

Professional Standards Framework

September quarter results

Over 900 case managers fully assessed

icare is committed to the professional development and capability of our NSW Workers Compensation Claims professionals. As part of that commitment, we share a standardised data driven report for transparency of our frontline workers compensation team's competency and skills.

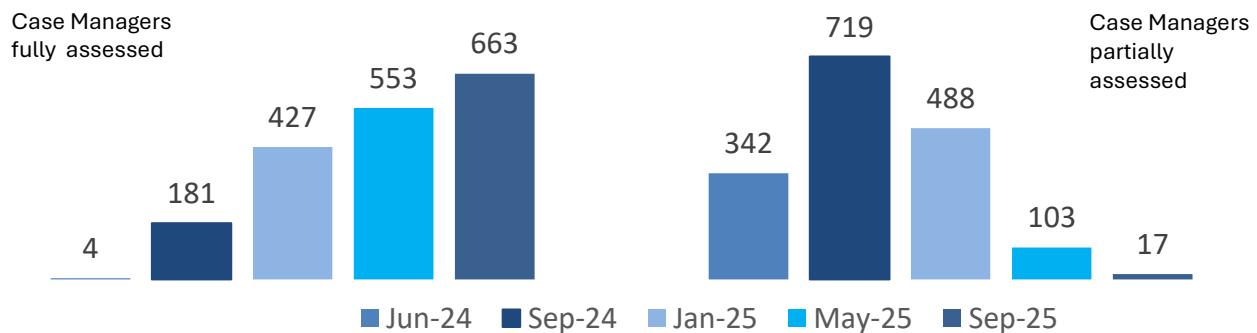


Over 1770 case managers engaged in the Professional Standards Framework

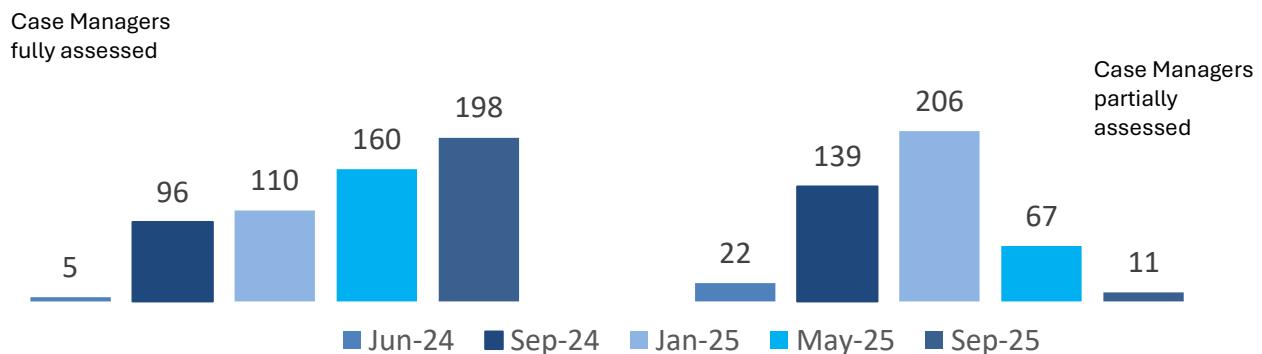


TBA live work pieces have been evaluated against standardised criteria, demonstrating on-the-job competency of Case Managers and creating opportunities for Certificate IV attainment through a recognition of prior learning (RPL). RPL pursuit has commenced May 2025.

Progress made in the Nominal Insurer – Jun 2024 to Sep 2025



Progress made in the Treasury Managed Fund – Jun 2024 to Sep 2025



*Case Managers which were employed November 2023 for icare, EML, ALZ, GIO and QBE and March 2024 for GB Case Managers employed post this time will be completely assessed as competent 18 months from their start date. Assessment of Professional Standards will continue on a rolling calendar.