

**Submission
No 283**

INQUIRY INTO NSW WORKERS COMPENSATION SCHEME

Name: Mr David Pickford

Date received: 17/05/2012

As a recipient of weekly payments from the workcover scheme since February 2003, I have witnessed and experienced a culture of mismanagement by scheme agents and non-complaint practices by a rehabilitation provider.

- I have witnessed scheme agents that have had case managers in positions in which they have not possessed the required qualifications and have not had adequate training to manage injured workers claims. I have also witnessed scheme agents that have failed to monitor rehabilitation providers who claim for the cost of services provided.
- Early intervention with injuries, including approval decision timeframes, is lacking. Injured workers are being denied early treatment with these delays, potentially hastening further deterioration of the injury.
- Certain rehabilitation providers have been witnessed to be practicing outside workcover guidelines relating to job trials and job-cover placement programs.
- Large turnover of injured workers placed with employers under the job trail and job-cover placement programs resulting in little or no future employment prospects for the injured worker. These results, or lack thereof, come at a large cost to the workcover scheme. Poor performance by the scheme agents and rehabilitation providers are costly to the employer premiums.
- The workcover deficit is evidence that monitoring scheme agents and rehabilitation providers has been exceptionally poor.

I would suggest that the relationship of ALL organizations connected to the workcover scheme (e.g. scheme agents, rehab providers, host employers etc) come under scrutiny as there seems to be a level of bias or favoritism within the scheme.

I would also suggest that claims made by rehabilitation providers and the like, be closely monitored and scrutinized with regard to the costs for services provided at the time of the invoice as I believe this could be a significant factor towards the workcover deficit.

Kind regards,

David Pickford