



TMF WORKERS COMPENSATION

TMF Open Claims Transfers

Frequently Asked Questions

June 2025

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1. General

Question	Answer
Who is icare	<ul style="list-style-type: none"> icare is a NSW Government agency, that provides insurance and care services to the people of New South Wales.
What is the TMF	<ul style="list-style-type: none"> The Treasury Managed Fund (TMF) is a self-insurance scheme created by the NSW Government to insure NSW Government agency risk. It delivers on the government's responsibility to keep the people and property of the state safe.
What changes are happening, and why?	<ul style="list-style-type: none"> A core part of icare's strategy is to help make the complex simple, to deliver better claims outcomes for NSW Government workers and agencies. Throughout 2025, icare will transition all TMF Workers Compensation claims management to the following Claim Service Providers: Allianz and EML. icare will also manage a small portfolio of TMF claims through the icare Specialist Claims (ISC) Team. QBE will not continue as a TMF service provider beyond 2025. Throughout this process the alignment of NSW Government agencies and CSPs has also been refreshed. 2025 will see icare take a staged and measured approach in the transition, as we are committed to ensuring this is a smooth process for all.
How will agencies and CSPs be supported throughout the transition?	<ul style="list-style-type: none"> Our dedicated transition team will work closely with agencies and their appointed CSP partner to ensure the transition is a smooth process with minimal disruption. We have a transition readiness framework and guidelines in place to protect the injured worker and performance of the TMF WC Scheme. Agencies can continue to engage with icare via their icare Client Engagement Managers (CEM) and get further information via the dedicated TMF Transformation Peer Connect site via Risk Education eXpress (REX) <p>What is REX?</p> <p>Accessible via the Insurance for NSW Portal, Risk Education eXpress (REX) offers NSW Government agencies a suite of programs and resources to build capabilities that protect people, assets and services of NSW. This service is complimentary to all NSW Government employees.</p> <p>Don't have access to the Peer Connect Community?</p> <ul style="list-style-type: none"> If you're already part of REX? Click here to join the TMF Transformation Peer Connect community. Not a REX member yet? Click here to sign up for REX. Once you're in, you can easily join using the first link.

2. Workers with an injury

Question	Answer
What do these changes mean for people with an injury?	<ul style="list-style-type: none"> Some of our NSW Government agencies will be allocated to a new TMF Claims Service Provider (CSP) or to the icare Specialist Claims (ISC) team. These changes will happen progressively from May to December 2025. Maintaining service delivery for workers through transition is a top priority which is why there are dedicated teams to ensure this process is as seamless and simple as possible, with minimal impact to those we serve.
As a person with an injury, what do I need to do know?	<p>For those workers who are <i>not</i> moving to a New CSP</p> <ul style="list-style-type: none"> Your agency and your claim will remain with your current CSP. <p>For those workers who <i>are</i> moving to a New CSP</p> <ul style="list-style-type: none"> You do not need to do anything. Your current CSP will continue to support you and manage your claim until your claim is transferred. We'll keep you informed every step of the way. Your current CSP will send you a letter in the weeks before your claim transfer date, giving you all the details you need.
I'd like to talk to someone about this. Who do I contact?	<ul style="list-style-type: none"> Please continue to contact your current Case Manager or CSP until your claim is transferred. Once transferred, you will be able to contact your new Case Manager and CSP and their contact details will be provided to you before your claim is moved.