icare™
Insurance and Care NSW

Workers Insurance
Policy Dashboard

September 2023

Number of active policies[1]

337,688

Number of new business policies[2]

2,794

Number of actions via self-service[3]

31,716

Customer Satisfaction (CSAT) score for policies[4]

83

For information on how icare is providing support to NSW businesses during COVID, please go to our COVID information for employers page.

1 Total number of active policies (not cancelled or expired) as at the end of the month.
2 Number of new business policies with an effective start date that month.
3 Number of new business policies, hindsight adjustments and mid-term policy changes submitted via Customer Self Service (CSS) on the icare website.
4 For more information on the CSAT score visit: https://www.icare.nsw.gov.au/about-us/customer-engagement/icare-customer-experience