

If you received workers compensation payments from October 2012, they may be inaccurate

From October 2012, the way workers compensation payments in NSW were determined changed. This changed the information required and the calculation process used by insurance companies to determine the weekly compensation payments for people who had sustained a work-related injury.

icare, which replaced WorkCover NSW, initiated a review of how weekly workers compensation payments were determined by insurers. In some instances missing earnings information or other issues may have resulted in people being underpaid.

If you received weekly compensation payments that started on or after 1 October 2012, you may have been paid an incorrect amount.

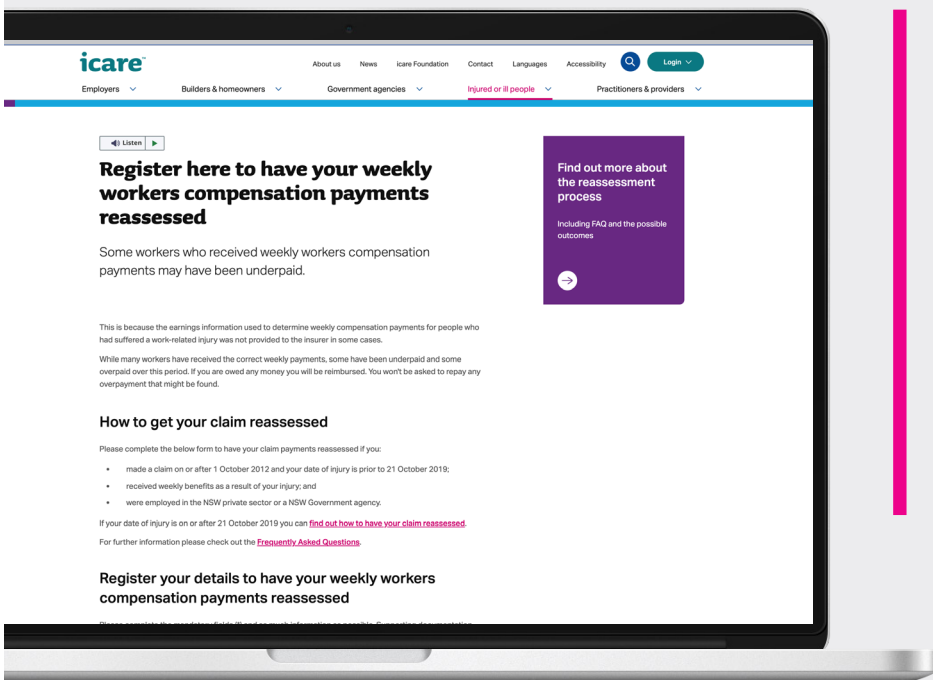
We are inviting you to have your weekly compensation payments reassessed to understand if they are correct.

To request a reassessment of your weekly compensation payments, head to our website: www.icare.nsw.gov.au/assessment-form (you can also scan the QR code on this fact sheet).

If my payments are reassessed, what is the process?

If you are eligible, we will pass your details to your insurer to perform the reassessment of your weekly entitlements. They will contact you after you've submitted your request for a reassessment.

To support this process they may request additional information about your earnings in the year prior to your claim, i.e. payslips, leave records and other pay information.



Does this matter raise issues for you?

We acknowledge the information in this letter may cause you concern. If you are feeling anxious or stressed, we encourage you to contact our free mental health support service, Acacia Psychology on 1300 078 489 or info@acaciapsychology.com

What are the possible outcomes of the reassessment?

There are four possible outcomes:

There is a change to your weekly workers compensation payments



1. You have been overpaid

You will not be required to pay back any overpayment. However, if you are currently receiving weekly payments, your future payments will be adjusted.



2. You have been underpaid

This will result in a reimbursement to you. If you are currently receiving benefits, your ongoing weekly payments may also be adjusted.

There is no change to your weekly workers compensation payments



3. No change

After reassessing your application, there may be no change.



4. A reassessment is not possible

This may be an outcome if you have a claim that has previously been settled.

If you need further advice

What if I'm unsure how to proceed?

You can call the icare team on 02 6714 8003 for more information. Alternatively, you can also contact your union or a lawyer if you are unsure about what this notice means or would like to get advice on what to do.

If you have any concerns, you can contact the Independent Review Office (IRO). IRO receives and accepts enquiries or complaints about the conduct of an insurer and is ready to take your call about this process. If required, IRO can connect you with an approved lawyer to provide legal advice which may be provided free of cost.

Contact IRO on 13 94 76, by email contact@iro.nsw.gov.au or webform available at www.iro.nsw.gov.au. An IRO Solutions Team member will respond to you within one business day.

Where can I seek financial advice?

We encourage you to seek financial advice if you need to and these free publicly available support services may be able to assist:

- Moneysmart
www.moneysmart.gov.au
- HSNet
www.hsnet.nsw.gov.au



هل تريد الحصول على هذه المعلومات مترجمة؟ يرجى زيارة الموقع الإلكتروني www.icare.nsw.gov.au/assessment-form أو مسح رمز الاستجابة السريعة QR. موقعنا متوفر بلغتك.

你是否需要这些信息的译文？
请访问网站 www.icare.nsw.gov.au/assessment-form 或扫描二维码。
我们的网站有中文版。

您是否需要翻譯這個資訊？
請進入 www.icare.nsw.gov.au/assessment-form 網站，或掃碼二維碼。
我們有用您的語言製作的網站。

क्या आपको इस जानकारी का अनुवाद करवाने की आवश्यकता है?
www.icare.nsw.gov.au/assessment-form वेबसाइट पर जाएँ या QR कोड स्कैन करें।
हमारी वेबसाइट आपकी भाषा में उपलब्ध है।

이 정보의 번역본이 필요하신가요?
www.icare.nsw.gov.au/assessment-form 를 참조하시거나 QR 코드를 스캔하세요.
본 기관의 웹사이트는 여러분의 언어로 번역되어 있습니다.

Quý vị có cần dịch thông tin này hay không?
Truy cập trang mạng www.icare.nsw.gov.au/assessment-form hoặc quét mã QR.
Trang mạng của chúng tôi có phiên bản bằng ngôn ngữ của quý vị.

If you have any questions regarding the reassessment process or need additional support, please contact the icare team on 02 6714 8003. You can lodge your assessment at icare.nsw.gov.au/assessment-form or scan the QR code.