



## MEDIA RELEASE

**Friday 6 April 2018**

### **NEW WAYS OF THINKING ABOUT INSURANCE AND CARE FOR WORKERS**

Employers, rehabilitation providers, lawyers and GPs have been invited to the [Dubbo Chamber of Commerce](#) on **Wednesday 11 April** to find out more about [icare](#), NSW's insurance and care provider.

icare Relationship Manager Maddi Bailes said since the new [icare](#) claims model was introduced on 1 January her team has been travelling across the state, meeting customers face-to-face to provide more information about changes to the workers insurance scheme.

"The 15,000-plus employees in Dubbo and Narromine are covered by nearly 2,000 employer policies, with close to 300 workers compensation claims made in the past year," Ms Bailes said.

"We have identified that the cost of local claims is 13 per cent above the NSW average (\$18,988 compared to \$16,799). The number of claims is also approximately 26 per cent higher than the average, with 19 claims – compared to 15 – per 1,000 employees.

"The need to access data instantly was part of the rationale behind the biggest overhaul in 30 years to claims management. We can now advise employers about current local trends and variances. This way they can better understand the unique aspects of their region and find ways to reduce injuries, get employees back to work sooner, manage their policies more effectively and increase productivity.

"Local employees who have experienced mental ill-health take on average 124 days to return to work. The longer people are away from work, the greater their risk of social isolation and the increased likelihood of the onset of mental health issues, which can further delay recovery," she said.

The [icare Foundation](#) is running the first trial for injured workers in Australia where GPs prescribe 'non-medical' interventions, like attending art classes, equine therapy and men's sheds. Through social and community engagement, physical health and mental wellbeing may improve and increase people's chances of returning to good health and work.

"The [icare Foundation](#), in partnership with [Everymind](#), is also embarking on a mental health e-strategy for small businesses. Our research found this group may be more likely to be affected by poor mental health than the general population," Ms Bailes said.

"The most common area of injury in this region is upper limbs (around 41 per cent), so employers may be interested in a trial we are running, using wearable technology to see what movements could be changed to reduce musculoskeletal disorders.

"Our team of injury-prevention specialists will be partnering with NSW businesses even more closely to provide support, and work with employers to develop practical improvement plans for injury prevention," she said.

"icare is changing the way people think about insurance and care. This forum is a chance for local employers to find out more about what's changed, new ways of preventing workplace injury and helping people return to work and recover sooner," Ms Bailes said.

**WHERE:** Lazy River Estate, 29R Old Dubbo Rd, Dubbo

**WHEN:** Wednesday 11 April, 7am for 7.30 start, ending at 8.45am.

**FOR MORE INFORMATION AND BOOKINGS:** Toni Beattie on 68844883 or [Dubbo Chamber breakfast](#)  
**Media contact:** Phyllis Sakinofsky | [media@icare.nsw.gov.au](mailto:media@icare.nsw.gov.au) | (02) 8297 7570

**About icare:** icare (Insurance & Care NSW) is the insurance and care provider for NSW.

We insure 3.7 million workers, motorists and builders and 296,000 employers. For more information, visit: [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

