icare

TMF Declarations FY24/25 Online Declaration Improvements



icare Insurance for NSW

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1. Property Declaration Form Changes

Type of change	Section	Changes	What this means for you
New Online Validations	ASSET REGISTRATION	New Variance Fields for:	Please provide as much details as possible about the
	SECTION	Buildings	variance to assist our understanding of the key reasons
		Contents	for exposure movements.
		Consequential Loss and	
		Contents - Cultural Art & Artefacts	
		The system will automatically calculate the variance of the current total	
		asset register value in comparison to last year's total. Where the	
		Variance is +/- 15%, the user is to provide details for the variation.	
	1. ASSET REGISTER	Before a user can "COMPLETE SECTION", user must tick an	Please ensure that all Inactive asset values have been
	2. WATERCRAFT	acknowledgement box that they have reviewed the Inactive asset,	manually updated to zero* values for all applicable fields.
	3. AVIATION	watercraft of aircraft.	Any Inactive asset where the values have not been
			updated to zero, will automatically calculate towards the
			Agency's Total Asset Value
Status Name Updated	1. ASSET REGISTER	The previous status, 'New' has now been updated to 'Forecast'. This	For any assets where the 'New' status was used in the
-	2. WATERCRAFT	status is to be used by the user for property assets that are currently	previous year, it will now have been updated to 'Active'.
	3. AVIATION	under construction/ renovation which are due to come into the Agency's	Please review the Valuation Date which may have the
		ownership within the declared Financial Year	default date.
			Only use 'Forecast' for the assets that are currently
			under construction/ renovation which are due to come
			into your Agency's ownership within the declared
			Financial Year



Type of change	Section	Changes	What this means for you
Field Name Updated	AVIATION	Aircraft Registry Grid column renamed "Forecast Flying Hours"	Please declare the flying hours that the aircraft is intended to be used.
Question Amended	FINE ARTS	First question changed to: "Does your Agency own any Fine Art works/collections over \$10m per site/location?"	Only use this section of the form to declare Artworks / collections owned by your Agency worth over \$10m at any 1 one site.

2. Motor Declaration Form Changes

Please provide as much details as possible about the variance to assist our understanding of the key reasons for exposure movements.

3. Miscellaneous Declaration Form Changes

icare has worked with International SOS to better align the terminology which has resulted in the terminology change to 'Domestic'.

Type of change	Section	Changes	What this means for you
Question Amended	MISCELLANEOUS	Travel Field:	Please provide a value for each category separately.
		Domestic* and International travel to be declared separately.	
		* Domestic travel refers to work-related travel which involves overnight	
		travel accommodation away from the persons Place of Residence within	
		Australia".	



4. Workers Compensation Form Changes

Type of change	Section	Changes	What this means for you
New Question	Workers and	Asbestos Wages:	It is important that agencies indicate whether any of their
	Apprentices	If an Agency has any workers in the course of their employment exposed	workers in the course of their employment are exposed
		to or handle any asbestos containing products, they will now be required	to or handle any asbestos containing products. A specific
		to provide the FTE and wages for these.	Dust Diseases Levy rate will be applied whose business
			activities involve exposure to asbestos.

5. Cyber Form Changes

To have a better understanding of the Agency's cyber process and maturity, icare has made a few changes to the Cyber form to obtain a better understanding of an Agency's cyber exposure.

Type of change	Section	Changes	What this means for you
Question Amended	CYBER LIABILITY	Question amended:	Greater clarity of what is being asked.
		Does your agency implement cyber security awareness training across all staff and contractors at least annually, including those authorised to	
		access or process personal data?	
		Additional skip logic questions for: Does your agency backup and check network information regularly? If "Yes", please provide details: • Please provide details of testing of back-ups, how often are these undertaken and Please confirm if back-ups are stored at off-site locations? Are backups containing personal data encrypted? If "No", please provide details of any other measures to protect personal data. (Encrypt Personal Data)	These questions will provide icare with additional information with the intention of understanding the Agency's back-up system, what this looks like and whether or not stored off-site to mitigate the impact of a cyber event.

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Type of change	Section	Changes	What this means for you
New Questions	CYBER LIABILITY	Contracting with vendors, suppliers and partners. If a 'Yes' answer is provided, four additional questions follow - 1. Vendor security system and system management 2. Vendor staff cyber training 3. Vendor cyber security policy and details 4. Vendor cyber insurance	Please answer these to the best of your knowledge and provide as much supporting information as possible where required.
		Australian Cyber Security Strategy Essential 8. Agency to confirm whether they have adopted the key controls for strategies to mitigate and prevent cyber incidents, as per the Australian Cyber Security Strategy Essential 8. if "Yes", user required to select level of maturity between 0 and 4.	Please confirm whether your Agency has adopted the Australian Cyber Security Strategy Essential 8 and confirm your Agency's most recent Cyber Maturity score.
Question Amended	CYBER ENTERPRISE RISK MANAGEMENT	Question amended: You have not waived your rights of recourse against the products / service provider in the outsourcing contract	Greater clarity of what is being asked.
Questions moved to another Section	CYBER ENTERPRISE RM SECTION to CYBER LIABILITY	Personal data is encrypted when transmitted over the network Mobile devices and laptop hard disks are encrypted	Better alignment of the question, i.e. encryption related questions are grouped together.
Questions Abolished	CYBER LIABILITY & CYBER ENTERPRISE RISK MANAGEMENT	 Does your Agency adhere to and comply with the NSW Government Cyber Security Policy? Has your Agency adopted the Cyber Security Capability Maturity Model? A Data Breach Response plan is implemented and roles are clearly communicated to the functional team members 	N/A



6. Liability Form Changes

Type of change	Section	Changes	What this means for you
New Function & Online Validation	AGENCY ACTIVITIES	Annual Income Table with all the income fields displaying. It will also display the Agency's previous year's Annual Income.	Allows users to see the values declared for their Agency in the previous year.
		The system will calculate the variance between the two years and if a variance of -/+15% is detected for your Agency, a commentary field will populate where you are required to provide details of changes to the values.	Include ALL income in Dollars, including government funding (whether it is Federal, State or Local). Please provide as much detail as possible about the variance to assist our understanding of the key reasons for exposure movements.
New Questions	AGENCY ACTIVITIES Operations	Dangerous Chemicals Confirm whether your Agency uses Dangerous Chemicals. If 'Yes': Additional skip logic questions for: 1. Use of chemicals or solvents 1a. Types of chemicals or solvents 1b. Safety precaution measures	Provide information regarding the Agency's use and storage of dangerous materials which can be dangerous if not properly managed and may pose both health and physical hazards.
	PUBLIC LIABILITY Tenders/Contracts	1c. Storage 1d. Extent of how products are used Additional skip logic questions for: Does your Agency engage sub-contractors/contractors for a service? 1. Subcontractor / contractor engagement 1a. Types of services 1b. Acceptance of hold harmless clauses/additional liability assumed	Confirm whether hold harmless agreements (additional liability assumed) are accepted by the Agency in the Public Liability space, for any type of service, not only professional services.
	PUBLIC LIABILITY Tenders/Contracts	New Question: Does your Agency have quality controls in place to manage contract scope, wording and risk mitigation? If Yes, please describe the contract review process.	Confirm whether you have a contract review process. A copy of your policy/procedure can also be emailed to declarations@icare.nsw.gov.au.

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7. Health Global Liability Form Changes

Type of change	Section	Changes	What this means for you
New Sections	MULTIPLE	Form split into 5 Sections instead of the existing single section.	Allows you to Delegate the specific section to different
		1. EMPLOYEE CLASSIFICATIONS AND OTHER MEDICAL	people within your organisation.
		PRACTITIONERS	
		a. Employees in Teaching Facilities	
		b. Employee Classifications	
		c. Medical practitioners with a 'Contract of Liability Coverage with	
		a Public Health Organisation' Classifications	
		2. RISK MANAGEMENT	
		a. Employees who are health practitioners and are required to	
		hold Ahpra registration in order to practise	
		b. 'Contracts of Liability Coverage with a Public Health	
		Organisation' agreements with medical practitioners	
		3. PHARMACEUTICALS	
		4. FACILITIES	
		a. Nursing Homes	
		b. Hospitals	
		5. OPERATIONS	
		a. Baby deliveries	
		b. b. Surgeries	
New Help icons	MULTIPLE	The 'I' icons have been added to assist in completing the relevant	You can now hover on the 'I' icons for guidance on how
		question (incudes definition for Nursing Homes and Hospitals, etc)	to complete that question.
New Classifications	EMPLOYEE	Update to existing Employee Classifications and new classifications	Allows user to accurately align the employee
	CLASSIFICATIONS	have been added	classification
New Classifications		Update to existing Employee Classifications and new classifications	Allows user to accurately align the employee

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Type of change	Section	Changes	What this means for you
New Questions	OTHER MEDICAL PRACTITIONERS SECTION RISK MANAGEMENT	New VMO classification table with different types of Medical Practitioners and request for remuneration info. Two new questions, If Agency selects, Yes, then 1 additional question appears for each main question as well as an additional comments field. 1. Ahpra registration a. Is there a process to confirm the registration	Allows the Agency to advise the potential risk and exposure relating to VMO categories of Medical Practitioners that are engaged by Health pursuant to a 'Contract of Liability' agreement (i.e. non-employees).
		 b. Additional comments if required 2. Contracts of Liability Coverage with a Public Health Organisation agreements with medical practitioners a. Is there a process to confirm the Aphra registration b. Additional comments if required. 	
	PHARMACEUTICALS	New question regarding types of pharmaceuticals which are anticipated will be produced or manufactured.	Allows the Agency to advise the types of pharmaceuticals which are produced or manufactured.
Questions Amended	OPERATIONS Baby Deliveries	Information requested for actual deliveries for the most recent financial year only.	Less year on year duplication
	OPERATIONS Surgeries	Agency is now required to provide breakdown of surgeries between: Surgeries - Adult Surgeries - Paediatric	Please provide the breakdown between Adult and Paediatric surgeries.



8. All Users - System updates

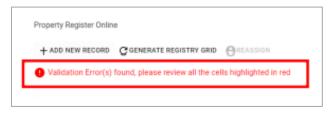
8.1 New messaging for Validation Error(s) on Registry Grids

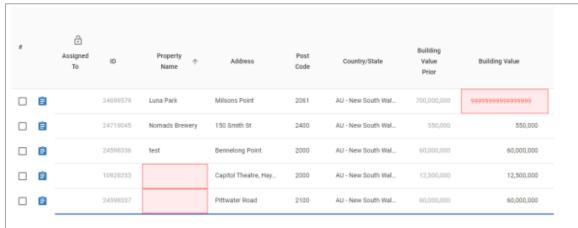
A new enhancement has been added to the Form for *Registry Grids*. Registry grids may contain many rows of data and when there is an error in a cell it can be easily missed.

A new error message will now appear above the Registry Grid, this is in addition to the cell being highlighted in red.

See the example below, where the Registry Grid has triggered validation errors across multiple rows.

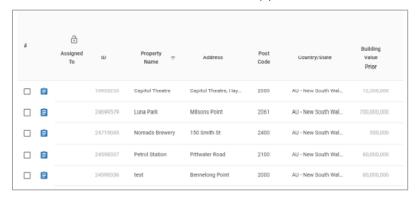
The new message (Validation Error(s) found, please review all the cells highlighted in red) at the top of the Registry Grid is displayed along with the cells being highlighted in red to make it easier for the user to identify errors.







As shown below, once the validation error(s) are resolved the message will clear and you will be able to submit the form.



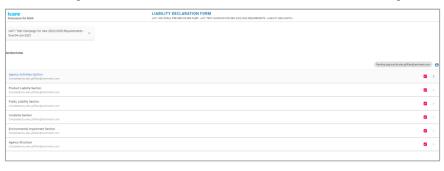
8.2 Display Preview while Form is Loading

The platform (Digital) will now display a "skeleton" (a greyed-out preview of the page's content) while forms are loading.

The following illustration shows an example of the preview that appears while the form is loading.



The following illustration shows the form after it has finished loading:



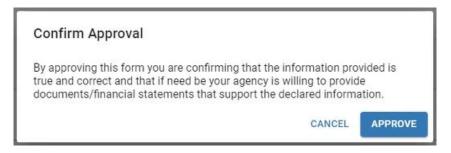
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8.3 Approval button Message

The Approval button message has now been changed to "By approving this form you are confirming that the information provided is true and correct and that if need be your agency is willing to provide documents/financial statements that support the declared information."

This is a reminder of the importance of the Approver role and providing us with accurate and updated data with considered estimates for the upcoming financial year.



8.4 Timing Out

Digital sessions will no longer time out while using the application. This will avoid users being timed out when end user is in a form. The application will only time out if system detects no activity from the end user.