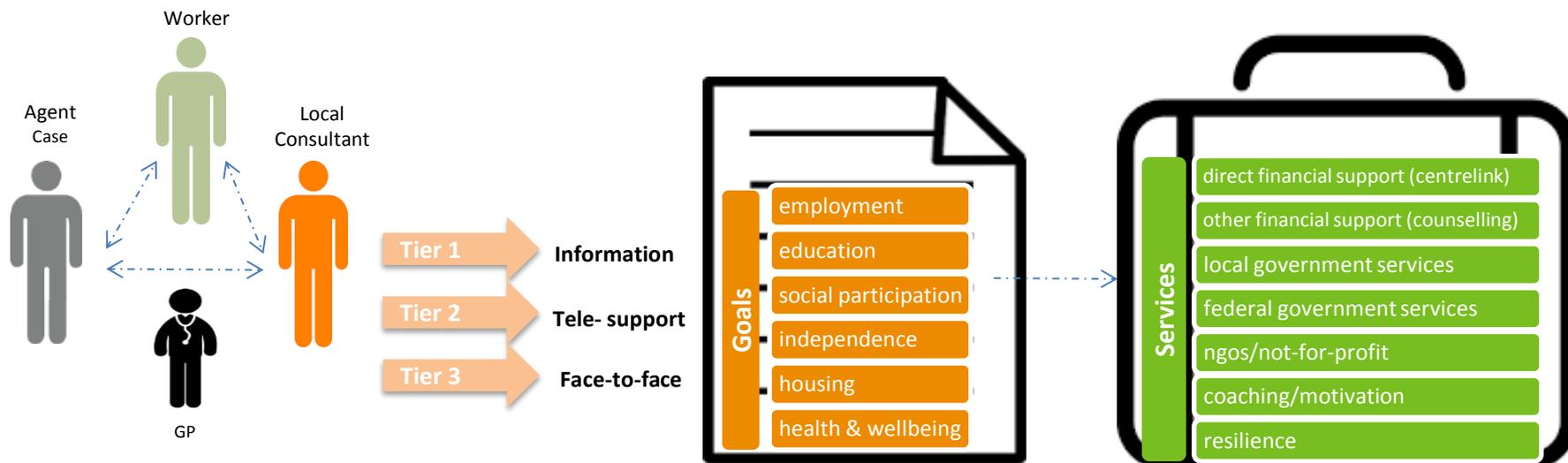
# Current timelines

A review of anticipated timeframes will assist in identifying the particular challenges that icare faces. These challenges are in relation to: capacity, time, regulation and the various combinations of all



# Community Support Service

The CSS is based on a local area coordinator model, where workers are referred to a dedicated resource, who then develops a tailored community transition plan to link workers to the services most relevant for their unique needs



The Community support model is a three tiered level of support according to the worker's own needs and expectations:

**Tier 1:** Information Kit and workbook provided to all workers impacted by Section 39

**Tier 2:** Telephone service that provides first line support and where required, referral to Uniting or St Vincent de Paul for 'face to face' support

**Tier 3:** Face to face support with local community consultant

## Who

- Available to workers <21% WPI

## When

- 9 months prior to expected cessation of benefits
- Up to 3 months post cessation of benefits

# Current challenges

The interplay between these challenges creates a complex environment for our workers, and the Scheme, to safely facilitate the implementation of Section 39

