

Workers Care Program

Your feedback – tell us what you think

We are here to help and we value what you have to say about the quality of our service. If we have exceeded your expectations, or we have not met them, we encourage you to talk with us.

Providing us with feedback or making a complaint will not affect your relationship with us, or the services we pay for. Sharing your experience can help us fix problems and improve the services we provide.

Let's talk about it

We hope you feel comfortable talking with your Workers Care contact or other people you have been talking with at icare. If you are unhappy about something, or wish to make a complaint, please let them know what they can do to help. They may be able to address your concerns immediately.

If you would prefer to speak with someone else, you can also make contact via any of the below methods:

| | |
|-----------------|--|
| Phone: | 1300 738 586 |
| Email: | feedback.workers-care@icare.nsw.gov.au |
| Website: | Use the 'Contact us' link on our website at www.icare.nsw.gov.au |
| Post: | Scheme Integration and Resolution Team GPO Box 4052 Sydney NSW 2001 |

What help can I get to make a complaint?

You are welcome to ask a family member, friend, representative, or advocate to talk with us on your behalf. We have several impartial and external support and advocacy service providers who can help you in navigating the dispute process. For more details, see information sheet: *W12 Support and Advocacy Service – Injured Workers*.

You can also make a complaint in your preferred language. Let us know if you would like to use an interpreter to speak with us, or if you would like any documents translated. You can also call Associated Translators and Linguists on (02) 9231 3288.

What do we need from you?

If you are making a complaint you need to tell us clearly why you are unhappy with our services and tell us the outcome you are seeking. Providing your name and contact details will help us to get in touch with you to resolve your issue.

When will you respond to my complaint?

We aim to get back to you within 2 business days of receiving your feedback. If we need more time to look into your concern, we will let you know and keep you updated. You can also give anonymous feedback; however, we will not be able to tell you of the outcome or any action we have taken.

What is the difference between a complaint and a dispute?

A complaint is when you are not satisfied or are unhappy with our services. Anyone can make a complaint and there is no cost associated with making a complaint. Complaints can be about:

- any aspect of Workers Care
- the level of service provided to you
- the services we pay for

A dispute is when someone disagrees with a decision we've made about your medical, hospital, or rehabilitation treatment, or care.

A dispute is resolved in a different way to a complaint. Information sheet W11: *Resolving disputes about medical, hospital and rehabilitation treatment* has more details on disputes.

What do I do if I am not happy with the outcome of my complaint?

Our Scheme Integration and Resolution Team can review your complaint if you are unhappy with the response you receive. You can:

- ask your Workers Care contact to refer you to a Customer Resolution Advisor in the Scheme Integration and Resolution Team
- call our switchboard on 1300 738 586 and ask to be put through to a Customer Resolution Advisor
- send an email to: feedback.workers-care@icare.nsw.gov.au

We aim to contact you within 2 business days to discuss your complaint and your desired outcome. We will provide you with a written response within 20 business days. This response will explain the outcome and any actions we have taken. We will keep you updated on our progress if there are delays in receiving important information, or in responding to you.

If you feel the Scheme Integration and Resolution team has not sufficiently or fairly dealt with your complaint, you can ask for an internal review. To do this, contact our General Manager, Lifetime Schemes Frontline by email or post. Details are below:

Email: feedback.workers-care@icare.nsw.gov.au
In the subject line, write 'For the General Manager, Lifetime Schemes Frontline'

Post: General Manager, Lifetime Schemes Frontline
icare Workers Care Program GPO Box 4052
Sydney, NSW 2001

Who else can I talk to about my complaint?

NSW Ombudsman

You can also take your complaint to the NSW Ombudsman at any time. The NSW Ombudsman is independent and impartial. Its role is to make sure NSW agencies, including icare, are doing their jobs properly and meet their responsibilities to the community. You can contact the NSW Ombudsman directly at:

Phone: 02 9286 1000
Toll free phone: 1800 451 524
Website: www.ombo.nsw.gov.au

Independent Review Office (IRO)

IRO can be contacted if you have a complaint about Workers Care that affects your rights or obligations under NSW workers' compensation legislation.

Phone: 13 94 76
Email: complaints@iro.nsw.gov.au
Website: www.iro.nsw.gov.au

Your privacy

icare collects only the information from you that we need to in order to provide our services to you. Full details of our privacy policy can be found on our website: www.icare.nsw.gov.au/privacy/your-privacy.

We record feedback to improve the quality of our service. If you would rather we do not record your feedback, or you wish to remain anonymous, please let us know and we will not include your details in our records.

Compliments and Suggestions

Have you been impressed or pleased with our service, or have any suggestions for us? Tell us about it so we can share examples of good service, or ideas among our staff. You can send your compliments or suggestions to:

Post: Scheme Integration and Resolution Team
GPO Box 4052
Sydney, NSW 2001

Email: feedback.workers-care@icare.nsw.gov.au

Workers Care Program
GPO Box 4052, Sydney, NSW 2001
General Phone Enquiries: 1300 738 586
Email: care-requests@icare.nsw.gov.au
www.icare.nsw.gov.au