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WorkSafe announces new insurance agent panel

WorkSafe Victoria has today announced a new agent panel to manage workplace injury insurance claims and premium collection from 1 July 2016.

WorkSafe Victoria Chief Executive, Clare Amies, said today's announcement follows a comprehensive tender process which began in June last year.

"The new agency agreement aims to further improve services delivered to Victorian employers and workers and ensure the sustainability of the workers compensation scheme."

"The makeup of the panel has been designed to provide the best possible balance of skills, capability and innovation to ensure that Victorian workers and employers continue to receive ever better service," Ms Amies said.

WorkSafe's new agent panel comprises:

- Allianz Australia Workers' Compensation (Victoria) Ltd (Allianz);
- CGU Workers Compensation (Vic) Limited (CGU);
- Employers Mutual Vic Pty Ltd (EML);

- Gallagher Bassett Services Workers Compensation Vic Pty Ltd (GBS); and
- Xchanging Integrated Services Victoria Pty Ltd (Xchanging).

Ms Amies welcomed Employers Mutual to the new agent panel, while thanking QBE for its work as an agent with the scheme.

"QBE has played a significant role in Victoria's compensation scheme for many years, and I thank every member of the dedicated QBE team for their contribution."

The current agent panel contracts expire at 4pm on 30 June. The current agent panel - Allianz, CGU, Gallagher Bassett Services, QBE, and Xchanging - will deliver services to workers and employers until then.

WorkSafe insurance registrations and claims currently managed by QBE will be moved to either Xchanging or Employers Mutual.

WorkSafe and its agents will closely manage the transition to the new agent panel to ensure continuity of service and minimal disruption for employers and workers.

Background

Agents manage WorkSafe insurance registrations and workers' compensation claims, and provide guidance to employers and workers, including how to achieve a safe return to work.

More than 210,000 employers contribute to Victoria's workplace injury insurance system,

and WorkSafe agents manage the claims of more than 90,000 injured workers every year.

Victoria has Australia's second lowest workers' compensation premium rates (1.272% of remuneration).