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icare NSW appoints independent customer advocate

Understanding customer needs is a priority for icare NSW and will be integral to icare's response to the State Insurance Regulatory Authority's (SIRA) review of the NSW Nominal Insurer and the ongoing commitment to deliver customer centricity. As such, it has appointed a dedicated customer advocate to engage with customers and stakeholders who have participated in the review or have concerns with the customer service that they are experiencing

Former RTWSA director Darrin Wright will lead this engagement to ensure customer views are understood about the performance of the NSW workers compensation Nominal Insurer.

icare NSW CEO and Managing Director John Nagle said the appointment would be beneficial for the 320,000 businesses and 3.2 million employees across NSW who are covered by the Workers Compensation Nominal Insurer.

"icare is committed to delivering a fairer system for both employers and their injured workers and that includes always listening to constructive feedback," Mr Nagle said.

"We have appointed Mr Wright as an independent customer advocate to initially work through the review submissions and engage directly with our customers and stakeholders to ensure we understand what the underlying pain points are and how best to address our customers' needs, while continuing to improve the fairness of what has historically been an unbalanced scheme.

"We acknowledge that in driving a fundamental change to fairness in the workers compensation system, we have not always explained the issues and impacts broadly enough. In a number of cases this has caused unnecessary confusion and uncertainty. We welcome the review of the Nominal Insurer and look forward to understanding the findings as we remain committed to delivering a neutral scheme that works for everyone," he said.

Mr Wright, who has more than 25 years' experience in operations and risk-management and played a pivotal role in the delivery of reforms to the South Australian workers compensation scheme from 2013 to 2016, said he welcomed the opportunity to advocate for employers and injured workers.

"I've seen how impactful it can be to really listen and respond to customers through driving reform in South Australia and I look forward to working with icare," Mr Wright said.

Mr Wright will report directly to the CEO and work with icare's Customer Experience team to ensure icare fully understands the customer feedback and experience outlined in the submissions which have already been published by SIRA. He will reach out directly to customers and stakeholders to schedule meetings over the coming weeks.

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About Darrin Wright

Darrin Wright has more than 25 years' experience in operations and risk management, gained across government organisations and large corporate businesses domestically and internationally.

He has extensive experience in workers compensation and the personal injury market and currently provides consulting services to the Personal Injury and Disability sectors.

Darrin was recently the Director of Claims Agent Performance with RTWSA and was pivotal to the delivery of reforms of the South Australian workers compensation during the period 2013 to 2016.

Darrin is a board member of Minda Housing in South Australia. Minda Incorporated provides support to children and adults with disability in South Australia and is the largest non-Government disability support organisation in the state.

Previous roles Darrin has held include Executive General Manager of Strategy and Product Development at Gallagher Bassett, Director of Claims Agent Performance at RTWSA, General Manager Mining at Penrice Soda Holdings, National Manager OHS and Workers Compensation at General Motors and Australasian Manager OHS and Workers Compensation at National Foods Ltd.