

WorkSafe's new Agent panel

Agent panel to manage premium and claims from 1 July 2016 explained

April 2016

Why did WorkSafe conduct a tender for Agents to provide WorkSafe's premium and claims management services?

The tender was undertaken because the current Agent contracts expire at 4pm on 30 June 2016.

We usually conduct a tender every five years to help better meet the needs of employers and workers.

The tender process helps WorkSafe ensure Victoria has a high standard of premium and claims management, and a proactive return to work culture. The tender also helps to ensure a financially stable and respected workers' compensation scheme that provides superior client service.

It is usual for WorkSafe to move employers' WorkCover insurance registrations and associated claims between Agents at this time.

What is a WorkSafe Agent?

WorkSafe Agents are organisations appointed by WorkSafe to manage employers' WorkCover insurance registrations and workers' compensation claims.

Agents perform most premium and claims management functions. They also provide advice to help injured workers return to work.

Who is on the new Agent panel?

The panel comprises:

- Allianz Australia Workers' Compensation (Victoria) Ltd (Allianz)
- CGU Workers Compensation (Vic) Limited (CGU)
- EML VIC Pty Ltd (EML)
- Gallagher Bassett Services Workers Compensation Vic Pty Ltd (GB)
- Xchanging Integrated Services Victoria Pty Ltd (Xchanging)

WorkSafe is confident the new Agent panel will provide the capability and service to continue to improve workers' compensation in Victoria.

Is the new panel different to the current panel of Agents?

As a result of the tender the following changes to the current Agent panel have been made:

- EML will commence as a WorkSafe Agent at 4pm on 30 June 2016.
- QBE Workers Compensation (Vic) Limited (QBE) will conclude their role as a WorkSafe Agent on 30 June 2016. Employers' registrations and claims managed by QBE will be transferred to either EML or Xchanging.

How did WorkSafe choose its new Agent panel?

The process to select the new Agent panel was conducted according to Victorian Government tender guidelines.

In June 2015 WorkSafe sought expressions of interest from organisations to provide premium and claims management services in Victoria. This was an opportunity for organisations not currently on the WorkSafe Agent panel to apply. A request for tender was then put out to eligible organisations.

After a thorough evaluation process, WorkSafe appointed its new Agent panel.

How will I know if I'm affected by the changes?

For the majority of employers there will be no change.

If you are registered for WorkCover insurance with Allianz, CGU, GB or Xchanging there will be no change. Your current Agent will continue to manage your WorkCover insurance and any workers' compensation claims.

If you are currently registered with QBE, your registration and any workers' compensation claims will be allocated to either EML or Xchanging at 4pm on 30 June 2016.

If your registration is to be moved to a new Agent, WorkSafe will write to you in late April advising you of the new Agent. In June you will receive a letter from your new Agent to notify you of their contact details.

Frequently asked questions for employers WorkSafe's new Agent panel

When will this change happen?

The current Agent panel will continue to deliver services to injured workers and employers until 4pm on 30 June 2016.

If your registration is being moved, you should continue to deal with your current Agent until the transfer on 30 June 2016. This includes sending them any new claims, certificates of capacity, requests for reimbursements or accounts from workers.

Your new Agent will advise you of their contact details and other relevant information in June before the transfer occurs.

Do I need to do anything if my registration is moved to another Agent?

You do not need to do anything to move your WorkCover insurance registration. WorkSafe is working closely with your current and new Agent to ensure a smooth transfer including ensuring the secure handover of information. Your patience during this period is appreciated.

If your registration is to be transferred to a new Agent, WorkSafe will write to you in late April. Your new Agent will then send you a letter in June providing their contact details and a new 'If you are injured' poster.

After you receive the updated poster with your new Agent's name and contact details you need to display the poster in your workplace. Your new Agent will be able to provide you with additional copies.

Will my premium change as a result of my WorkCover insurance registration being transferred to a new Agent?

Every Agent must determine employers' premiums in accordance with legislation.

Premiums are recalculated for all employers each financial year and therefore most employers will see some change in their premium for the 2016/17 year. There are a number of factors that determine changes, including your remuneration increasing or decreasing.

Do I need to tell my employees about the transfer?

If your registration is being transferred to a new Agent and you have workers with active claims, we will write to them in late April to advise them of the change. If any of your workers lodge claims after April and still have active claims in June, they will be sent a letter in June with your new Agent's contact details.

My worker has a conciliation matter in progress. If my registration is transferred, will that delay the process?

We do not expect conciliation conferences to be affected if your registration is moved to a different Agent. If a conciliation conference is scheduled the conference will proceed unless you are contacted by the Accident Compensation Conciliation Service (ACCS).

If you have questions about a conciliation matter, contact the ACCS on 9940 1111 or freecall 1800 635 960. Alternatively, you can email info@conciliation.vic.gov.au.

Who do I contact while my registration is being transferred?

If your WorkCover insurance registration is being moved to a new Agent, you should continue to contact your current Agent until 4pm on 30 June 2016. After that, contact your new Agent with all premium and claim related questions. Your new Agent will send you a letter with their contact details in June.

What will happen if information is sent to my old Agent after 30 June 2016?

We have made arrangements to ensure mail and other communications are redirected appropriately if mail is sent to incorrect Agents.

Unfortunately at times this may cause a delay in the new Agent receiving certain information. If you think that any information has not been received, please contact your new Agent.

Frequently asked questions for employers WorkSafe's new Agent panel

What is the employer transfer freeze?

To ensure stability in the workers' compensation scheme during this transition, we have applied a short-term freeze on employers transferring their WorkCover insurance registrations to or from QBE, Xchanging and EML. The freeze will take effect from 4 April 2016 and WorkSafe will review the freeze in August 2016.

Can I request an exemption from the employer transfer freeze?

We recognise there may be a small number of instances where an employer may be especially disadvantaged by the imposition of a freeze. In limited, specific circumstances employers may be given an exemption from the freeze.

If you think you have grounds for an exemption, discuss this with the Agent to which you are interested in transferring. If after this conversation you still wish to apply for an exemption, you need to make a submission to the Agent. If it appears you are eligible for an exemption, the Agent will provide your submission to WorkSafe for determination.

What are the contact details for the new Agent panel?

Agent contact details can be found by visiting www.worksafe.vic.gov.au/agents.

Further information

If you have general inquiries about WorkSafe's new Agent panel or are having difficulty contacting your current or new Agent, you can contact the WorkSafe Advisory Service on (03) 9641 1444 or 1800 136 089 (toll free). Otherwise email info@worksafe.vic.gov.au.

Note: This FAQ Sheet is intended for general use only and may not be applicable in every circumstance. You should always check the applicable legislation and make your own judgment about what action you may need to take to ensure you have complied with the law. Accordingly, WorkSafe cannot be held responsible and extends no warranties as to the suitability of the information for any particular purpose; or actions taken by third parties as a result of information contained in the FAQ Sheet.