

STANDING COMMITTEE ON LAW AND JUSTICE
2018 REVIEW OF THE WORKERS COMPENSATION SCHEME
Police Association of NSW – Answers to Questions on Notice

Question

Mr DAVID SHOEBRIDGE: Are you aware that icare has changed the way in which it deals with medical disputes about treatment, particularly, so that they have an internal review mechanism where there is a dispute? Rather than having to go off, the worker gets an independent medical specialist, the insurer gets an IMS, and the decision is made three months later in a sort of grinding, bureaucratic method. Icare are now convening an internal review panel and getting it all done within five days. Are you aware of that change in icare?

Mr REMFREY: I am not across it at this stage.

Ms MEMBRENO: No.

Mr DAVID SHOEBRIDGE: Is anything like that happening with the TMF?

Ms MEMBRENO: Not that we are aware of, not in terms of independent reviews along those lines, no. But we would be happy to canvass that with a number of our injured workers.

Mr DAVID SHOEBRIDGE: If you would. Have a look at what icare is doing, then feel free to take it on notice whether or not you would want that to happen in the TMF as well. I assume you would because almost uniformly the response has been that it has been very positive.

Answer

The Police Association of NSW is aware of the icare model referred to.

EML (the TMF insurer for the NSW Police Force) has instructed us they do not currently utilise that same process.

According to the material provided to the PANSW, it appears the icare process creates a much quicker turnaround time. Therefore the PANSW has indicated in principle support for that process being applied by EML, and we are currently investigating in more detail whether that process would be transferable to our system.

The Police Association of NSW has actively engaged with EML to advance discussions in relation to developing a similar model under the TMF umbrella for NSW Police claims. We are hopeful for improvements in this space to improve the claims experience for injured officers with medical disputes.