



Presentation for Australian Rehabilitation Providers Association (ARPA)

overview

- about icare
- journey
- rehabilitation providers
- improving evidence-base
- collaboration

icare - Who are we?

icare now delivers all insurance and care services.

Entity

 icare (Insurance & Care NSW)

Brand Identity



icare
hbcf

icare
dust diseases
care

icare
lifetime
care

icare
self
insurance

icare
workers
insurance

icare™

Service Lines
Providing
Services For



Home
Building
Comp.
Fund

Dust
Diseases
Authority

Lifetime
Care &
Support
Authority

NSW Self
Insurance
Corp.

Workers
Comp.
Insurance
(incl.
Sporting
Injuries)

State Insurance Regulatory Authority (SIRA)

Motor
Accidents
Authority

Workers
Comp.
Regulation

Home
Building
Comp.

SafeWork NSW

Work
Health &
Safety

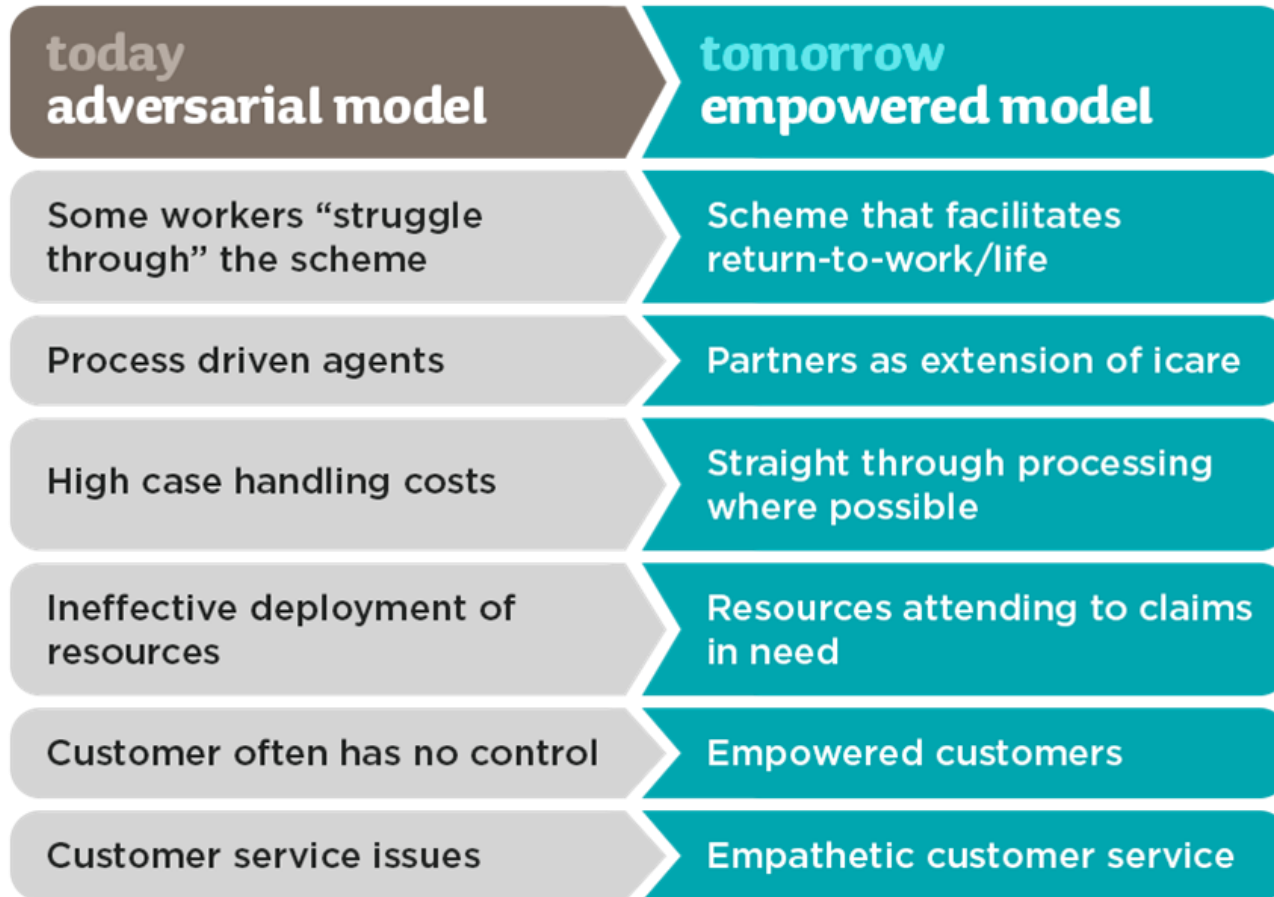
Journey of transformation

More customer-centric and financially sustainable

- policy administration
- premium reform
- transition
- new claims model
- provider management

Working towards a new model

More customer-centric and financially sustainable



Rehabilitation providers

The case for change

- Providers conduct same services in different ways – inconsistent customer experience and service outcomes
- Lack of consistency in how provider performance is monitored, evaluated and managed
- Up to five different types of performance reporting to scheme agents - being interpreted differently

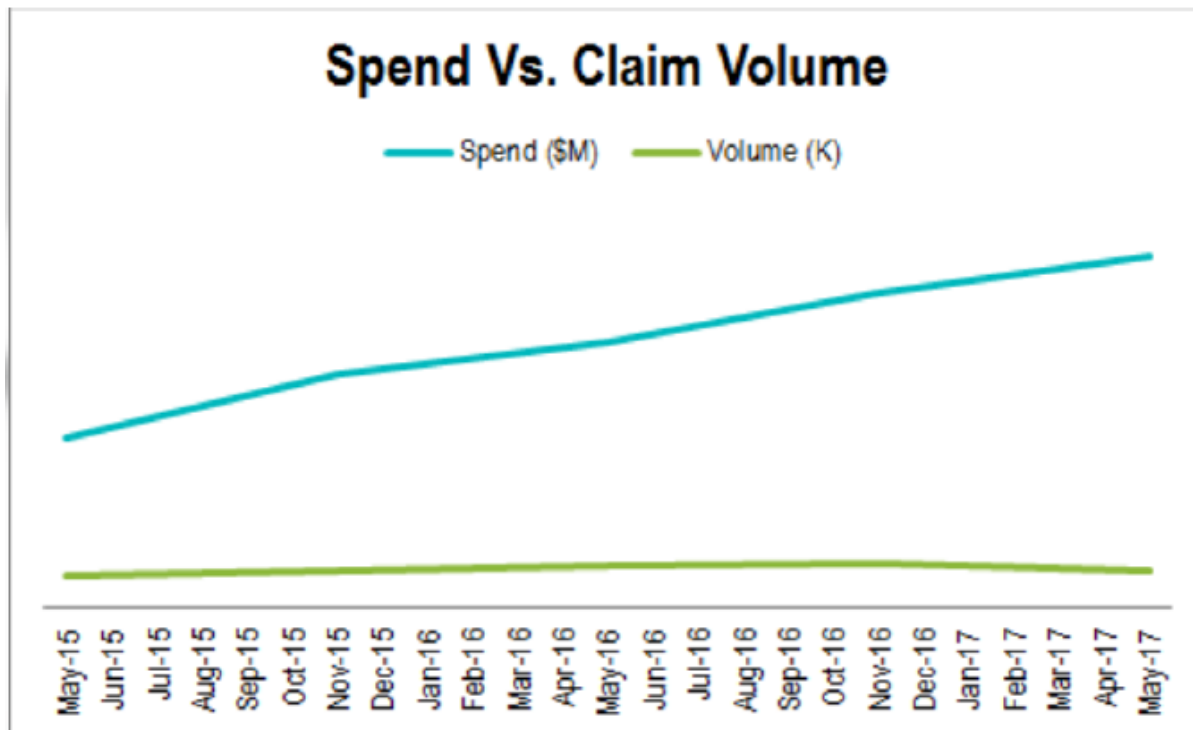
Rehabilitation providers

What's not working

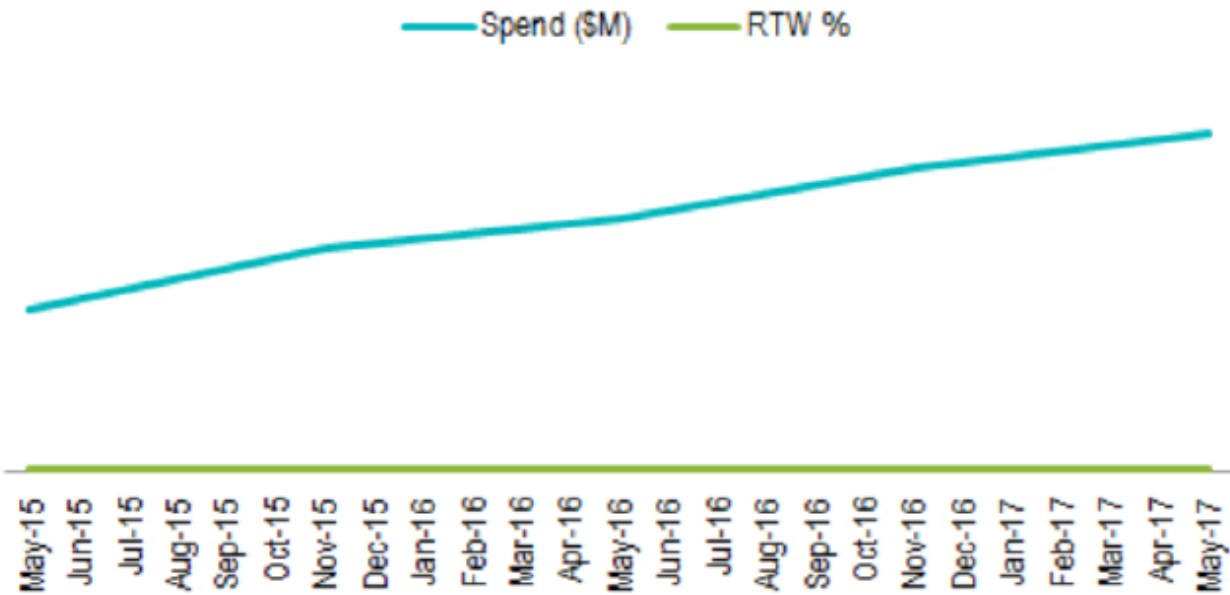
- Reasons for referral poorly communicated to rehabilitation service
- Controls inconsistently applied
- Referrals not always targeted to deliver a claims outcome
- Behavioural changes in response to legislative changes has been evident

Current situation

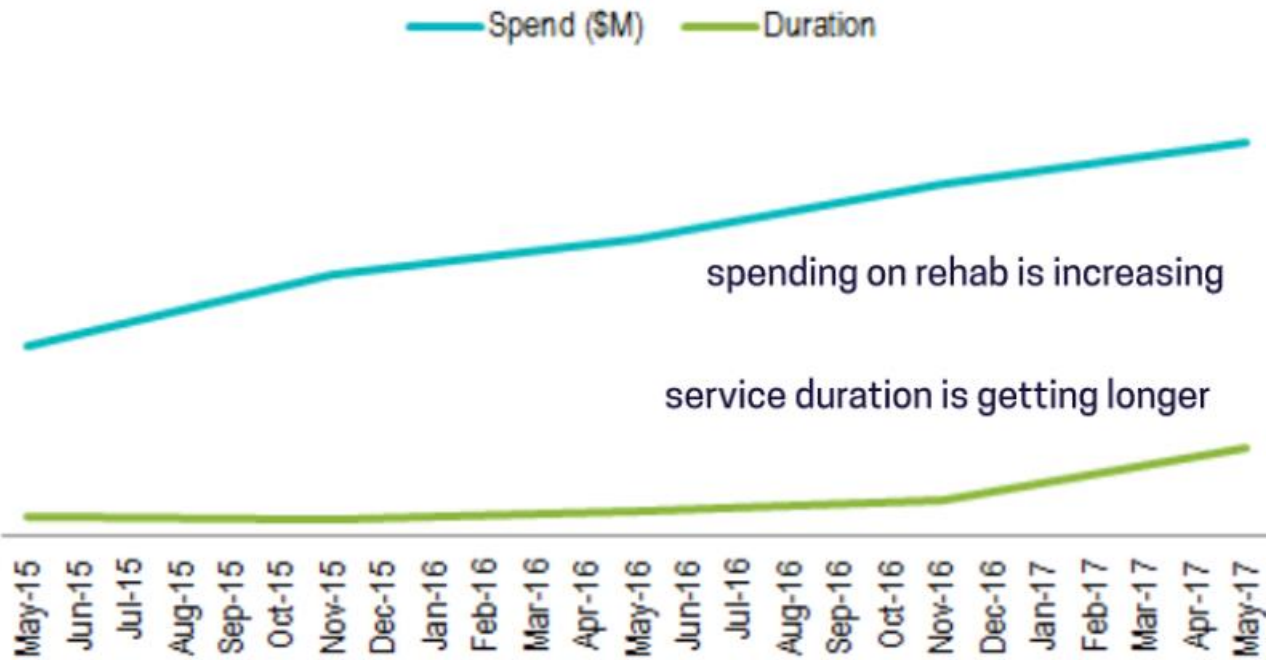
Spending is more, outcomes are the same



Spend Vs. RTW Success Rate (%)



Spend Vs. Service Duration

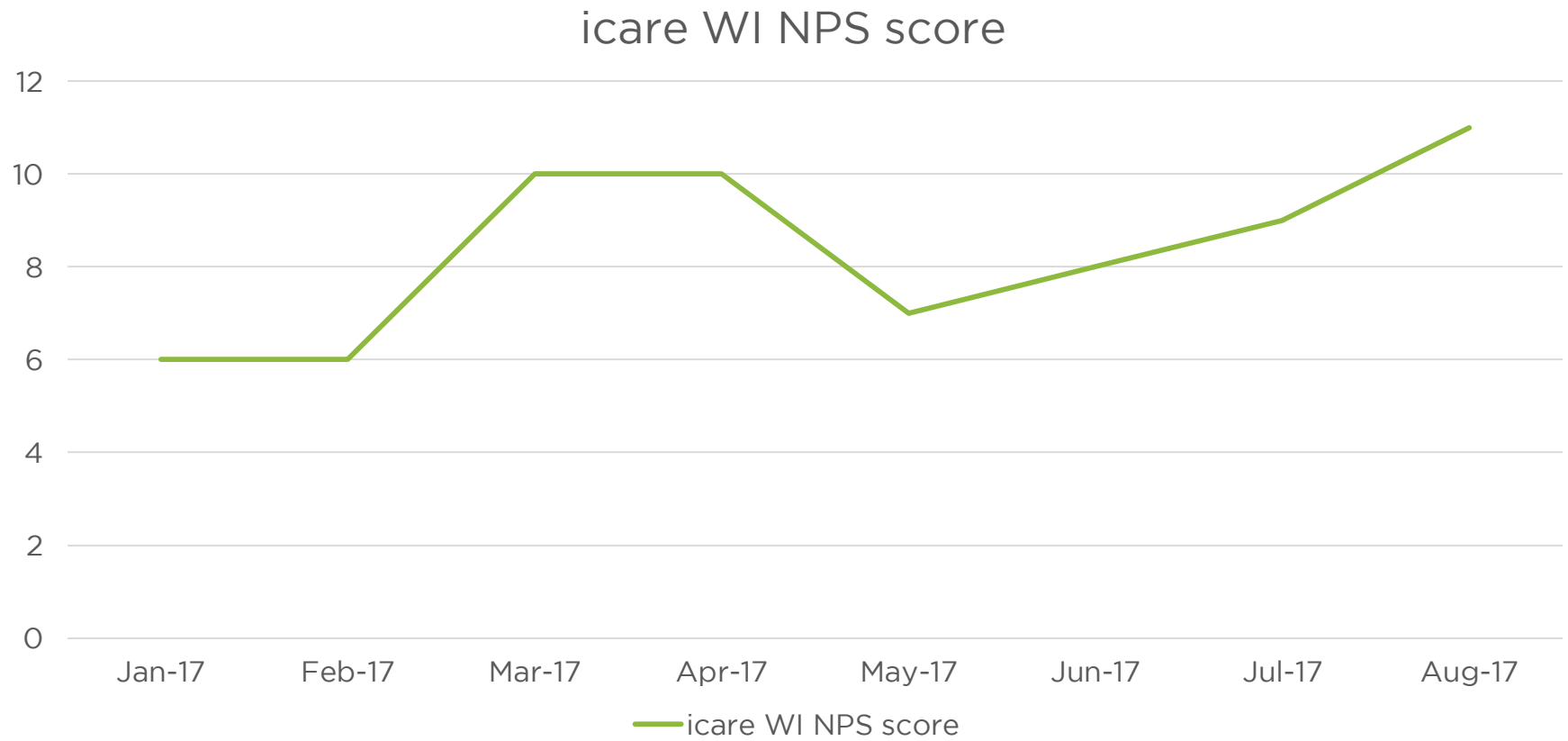


Improving evidence base

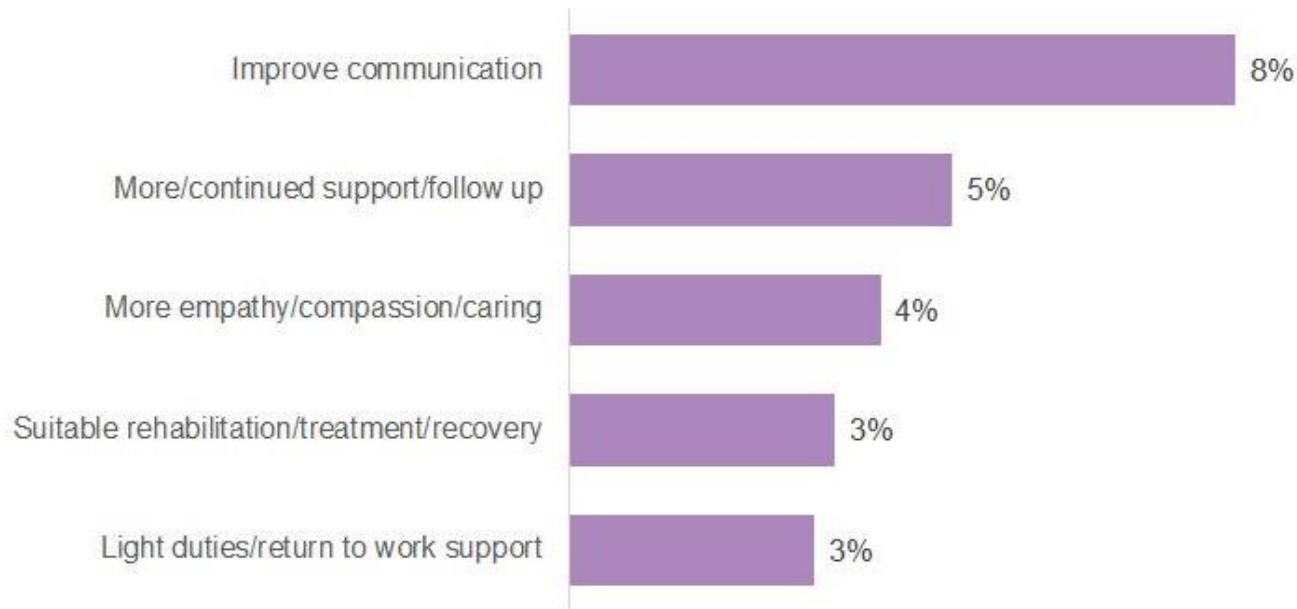
Net Promoter Score (NPS) to help understand how to improve customer experience



NPS rising



Areas to improve



This chart shows a summary of the key areas our customers would like icare and each other stakeholder in the NSW workers compensation scheme to improve on in response to the question: “What is the one thing [stakeholder] could do to improve?”

NPS for rehabilitation providers

By worker -9

By employer +7

We need to:

- Promote the value of measuring customer satisfaction
- Work more closely together

Ufirst

Partnership with the University of Technology Sydney (UTS), and The Harwood Institute

Co-design better solutions for workers, employers and Scheme

aims:

- improve workers wellbeing at work
- timely, evidence-based treatment and services
- better health, social and economic outcomes

Ufirst

Working with Ufirst to answer the question:

What is good rehab?

- online surveys
- in-person interviews
- workshops

Finalising findings to provide a clearer view:

- When and how to best engage rehabilitation services
- What is best practice rehabilitation
- Deliver results for the scheme
- Monitor, evaluate, manage and support performance

ufirst@icare.nsw.gov.au

Partnerships are essential

Continually exploring better ways of working with rehab providers

Let's improve our ways of working

We need to work together to improve customer outcomes

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