

NSW Workers Compensation

WorkCover no longer exists,
and has been replaced by three new organisations:

icare[™]

icare

provides workers
compensation
insurance to NSW
employers.



SafeWork NSW

SafeWork NSW

is the work,
health and safety
regulator in NSW.



**State Insurance
Regulatory Authority**

SIRA

regulates
the workers
compensation
scheme in NSW.

These changes were made to make things
fairer for workers and employers.

In addition:

IRO

Independent
Review Office

IRO

IRO is the workers
compensation independent
review office providing
support to workers.



**Personal Injury
Commission**

PIC

The Personal Injury
Commission resolves
disputes between people
injured in motor accidents or
workplaces, employers and
insurers.

icare[™]
Insurance and Care NSW



NSW Workers Compensation

Navigating the NSW Workers Compensation System

as of November 2021

Employers

Do you need to take out a policy or lodge a claim?

- » Contact icare at www.icare.nsw.gov.au

Do you have a policy related question or complaint?

- » Contact icare on 13 44 22 or wisupport@icare.nsw.gov.au
- » If unresolved, contact SIRA on 13 10 50 or contact@sira.nsw.gov.au

Do you have a claim related question or complaint?

- » Contact the Claims Service Provider managing your claim
- » Contact icare on 13 99 22 or piclaimsenquiries@icare.nsw.gov.au
- » If unresolved, contact SIRA on 13 10 50 or contact@sira.nsw.gov.au

Do you need advice or support in improving the health and safety within your workplace, or to report a workplace incident?

- » Contact SafeWork NSW on 13 10 50 or contact@safework.nsw.gov.au
- » icare can provide support to minimise workplace injuries and insurance costs. Contact icare on prevent@icare.nsw.gov.au



icare

icare is the Government Insurer for workers compensation in NSW workplaces.

icare manages employer policies directly whilst icare's Claims Service Providers - Allianz, EML, GIO and QBE - manage claims on behalf of icare following a workplace injury.

SafeWork NSW

Provides advice and support to improve health and safety in the workplace.

SafeWork NSW also provides licencing and registration for potentially high-risk work and investigates workplace incidents.

Workers

If you have been injured at work, tell your employer.

- » You can also lodge a claim at www.icare.nsw.gov.au

Do you have a claim related question or complaint?

- » Contact the Claims Service Provider managing your claim
- » Contact icare on 13 99 22 or email piclaimsenquiries@icare.nsw.gov.au
- » If your complaint relates to your Claims Service Provider, and remains unresolved, contact IRO on 13 94 76
- » If your complaint relates to your employer or a provider and remains unresolved, contact SIRA on 13 10 50 or contact@sira.nsw.gov.au

Do you disagree with a decision made on your claim and need legal advice?

- » Contact IRO on 13 94 76

Are you concerned about the health and safety of your workplace, or want to report a workplace incident?

- » Contact SafeWork NSW on 13 10 50 or contact@safework.nsw.gov.au

Are you concerned about dust exposure at work?

- » Contact icare on 8223 6600 or 1800 550 027 (toll free)
- » For lung screen enquiries, contact icare on 139 444



SIRA

SIRA regulates the workers compensation scheme and is responsible for promoting its effectiveness, efficiency and viability.

In addition:

IRO

IRO helps workers resolve complaints relating to claims management and can provide funding for legal advice.

PIC

The Personal Injury Commission is a tribunal that resolves disputes between people injured in motor accidents or workplaces, employers and insurers.