

FAQs

Wage audit process



icare[™]
Workers Insurance

Why are wage audits conducted?

To ensure that the correct wages are used in premium calculations and that all employers are contributing their fair share of premiums based on risk.

Wage auditors provide employers with guidance for declaring wages correctly and the records required to be kept, making it easier to comply with workers compensation requirements.

Why were we selected to be audited?

Policies are generally selected for audit using data analytics, based on several potential risk factors, or as a result of a referral (e.g. from other government agencies such as SIRA).

How much notice will I get?

The auditor will contact you to arrange a date. The timeframes are flexible and can be adjusted to suit your business.

Can I decline to be audited?

No, compliance with a wage audit request is subject to legislation and you will need to cooperate with icare and the auditor to allow the audit to be completed.

How long will the audit take to complete?

The time will depend on the size of the business and the wage records provided. Generally, onsite audits take approximately 1-5 working days.

Do I have to pay for the audit?

Audit costs are generally paid by icare. However, if the audit identifies that your wages have been under-declared by an amount greater than 25%, legislation allows for recovery of the cost of the audit from you.

Who will perform the audit?

The audits are conducted by independent auditors that have been selected from icare's wage audit panel.

What records will I need to provide to the auditor?

The list of wage records and details required are included in the letter you received from the wage auditor, notifying you of the wage audit.

Will I be paid for my time to prepare the wage records for the audit or will I be reimbursed for any expenses I incur because of my accountant preparing my wage records for the audit?

No, you won't be entitled to be paid for your time or be reimbursed for any expense you may incur using your accountant to prepare your wage records for the audit.

Will the auditor attend at my business?

The audit will normally take place at your business address or at the office of your accountant. However, audits can sometimes be conducted remotely, without the need for a site visit, where the employer is willing and able to send their wage records to the auditor.

Will I be able to see the results of the audit?

Yes, the auditor will discuss the results of his finding with you at the end of the audit before finalising their report. You will be able to provide any further information you think should have been considered at this time, if you believe the result is not correct.

If I still disagree with the final audit results is there anything that I can do?

Yes, if you still don't agree with the results of the audit you can contact the icare Customer Resolutions Team and you will have a further opportunity to provide any other details or information to support the reasons you don't agree with the audit results.

Can I appeal the results with SIRA if I still don't agree with the outcome?

Yes, all employers are still able to seek further resolution of a dispute with SIRA if they are not satisfied with the result of their complaint with icare.