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icare Customer Advocate to review Home Building Compensation Fund

icare's Customer Advocate has launched a review of the Home Building Compensation Fund (HBCF), which provides NSW home owners with support if their builder is unable to complete building work or fix defective work in certain circumstances.

icare CEO John Nagle said following a successful review of the Nominal Insurer, the Customer Advocate role has now been expanded.

"The deeper insights gained from the first review led by the Customer Advocate, former ReturnToWorkSA director Darrin Wright, have enabled us to better understand and address the needs of our workers compensation customers," Mr Nagle said.

"We recognise the value this feedback has provided, so the pilot of the Customer Advocate role has been expanded to undertake reviews of all the schemes icare manages."

Customer Advocate Darrin Wright said review of the HBCF would focus on the experience of builders taking out a policy and the experience of home owners when making a claim.

"I'll be reaching out to builders, brokers and home owners who have purchased insurance or made a claim to learn more about how their feedback can enhance existing processes and improve the experience that they have when engaging with icare," he said.

The customer experience review of the scheme is expected to be completed in the coming months, with a final report to be published by end of September 2020. The Customer Advocate will work with icare's Customer Experience team to ensure icare can use the findings to improve services to its HBCF customers.

The HBCF applies to residential building work projects over \$20,000 (including GST), such as new houses and multi-units up to three storeys in height, as well as home renovations and swimming pool building.

It acts as a safety net for home owners in the event of a builder's or contractor's insolvency, death, disappearance or licence suspension where the builder or contractor has failed to comply with a NSW Civil and Administrative Tribunal (NCAT) or Court money order obtained by the homeowner.

For more information about the Home Building Compensation Fund, visit [icare's website](#).

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