

Lost, damaged and stolen equipment

What happens if my equipment is lost, damaged or stolen?

If you have equipment that has been funded by **icare**, and this equipment is lost, accidentally damaged, maliciously damaged or stolen, we need to know straight away. Insurance may be available for the repair or replacement of the equipment. The minimum amount that may be claimed is \$300.

Insurance is not available for damage due to wear and tear.

Do I need to contact the police?

If equipment you use is stolen, maliciously damaged, or damaged by a motor vehicle you will need to report this to the police. The police will give you an event number that you need to give to your coordinator.

Who can help me with an equipment insurance claim?

Your **icare** coordinator can help you with details and receipts for the equipment.

Who submits the insurance claim?

An insurance claim is submitted by your **icare** coordinator. The coordinator will get details of the loss, damage or theft from you. Then, **icare** will submit it to the insurance provider.

Do I have to follow steps for an insurance claim?

Yes. Insurance claims need specific information. Giving this information means that claims can be processed quickly.

What are the steps?

Lost or accidentally damaged equipment

1. Record details of the equipment that was lost or damaged. Your coordinator or case manager may be able to help you with details and receipts for the equipment.
2. Record details of how the loss or accidental damage occurred including:
 - a. date and time the equipment was lost or damaged
 - b. address where this occurred
 - c. description of how it occurred.
3. Record names and contact details of any witnesses to the loss or accidental damage.
4. If the equipment was lost or misplaced, contact the lost property office where the equipment was lost as they may have found it.
5. Record details of any household contents, travel or other insurance you have that may cover the loss or damage to the equipment.

6. Get a report from a repairer telling us what it will cost to repair or if it is unable to be repaired. If it is unable to be repaired, you will need to get a quote for the replacement of the equipment. Please note: all quotes will need to be addressed to icare.

Stolen or maliciously damaged equipment

1. Write down details of the equipment that was stolen or damaged. Your coordinator or case manager may be able to help you with details and receipts for the equipment.
2. Write down details of how the theft or malicious damage occurred including:
 - a. date and time the equipment was stolen or maliciously damaged
 - b. address where this occurred
 - c. description of how it occurred.
3. Record names and contact details of any witnesses to the theft or malicious damage.
4. Tell the police that equipment has been stolen or maliciously damaged. You may be asked to go to your local police station.
5. Give your **icare** coordinator the police report number and details of the police station where the report was made.
6. Record details of any household contents or other insurance you have that may cover the loss or damage to the equipment.
7. Get a report from a repairer telling us what it will cost to repair or if it is unable to be repaired. If it is unable to be repaired, you will need to get a quote for the replacement of the equipment. Please note: all quotes will need to be addressed to icare.

Further information

For more information please email easyorder@icare.nsw.gov.au or call the equipment officer on 1300 738 586.