

# **TRMF Fund Administration Agent (TRMF 2021 - 1) Client User Guide**

**Valid until 30 June 2024**

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## Background

### Establishment and purpose of the Fund

The Tasmanian Risk Management Fund was established on 1 January 1999 and provides a whole of government approach to managing the funding of specific identified insurable liabilities of participants in the Fund.

### Objectives

The Fund's objectives are to:

- ensure adequate financial provision is made for the cost of risk;
- be responsive to changing conditions in the insurance environment; and
- provide an efficient and effective claims administration service to participants.

### Services Provided by the Contractor

The services provided by the Contractor as part of the Fund Administration Agent contract are:

- Fund administration services (including management in some instances); and
- insurance broking and insurance advisory services.

Fund administration services include:

- administration of claims funded through the Fund, including processing of payments;
- provision of claims management advice to participants;
- management of under-excess claims (where required by participants in the Fund) and of claims for agency-specific schemes operated independently of the Fund;
- provision of reports and statistical data to Treasury, the Fund's Steering Committee, Fund participants and the Fund Actuary; and
- statutory reporting.

Insurance broking and insurance advisory services include:

- broking and placement of commercial insurance policies (as required); and
- provision of insurance-related advice to Treasury and participants, including the cost and cover of insurance provided by commercial insurers.

### Fund Performance and Participant Contributions

Treasury contracts an actuary to estimate future liabilities, advise on participant contributions and excesses, and report on the Fund's performance.

### Administration of the Fund

The Procurement, Risk and Contract Management Branch of Treasury is responsible for the administration and management of the Fund. An inter-agency steering committee serves as a consultative forum through which a participant can provide input into the operations of the Fund and feedback to Treasury, the Contractor and the Actuary.

## About the Contract

### Key Details

<b>Contract Number</b>	TRMF 2021 - I
<b>Contract Term</b>	The Contract is for a period of three (3) years, commencing 1 July 2022 to 30 June 2025, with two options to extend, both of three (3) years each, concluding on 30 June 2031 (3+3+3).
<b>Contractor Details</b>	<p>JLT Risk Solutions Pty Ltd (<b>JLT</b>) Level 3, 99 Bathurst Street, Hobart TAS 7000</p> <p>Marsh Pty Ltd (<b>Marsh</b>) 111 Macquarie Street, Hobart TAS 7000</p> <p><b>Contacts</b></p> <p>Greg Moore - Manager, Fund Administration Agent <a href="mailto:Greg.Moore@jlta.com.au">Greg.Moore@jlta.com.au</a> Phone: 6220 7420 Mobile: 0409 178 321</p> <p>Andrew Ralph - Divisional Manager (Broking) <a href="mailto:Andrew.Ralph@jlta.com.au">Andrew.Ralph@jlta.com.au</a> Phone: 6220 7401 Mobile: 0437 122 151</p> <p>Lucas Brown - Claims Manager, Workers Compensation <a href="mailto:Lucas.Brown@jlta.com.au">Lucas.Brown@jlta.com.au</a> Phone: 6220 7411 Mobile: 0439 377 567</p>
<b>Scope of key Services</b>	<p>The Contract has been broken into three schedules:</p> <p><b>Schedule 1 Services</b></p> <ul style="list-style-type: none"><li>• Claims Administration Services</li><li>• Claims Administration Framework</li><li>• Fund Insurance Advisory Services</li></ul> <p><b>Schedule 2 Services</b></p> <ul style="list-style-type: none"><li>• Claims Management Services</li></ul> <p><b>Schedule 3 Services</b></p> <ul style="list-style-type: none"><li>• Insurance Broking and Insurance Advisory Services</li></ul> <p>A list of the services that the Contractor provides is detailed at Appendix 1, 2 and 3.</p> <p><a href="#">Appendix 1 (Schedule 1 Services)</a> <a href="#">Appendix 2 (Schedule 2 Services)</a> <a href="#">Appendix 3 (Schedule 3 Services)</a></p> <p><a href="#">Schedule 1 Specification - Claims Administration Services</a></p> <ul style="list-style-type: none"><li>• <a href="#">Clause 3.1 Personal Injury - Workers Compensation</a></li><li>• <a href="#">Clause 3.2 Personal Injury - Personal Accident</a></li><li>• <a href="#">Clause 3.3 Legal Liability (Non-Medical Liability)</a></li><li>• <a href="#">Clause 3.4 Legal Liability (Medical Liability)</a></li><li>• <a href="#">Clause 3.5 Property - Building</a></li></ul>

	<ul style="list-style-type: none"> <li>• <a href="#"><u>Clause 3.6 Property - Contents, business interruption, machinery breakdown and transit</u></a></li> <li>• <a href="#"><u>Clause 3.7 Property - Fraud/Fidelity</u></a></li> <li>• <a href="#"><u>Clause 3.8 Property - Motor Vehicle</u></a></li> <li>• <a href="#"><u>Clause 3.9 Property - Homes Tasmania</u></a></li> </ul> <p><a href="#"><u>Appendix 1 (Schedule 1 Services)</u></a>  <a href="#"><u>Schedule 1 Specification - Claims Administration Services</u></a></p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Clause 4.3. Minor civil claims and legal liaison services</u></a></li> </ul> <p><a href="#"><u>Appendix 1 (Schedule 1 Services)</u></a>  <a href="#"><u>Schedule 1 Specification - Fund Insurance Advisory Services</u></a></p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Clause 11.2. Broking Services - principal arranged contract works and public liability insurance</u></a></li> <li>• <a href="#"><u>Clause 11.3 Insurance Claims Administration for risks covered through the Fund</u></a></li> </ul> <p><a href="#"><u>Appendix 2 (Schedule 2 Services)</u></a>  <a href="#"><u>Schedule 2 Specification Claims Management Services</u></a></p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Clause 1. Property Protection Scheme - Department for Education, Children and Young People</u></a></li> <li>• <a href="#"><u>Clause 2. Foster Carer Property - Department for Education, Children and Young People</u></a></li> <li>• <a href="#"><u>Clause 3. Under-Excess</u></a></li> </ul> <p><a href="#"><u>Appendix 3 (Schedule 3 Services)</u></a>  <a href="#"><u>Schedule 3 Specification Insurance Broking and Insurance Advisory Services</u></a></p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Clause 1. Broking Services for risks not covered by or through the Fund</u></a></li> <li>• <a href="#"><u>Clause 2. Insurance Claim Administration for risks not covered by or through the Fund</u></a></li> <li>• <a href="#"><u>Clause 3. Insurance Advisory Services</u></a></li> </ul>
<p><b>Who is a Schedule 1, 2 and 3 Customer?</b></p>	<p>To access a Schedule 1, 2 or 3 Service, you must be a Schedule 1, 2 or 3 Customer (as applicable).</p> <p>See <a href="#"><u>Appendix 4</u></a> for a list of who is a Schedule 1, 2 and 3 Customer:</p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Schedule 1 Customer List</u></a></li> <li>• <a href="#"><u>Schedule 2 Customer List</u></a></li> <li>• <a href="#"><u>Schedule 3 Customer List</u></a></li> </ul>
<p><b>Who pays for the Schedule 1, 2 and 3 Services?</b></p>	<p>Payment for all Schedule 1 Services is made by Treasury on behalf of the Crown.</p> <p>Payments for all Schedule 2 and 3 Services are required to be paid by the Customer within 14 days of the Customer receiving a correctly rendered invoice.</p> <p>Please contact Treasury at <a href="mailto:trmf@treasury.tas.gov.au"><u>trmf@treasury.tas.gov.au</u></a> for a list of current Rates for Schedule 2 and 3 Services.</p>

## How to request/order services

A *Notice of required services* must be completed for ordering Schedule 1 Services, an *Official Order* must be completed for ordering Schedule 2 and Schedule 3 Services and an Order Form used to request placement of contract works and public liability insurance policies (refer to 'Forms' below).

A Notice or an Official Order must be completed for each claim.

Notices and Official Orders refer to the Contractor as 'the Supplier'.

### **Schedule 1 Services (Claims Administration Services)**

To order Schedule 1 Claims Administration Services on a claim, the Customer must complete a *Notice of required Schedule 1 Services* and email it, together with a claim notification form, to JLT at:

- Workers Compensation claims - [wctasclaims@jlta.com.au](mailto:wctasclaims@jlta.com.au)
- All other claims - [tasclaims@jlta.com.au](mailto:tasclaims@jlta.com.au)

In the Notice under "*Details of the relevant claim*", the Customer can incorporate its initial instructions to the Contractor. Alternatively, the Customer can choose to follow its current practice for sending initial instructions and submit this (email, cover sheet etc) along with the Notice (and claim notification form).

A Notice is required when a claim notification form is first submitted to the Contractor. A Notice is not required for subsequent communication and instructions provided to the Contractor regarding the claim.

In the Notice under "*Details of the Schedule 1 Services required to be supplied by the Supplier in accordance with the Contract:*", there is provision for the Customer to list those actions on a claim that they will undertake themselves (as may be necessary dependent upon the claim). These actions are to be taken from the *Action required to be taken by Supplier* column in clauses 3.1-3.9 listed in [Appendix I \(Schedule 1 Services\)](#). Where all actions are required to be undertaken by the Contractor (as may be necessary, dependent upon the claim), this section can be left blank.

### **Schedule 1 Services (Claims Administration Framework)**

To order Schedule 1 Minor civil claims and legal liaison services on a claim, the Customer must complete a *Notice of required Schedule 1 Services* and email it to JLT at:

- Workers Compensation Legal Liaison Services - [wctasclaims@jlta.com.au](mailto:wctasclaims@jlta.com.au)
- All other matters - [tasclaims@jlta.com.au](mailto:tasclaims@jlta.com.au)

In the Notice under "*Details of Schedule 1 Services to be supplied by the Supplier in accordance with the Contract:*", the Customer must nominate and insert details of the services required. A description of what each of the services includes is available at clause [4.3 Minor civil claims and legal liaison services](#) and within the hidden text of the Notice.

It should be noted that the Official Order should NOT be used where legal liaison services are part of the Claims Administration Services provided under clause 3.3 (Legal Liability - Non-Medical Liability), clause

3.5 (Property Building Claims) and clause 3.9 (Homes Tasmania and the Better Housing Futures Program) of the Schedule 1 Specification.

### **Schedule 1 Services (Fund Insurance Advisory Services)**

To order **Schedule 1 Broking services - principal arranged contract works and public liability insurance** ([clause 11.2\(c\)\(ii\)](#)), there is a two-stage placement process that is provided for in an Order Form comprising two separate components (referred to as Form 1 and Form 2).

The Customer is to provide initial project details to the Contractor at the tendering stage of a project so a quotation can be obtained from the insurers (using Form 1), followed by the provision of additional details (using Form 2) once the successful supplier has been identified and prior to the contract being executed. The submission of Form 2 constitutes an Official Order for the required insurance being placed. Following this, the Customer will be issued with an invoice for payment of the premium.

Further information on the process, along with information on the current policy rates and deductibles, sub-limits and exclusions and the base terms, is available from the [Purchasing website](#).

To order **Schedule 1 Insurance Claims Administration for risks covered through the Fund** ([clause 11.3\(a\)](#)), the Customer must complete the relevant *Notice of required Schedule 1 Services* and email it to JLT at:

- [Andrew.Ralph@jlta.com.au](mailto:Andrew.Ralph@jlta.com.au)

Clause 11.3(a) refers to risks that are insured through the Fund under commercial insurance policies; namely, corporate travel and marine hull. A Notice can be completed to engage the services of the Contractor to lodge a claim and act as liaison between the insurer and the Customer. Alternatively, claim forms for these risks may be sent directly to the respective commercial insurer by the Customer. The Contractor is available to assist Customers to complete a claim form (if necessary).

In the Notice under “*Details of Schedule 1 Services to be supplied by the Supplier in accordance with the Contract:*”, the Customer must nominate and insert details of the service required. A description of what the service includes is available at [clause 11.3\(a\) Insurance Claims Administration for risks covered through the Fund](#) and within the hidden text of the Notice.

### **Schedule 2 Services (Claims Management Services)**

To order Schedule 2 Claims Management Services on a claim, the Customer must complete an Official Order for Schedule 2 Services and email it, together with a claim notification form, to JLT at:

- [tasclaims@jlta.com.au](mailto:tasclaims@jlta.com.au)

Note: An Official Order for Schedule 2 Claims Management Services must be completed for under-excess claims.

In the Official Order under “*Details of the relevant claim*”, the Customer can incorporate its initial instructions to the Contractor. Alternatively, the Customer can choose to follow its current practice for sending initial

instructions and submit this (email, cover sheet etc) along with the Official Order (and claim notification form).

An Official Order is only required when a claim notification form is first submitted to the Contractor. An Official Order is not required for subsequent communication and instructions provided to the Contractor regarding the claim.

The Contractor will undertake the services required by the claim in its claims management role (as distinct from its claims administration role for Schedule 1 Services).

### **Schedule 3 Services (Insurance Broking and Insurance Advisory Services)**

To order *Schedule 3* Insurance Broking and Insurance Advisory Services, the Customer must complete an Official Order for Schedule 3 Services and email it to JLT at:

- [Andrew.Ralph@jlta.com.au](mailto:Andrew.Ralph@jlta.com.au)

In the Official Order under “*Schedule 3 Services to be supplied by the Supplier in accordance with the Contract*”, the Customer must nominate and insert details of the services required. A description of what each of the services includes is available at [Appendix 3 \(Schedule 3 Services\)](#) and within the hidden text of the Official Order.

Note: The Official Order for Schedule 3 Services should NOT be used to request placement of contract works and public liability insurance policies for non-standard works that fall outside of the principal arranged contract works and public liability insurance facility.

As noted under [Schedule 1 Services \(Fund Insurance Advisory Services\)](#), a two-stage insurance placement process that is provided for in an Order Form comprising two separate components (referred to as Form 1 and Form 2) is to be used to request placement of contract works and public liability insurance policies.

### **Forms**

The following forms must be used for ordering services under the Contract:

- *Notice of required Schedule 1 Services (Workers Compensation)*
- *Notice of required Schedule 1 Services (Excluding Workers Compensation)*
- *Order Form for principal arranged contract works and public liability insurance*
- *Notice of required Schedule 1 Services (Insurance Claims Administration)*
- *Notice of required Schedule 1 Services (Minor civil claims and legal liaison services)*
- *Official Order for Schedule 2 Services (Property Protection Scheme)\**
- *Official Order for Schedule 2 Services (Foster Carer Property)\**
- *Official Order for Schedule 2 Services (Under-Excess)*
- *Official Order for Schedule 3 Services (Broking and Insurance Advisory)*



	<p>Except for Official Orders for Schedule 2 Services for agency-specific schemes (identified with an asterisk above) and Order Form to request placement of contract works and public liability insurance policies, Notices and Official Orders, as well as claim notification forms (except claim form for workers compensation claims and claim process for claims under the contract works and public liability insurance policies), are available at:</p> <p><a href="https://www.treasury.tas.gov.au/tasmanian-risk-management-fund/resources/forms">https://www.treasury.tas.gov.au/tasmanian-risk-management-fund/resources/forms</a></p> <p>Claim form for workers compensation claims is available at:</p> <p><a href="#">Workers-Compensation-Claim-Form-2020.pdf (worksafe.tas.gov.au)</a></p> <p>Order Form to request placement of contract works and public liability insurance policies is available at:</p> <p><a href="#">Publications   purchasing.tas.gov.au</a></p> <p>In the event of an incident giving rise to a claim under contract works and public liability insurance policies placed by the Contractor, advice about the claim process can be obtained from the Contractor.</p> <p><b>Authorisation of Notice/Official Order</b> Notices of required Schedule 1 Services and Official Orders for Schedule 2 and 3 Services, as well as Form 2 for placement of contract works and public liability insurance policies, must be signed by an authorised officer of the Customer with appropriate authority or delegation.</p>
<p><b>Tracking the Claim Administration Process</b></p>	<p><b>Schedule 1 Services (Claims Administration Services)</b> Please contact JLT if you require on-line access to real time current and historical claim information.</p>
<p><b>Reporting</b></p>	<p><b>Reporting - Schedule 1 and 2 Services</b> JLT will provide customers with a set of monthly claim status reports for each risk category including:</p> <ul style="list-style-type: none"> <li>• claim number;</li> <li>• amounts paid and estimated amounts outstanding;</li> <li>• amounts recovered and estimated recoveries outstanding;</li> <li>• date of loss, incident or injury; and</li> <li>• the progress and/or status of the claim.</li> </ul> <p>If you require any additional reports, please contact JLT.</p>

## Contract Manager Details

<p><b>Contract Manager</b></p>	<p>Tasmanian Risk Management Fund Department of Treasury and Finance 21 Murray Street, Hobart TAS 7000 Email: <a href="mailto:trmf@treasury.tas.gov.au">trmf@treasury.tas.gov.au</a></p>
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<b>Purchasing Website Link</b>	<a href="#">Tasmanian Risk Management Fund - Fund Administration Agent  </a>
<b>Contractor Performance</b>	To maintain the effectiveness of this contract, any feedback pertaining to non-compliance, or the level of service received should be emailed to <a href="mailto:trmf@treasury.tas.gov.au">trmf@treasury.tas.gov.au</a>
<b>Periodical Feedback</b>	<p>Contractor Performance Management is a crucial element of Treasury's procurement process, and involves collecting and analysing periodical feedback, to ascertain whether a common-use contract user's needs and expectations have been fulfilled, and ultimately to determine whether a value for money outcome has been achieved for the Tasmanian Government. This can be achieved with users objectively recording the performance of current common-use contract service providers and providing regular feedback to Treasury.</p> <p>The benefits of effective Contractor Performance Management are significant in terms of encouraging continuous improvement, assisting in the future design of contractual specifications and ensuring the terms and spirit of the contract are adhered to, including the contractor's commitment to service delivery.</p> <p>When performance is unsatisfactory, concise supporting evidence and all relevant details of the unsatisfactory performance must accompany a complaint.</p>

## Appendix I (Schedule I Services)

### Schedule I Specification - Claims Administration Services

- Clause 3.1 Personal Injury - Workers Compensation

Action required to be taken by Supplier	Required Timing
Administer claims in accordance with the provisions of the <i>Workers Rehabilitation and Compensation Act 1988</i>	
Check claim form for completeness and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system (including any applicable coding and statutory requirements applicable) and allocate a claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Provide claim management advice and recommendations to the Customer if requested	
Prepare and send claim acceptance letter to worker where the claim is accepted	within 5 Business Days of receipt of a complete claim by the Supplier
Prepare and send claim pending letter to worker where the claim is pending	within 10 Business Days of receipt of a complete claim by the Customer or as instructed by the Customer, but no later than 28 days from the date of receipt by the Customer
Prepare and send claim disputed letter to worker where the claim is disputed	within 5 Business Days of the Customer instructing the Supplier of its decision, but no longer than 84 days of receipt of claim by the Customer
Establish initial estimate on claim, having regard the Principal's <i>Guidelines for Setting Workers Compensation Case Estimates</i>	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate in conjunction with the Customer, having regard to the Principal's <i>Guidelines for Setting Workers Compensation Case Estimates</i>	within 6 weeks of the receipt of a complete claim by the Supplier and at least quarterly thereafter, or whenever new information comes to hand that will impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews are to be scheduled from the date of that review. where the Customer provides a revised estimate, update immediately where possible or no later than the next scheduled review
Check with the Customer to review and confirm the estimate on claims for the Principal's actuary's reporting requirements	within one month prior to 15 May and 30 November each year
Advise the Principal of instances where an estimate is adjusted materially and/or from an estimate recommended by the OSG	
Prepare primary treating medical practitioner (PTMP) report request to service provider	within 3 Business Days of receipt of instructions from the Customer
Send PTMP report request to service provider	within 3 Business Days of receipt of approved report request from the Customer

Action required to be taken by Supplier	Required Timing
Prepare specialist treatment provider report request to service provider	within 3 Business Days of receipt of instructions from the Customer
Send specialist treatment provider report request to service provider	within 3 Business Days of receipt of approved report request from the Customer
Prepare report request to allied health provider	within 3 Business Days of receipt of instructions from the Customer
Send report request to allied health provider	within 3 Business Days of receipt of approved report request from the Customer
Prepare and send medical records request to service provider	within 3 Business Days of receipt of instructions from the Customer
Arrange independent medical review appointment for worker	within 2 Business Days of receipt of instructions from the Customer
Provide the Customer with confirmation of the independent medical review booking	within 2 Business Days of booking being confirmed
Prepare independent medical review appointment advice letter to PTMP and worker	no more than 4 weeks prior to the independent medical review appointment, unless instructed otherwise by the Customer
Send independent medical review appointment advice letter to PTMP and worker and provide a copy of each letter to the Customer	no more than 4 weeks and no less than 7 days prior to the independent medical review appointment, unless instructed otherwise by the Customer
Prepare independent medical review brief to service provider	no more than 21 Business Days prior to the independent medical review appointment
Send independent medical review brief to service provider	no more than 10 Business Days prior to the independent medical review appointment and upon receipt of approved brief from the Customer and/or the OSG
Send independent medical review report to PTMP	within 2 Business Days of receipt of report
Provide investigation instructions to service provider	within 2 Business Days of receipt of instructions from the Customer
Arrange travel for worker to attend accepted medical treatment and/or assessments	within 2 Business Days of receiving instructions from the Customer
Prepare dispute for lodgment with the Workers Rehabilitation and Compensation Tribunal pursuant to: section 81A <i>Workers Rehabilitation and Compensation Act 1988</i> ; and/or section 67F <i>Workers Rehabilitation and Compensation Act 1988</i>	<ul style="list-style-type: none"> <li>• within 84 days of the Customer receiving a claim</li> <li>• within 28 days of the Customer receiving a claim</li> </ul>
Lodge dispute with the Workers Rehabilitation and Compensation Tribunal pursuant to: section 81A <i>Workers Rehabilitation and Compensation Act 1988</i> ; and/or section 67F <i>Workers Rehabilitation and Compensation Act 1988</i>	<ul style="list-style-type: none"> <li>• within 84 days of the Customer receiving a claim</li> <li>• within 28 days of the Customer receiving a claim</li> </ul>
Prepare medical and other expenses dispute notice for worker and notification to service provider (section 77AA <i>Workers Rehabilitation and Compensation Act 1988</i> )	within 28 days of the Supplier or the Customer receiving a claim for payment, whichever is the earlier

Action required to be taken by Supplier	Required Timing
Serve medical and other expenses dispute notice on worker and provide notification to service provider (section 77AA Workers Rehabilitation and Compensation Act 1988)	within 28 days of the Supplier or the Customer receiving a claim for payment, whichever is the earlier
Serve (through service provider) termination of payment certificate on worker (section 86 Workers Rehabilitation and Compensation Act 1988)	within 2 Business Days of receiving instructions from the Customer
Prepare cease treatment letter to worker	within 2 Business Days of receiving instructions from the Customer
Send cease treatment letter to worker	within 2 Business Days of receipt of letter approval from the Customer
Payment of invoices (excepting invoices submitted by a workplace rehabilitation provider engaged by the Customer from the TRMF Workplace Rehabilitation Provider Panel)	within 28 days of the Supplier or Customer receiving a correctly rendered invoice (whichever is the earlier)
Payment of invoices submitted by a workplace rehabilitation provider engaged by the Customer from the TRMF Workplace Rehabilitation Provider Panel	within 30 days of the Customer receiving a correctly rendered invoice and verifying it for payment
Reimburse the Customer for the cost of weekly payments (wage reimbursement) verifying that: <ul style="list-style-type: none"> <li>the dates on the wage reimbursement schedule submitted by the Customer align with those on the medical certificate; and</li> <li>payment was in effect from the date of incapacity or fourteen (14) days before the date on which the claim for compensation was given to the Customer, whichever is the later</li> </ul>	within 30 days of the receipt of a wage reimbursement schedule from the Customer
Verify the calculation of the excess applied by the Customer using the calculation method: Total Excess = Initial Benefit Rate x Excess Period (Weeks)  In this calculation, the Initial Benefit Rate is the greater of Normal Weekly Earnings (NWE) or Ordinary Time Rate of Pay (OTRP) for the workers first week of incapacity. The excess period commences from the date of incapacity	when processing a wage reimbursement schedule received from the Customer
Payment of settlements (upon receipt of completed Deed of Release or judgment, Medicare Notice of Judgment or Settlement form as well as a Centrelink Recovery Notice (if required))	in the next weekly payment process, unless the OSG requests an earlier date for payment
Review claim and seek instruction from the Customer regarding potential file closure	when identified by the Supplier for potential closure
Record the Customer excess in the claims administration system	
Complete finalisation checklist outlining the events that led to the closure of the claim, including certification that the correct number of weekly excess payments have been made on the claim	within 3 months of the Customer providing closure instructions

- Clause 3.2 Personal Injury - Personal Accident

Action required to be taken by Supplier	Required Timing
Check claim form for completeness and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate a claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial estimate on claim	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Provide claim management advice and recommendations including appointment of investigation provider, obtainment of medical information/reports to the Customer for instruction	
Administer claim as per instructions including appointment and instruction of investigation provider and obtainment of medical information/reports	within 3 Business Days of receiving Customer instructions
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and the paid and outstanding costs associated with claims	within 10 Business Days of the end of each month
Provide ad hoc reports to the Customer	within 5 Business Days of receiving Customer request
Payment of service provider invoices (ensuring that claimant has claimed all Medicare and private health insurance entitlements)	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 3.3 Legal Liability (Non-Medical Liability)

Action required to be taken by Supplier	Required Timing
Check claim form for completeness and follow up with the Customer on any inaccurate or incomplete claim forms including any supporting documentation and noting that any legal demand or notice of intention to submit a demand from a third party is referred to the OSG to manage	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate a claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial estimate on claim or request advice on estimate from the OSG if claim being managed by the OSG	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate or request update on estimate from the OSG if claim being managed by the OSG	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Provide claim management advice and recommendations including appointment of investigation provider, obtain legal advice from the OSG to the Customer for instruction	
Administer claim as per instructions including where applicable the appointment and instruction of investigation provider, forwarding the Customer instructions to the OSG and liaising between the OSG and the Customer	within 3 Business Days of receiving Customer instructions
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and the paid and outstanding costs associated with claims	within 10 Business Days of the end of each month
Provide ad hoc reports to the Customer	within 5 Business Days of receiving Customer request
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Payment of settlements (upon receipt of completed Deed of Release or judgment and, where applicable, a Medicare Notice of Judgment or Settlement form as well as a Centrelink Recovery Notice (if required))	in the next weekly payment process, unless the OSG requests an earlier date for payment
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 3.4 Legal Liability (Medical Liability)

Action required to be taken by Supplier	Required Timing
Check claim form for completeness including copy of legal demand or notice of intention to submit a demand from a third party and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate a claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim form to the OSG with claim number and request advice on estimate	within 5 Business Days of receipt of a complete claim from the Customer
Review and update estimate in consultation with the OSG	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Process payment requests from the OSG	within 5 Business Days of request from OSG
Payment of settlements upon receipt of completed Deed of Release or judgment and, where applicable, a Medicare Notice of Judgment or Settlement form as well as a Centrelink Recovery Notice (if required)	in the next weekly payment process, unless the OSG requests an earlier date for payment
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment



• Clause 3.5 Property - Building

Action required to be taken by Supplier	Required Timing
Review claim form for completeness including any supporting documentation and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial estimate on claim	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Appoint loss assessors and/or investigators where required	at the Supplier's discretion
Respond to afterhours calls when an incident has occurred and immediate attention to secure the site or return essential services is required	immediate as required
Provide claim management advice and recommendations to the Customer for instruction	
Where the Customer has provided discretion to the Supplier to assist with the management of claims valued at less than \$100 000, the Supplier will: <ul style="list-style-type: none"> <li>undertake procurements for contracting with and managing service providers for repairs and/or building works; and</li> <li>if required, coordinate the receipt of legal advice from the OSG and report back to the Customer on the advice received</li> </ul>	
Where determined by the Principal that special circumstances exist in respect to a claim including the value of the procurement or other circumstances, participate on a working group to determine the claims administration process to be followed	
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and the paid and outstanding costs associated with claims	within 10 Business Days of the end of each month
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 3.6 Property - Contents, business interruption, machinery breakdown and transit

Action required to be taken by Supplier	Required Timing
Review claim form for completeness including supporting documentation and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial claim estimate	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Provide claim management advice and recommendations including appointment of investigation provider/loss assessor/repair contractor to the Customer for instruction	
Administer claim as per the Customer's instructions including appointment and instruction of investigation provider/loss assessor/repair contractor	within 3 Business Days of receiving Customer instructions
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and the paid and outstanding costs associated with the claims	within 10 Business Days at the end of each month
Provide ad hoc reports to the Customer	within 5 Business Days of receiving Customer request
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 3.7 Property - Fraud/Fidelity

Action required to be taken by Supplier	Required Timing
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate claim number	within 5 Business Days of receipt of a claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Reimburse the Customer for loss	within 14 days from the Customer providing all necessary documentation to the Supplier to substantiate the claim and the amount of loss
Record excess in the claims administration system and collect from the Customer if applicable	

- Clause 3.8 Property - Motor Vehicle

Action required to be taken by Supplier	Required Timing
Review claim form for completeness including provision of 2 quotes for repairs of \$100 000 or less and 3 quotes for repairs of over \$100 000 and up to \$250 000 from repairers in the appropriate category on the TRMF Vehicle Bodywork Repairer List and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial claim estimate	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Provide claim management advice and recommendations including appointment of loss assessor to the Customer for instruction	
Administer claim as per the Customer's instructions including appointment and instruction of loss assessor/repairer	within 3 Business Days of receiving Customer instructions
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and the paid and outstanding costs associated with the claims	within 10 Business Days of the end of each month
Liaise with third party or third-party insurer where multiple vehicle accident or other property damage involved	
Seek police report (if police attended incident) and pursue recovery action from third party where third party at fault	
Manage third party's claim on behalf of the Customer if the Customer is at fault and the third-party claiming damages is not insured. Refer an insured third party to their own insurer	
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Liaise with the Principal and Principal's Fleet Manager to agree on the settlement and salvage process where the Customer's vehicle is deemed uneconomical to repair	

Action required to be taken by Supplier	Required Timing
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 3.9 Homes Tasmania and the Better Housing Futures Program

Action required to be taken by Supplier	Required Timing
Review claim form for completeness including any supporting documentation and follow up with the Customer on any inaccurate or incomplete claim forms	within 5 Business Days of receipt of a claim by the Supplier
Register claim in a claims administration system including any applicable coding and statutory requirements applicable to risk type and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial estimate on claim	within 5 Business Days of receipt of a complete claim by the Supplier
Review and update estimate	within 3 months of the receipt of a complete claim by the Supplier and quarterly thereafter, or whenever new information comes to hand that will have a significant impact on the cost estimate. If a review is undertaken as a result of new information, further quarterly reviews will be scheduled from the date of that review
Appoint loss assessors and/or investigators where required	at the Supplier's discretion
Respond to afterhours calls when an incident has occurred and immediate attention to secure the site or return essential services is required	immediate as required
Provide claim management advice and recommendations to the Customer for instruction	
Where the Customer has provided discretion to the Supplier to assist with the management of claims valued at less than \$100 000, the Supplier will: <ul style="list-style-type: none"> <li>• undertake procurements for contracting with and managing service providers for repairs and/or building works; and</li> <li>• if required, coordinate the receipt of legal advice from the OSG and report back to the Customer on the advice received</li> </ul>	
Where determined by the Principal that special circumstances exist in respect to a claim including the value of the procurement or other circumstances, participate on a working group to determine the claims administration process to be followed	
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and the paid and outstanding costs associated with claims	within 10 Business Days of the end of each month
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)

Action required to be taken by Supplier	Required Timing
Record excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

## Schedule I Specification - Claims Administration Framework

- Clause 4.3 Minor civil claims and legal liaison services

The Contractor must:

- (a) when requested by a Customer, coordinate the process of seeking advice from the OSG;
- (b) allocate a claim number and provide it to the OSG for claims being managed by the OSG;
- (c) provide the OSG with expense reporting, detailing where requested, all payments made on a claim;
- (d) provide the OSG with copies of all:
  - i. Workers Rehabilitation and Compensation Tribunal notices received by the Supplier; and
  - ii. Workers Rehabilitation and Compensation Tribunal notices lodged by the Supplier;
- (e) arrange for a six (6) monthly approval by the OSG on all claims referred to the OSG to confirm that the Supplier's records agree with the OSG's records;
- (f) liaise with the OSG to ensure that the contingent liability on claims is updated to assist the Principal's actuary with the preparation of the Principal's actuary's six- monthly report to the Principal; and
- (g) if requested by a Customer, provide representation for minor civil claims (currently up to \$5 000) in the Magistrates Court.



## Schedule I Specification - Fund Insurance Advisory Services

- Clause 11.2 Broking Services - principal arranged contract works and public liability insurance

The Contractor must:

- (a) test the insurance market annually by seeking at least three (3) quotes from insurers for placement of a principal arranged contract works and public liability insurance facility;
- (b) make written recommendations to the Principal at least 15 Business Days before 30 June each year on the preferred insurer for placement of principal arranged contract works and public liability insurance facility, based upon the best terms and conditions offered and value for money for the Principal, Customers and contractors covered by the facility;
- (c) place:
  - (i) a principal arranged contract works and public liability insurance facility as instructed by the Principal; and
  - (ii) a principal arranged contract works and public liability insurance policy, under the insurance facility referred to in clause 11.2(c)(i), as instructed by a Customer;
- (d) invoice a Customer for the premium (determined on the basis of the value of the works) payable on any principal arranged contract works and public liability insurance policy that the Customer has required the Supplier to place;
- (e) provide reports to the relevant Customer of all contractor claims made under any principal arranged contract works and public liability insurance policy that has been placed for the Customer under the insurance facility referred to in clause 11.2(c)(i), within 10 Business Days of any such claim being made; and
- (f) provide reports to the Principal and to the Department of State Growth as appropriate, on premiums collected and claims made under any principal arranged contract works and public liability insurance policy placed for Customers, under the insurance facility referred to in clause 11.2(c)(i), within 15 Business Days of the end of each quarter.

- Clause 11.3 Insurance Claims Administration for risks covered through the Fund

The Contractor must:

- (a) oversee the administration of claims through liaison with the insurer for claims made under commercial insurance policies, including assisting Customers to complete a claim form (if necessary) and submitting it to the insurer on behalf of the Customer.

## Appendix 2 (Schedule 2 Services)

### Schedule 2 Specification - Claims Management Services

- Clause 1. Property Protection Scheme - Department for Education, Children and Young People

Action required to be taken by Supplier	Required Timing
Review PPS claim form for completeness (including any supporting documentation) and follow up with the Department for Education, Children and Young People site on any inaccurate or incomplete claims forms	within 5 Business Days of receipt of a claim form by the Supplier
Register claim in a claims administration system and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgment and claim number to the Department for Education, Children and Young People site	within 5 Business Days of receipt of a complete claim form
Establish initial estimate on claim	within 5 Business Days of registering a complete claim from the Department for Education, Children and Young People and update estimate as and when required
Provide claim management advice to the Department for Education, Children and Young People site including with regard to the claim process, contractor appointments and attendance priorities	As required
Administer claim including appointment and instruction of investigation provider/loss assessor/repair contractor/specialist consultants and seek advice from the Department for Education, Children and Young People where required	within 3 Business Days of receiving the PPS claim form or 3 Business Days of receiving instruction from the Department for Education, Children and Young People where advice/instruction is requested by the Supplier
Respond to after hours calls from the Department for Education, Children and Young People sites when an incident has occurred and take immediate action to secure the site or return essential services if required	as required
Provide the Department for Education, Children and Young People with quarterly reports or more regularly if requested by the Department for Education, Children and Young People on the number, category projected claim finalisation date and paid and estimated outstanding costs associated with each claim	within 5 Business Days of the end of each quarter
Instigate and chair quarterly review meetings with the Department for Education, Children and Young People	within 10 Business Days of the end of each quarter
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Reimbursement to the Department for Education, Children and Young People site where repairs/reinstatement has been arranged by the Department of Education site	within 14 days from the receipt of the invoice from the Department for Education, Children and Young People

Action required to be taken by Supplier	Required Timing
Provide invoices to the Department for Education, Children and Young People for contractor costs/consultant costs that includes claim number, site name, brief description of claim and the status of the claim	Fortnightly
Apply Department for Education, Children and Young People excess to payment of invoices	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 2. Foster Carer Property - Department for Education, Children and Young People

Action required to be taken by Supplier	Required Timing
Review claim form for completeness (including supporting documentation) and follow up with the Department for Education, Children and Young People on any inaccurate or incomplete claims forms	within 5 Business Days of receipt of a claim form by the Supplier
Register claim in a claims administration system and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgement and claim number to the Department for Education, Children and Young People	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial estimate on claim	within 5 Business Days of receipt of a complete claim by the Supplier and update estimate as and when required
Provide claim management advice and recommendations including appointment of repair contractor to the Department for Education, Children and Young People for instruction	
Administer claim as per the Department for Education, Children and Young People's instructions including appointment and instruction of investigation provider/loss assessor/repair contractor	within 3 Business Days of receiving the Department for Education, Children and Young People's instructions
Provide monthly reports to the Department for Education, Children and Young People or more regularly if requested by the Department for Education, Children and Young People on the progress of the claim and paid and outstanding costs associated with the claim	within 10 Business Days of the end of each month
Payment of service provider or foster carers invoices as applicable	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

- Clause 3. Under-Excess

Action required to be taken by Supplier	Required Timing
Review claim form for completeness (including supporting documentation) and follow up with the Customer on any inaccurate or incomplete claims forms	within 5 Business Days of receipt of a claim form by the Supplier
Register claim in a claims administration system and allocate claim number	within 5 Business Days of receipt of a complete claim by the Supplier
Send claim acknowledgement and claim number to the Customer	within 5 Business Days of receipt of a complete claim by the Supplier
Establish initial estimate on claim	within 5 Business Days of receipt of a complete claim by the Supplier and update estimate as and when required
Provide claim management advice and recommendations including appointment of investigation provider/loss assessor/repair contractor to the Customer for instruction	
Administer claim as per the Customer's instructions including appointment and instruction of investigation provider/loss assessor/repair contractor	within 3 Business Days of receiving the Customer's instructions
Provide monthly reports to the Customer or more regularly if requested by the Customer on the progress of the claim and paid and outstanding costs associated with claim	within 10 Business Days of the end of each month
Payment of service provider invoices	within 14 days from the receipt of the invoice by the Customer or the Supplier (whichever is earlier)
Record the excess in the claims administration system and collect from the Customer if applicable	
Complete finalisation checklist outlining the events that led to the closure of the claim	within 3 months of the final payment

## Appendix 3 (Schedule 3 Services)

### Schedule 3 Specification - Insurance Broking and Insurance Advisory Services

- Clause 1. Broking Services for risks not covered by or through the Fund

Broking Services for risks not covered by or through the Fund as follows:

- (a) if reasonably available in the market, broker commercial insurance policies for risks on behalf of Schedule 3 Customers where such risks will not be covered by or through the Fund, including principal arranged contract works and public liability insurance policies for those not-standard works that fall outside of the principal arranged contract works and public liability insurance facility; and
  - (b) place policies as instructed by a Schedule 3 Customer.
- Clause 2. Insurance Claim Administration for risks not covered by or through the Fund

Insurance Claims Administration for risks not covered by or through the fund as follows:

Oversee the administration of claims through liaison with the insurer for claims made under commercial insurance policies, including assisting agencies to complete a claim form (if necessary) and submitting it to the insurer on behalf of a Schedule 3 Customer.

- Clause 3. Insurance Advisory Services

Insurance advisory services as follows:

- (a) provide insurance advice to Schedule 3 Customers, including advice in respect to the:
  - a. interpretation and drafting of insurance provisions in contracts with third parties to ensure that the insurable risks and liabilities associated with each contract are adequately and appropriately insured;
  - b. insurance arrangements for major projects/contracts; and
  - c. availability of insurance for an identified risk; and
- (b) provide access to risk and broking specialists with industry-specific and risk-specific expertise.

## Appendix 4

### Schedule 1, 2 and 3 Customer Lists

- Schedule 1 Customer List

Agency	Schedule 1 Services that an Agency may require the contractor to provide
Brand Tasmania Environment Protection Authority Department for Education, Children and Young People Department of Health (including Ambulance Tasmania and Tasmania Health Service) Department of Justice Department of Police, Fire and Emergency Management Department of Premier and Cabinet Department of Natural Resources and Environment Tasmania Department of State Growth (including Tasmanian Museum and Art Gallery) Department of Treasury and Finance Homes Tasmania Integrity Commission Office of the Ombudsman Stadiums Tasmania Tasmanian Audit Office TasTafe Tourism Tasmania	Any of the Schedule 1 Services (see <a href="#">Appendix I (Schedule 1 Services)</a> )
House of Assembly Legislative Council Legislature-General Director of Public Prosecutions Office of the Governor	Any of the Schedule 1 Services <u>Excluding</u> Fund Insurance Advisory Services
Director of Inland Fisheries Port Arthur Historic Site Management Authority Private Forests Tasmania	Any of the Schedule 1 Services <u>Excluding</u> : Personal Injury - Personal Accident Claims Administration Services (clause 3.2); Legal Liability (Non-Medical Liability) Claims Administration Services (clause 3.3) Legal Liability (Medical Liability) Claims Administration Services (clause 3.4) Property - Building Claims Administration Services (clause 3.5) Property - contents, business interruption, machinery breakdown and transit claims Administration Services (clause 3.6) Property - Fraud/Fidelity Claims Administration Services (clause 3.7) Property - Motor Vehicle Claims Administration Services (clause 3.8) Homes Tasmania and the Better Housing Futures Program Claims Administration Services (clause 3.9); and Fund Insurance Advisory Services

Agency	Schedule I Services that an Agency may require the contractor to provide
Royal Tasmanian Botanical Gardens	Any of the Schedule I Services <u>Excluding</u> : Personal Injury - Personal Accident Claims Administration Services (clause 3.2); Legal Liability (Non-Medical Liability) Claims Administration Services (clause 3.3); Legal Liability (Medical Liability) Claims Administration Services (clause 3.4); Property - Building Claims Administration Services (clause 3.5); Property - contents, business interruption, machinery breakdown and transit claims Administration Services (clause 3.6); Property - Fraud/Fidelity Claims Administration Services (clause 3.7); Property - Motor Vehicle Claims Administration Services (clause 3.8); and Homes Tasmania and the Better Housing Futures Program Claims Administration Services (clause 3.9).
State Fire Commission	Any of the Schedule I Services <u>Excluding</u> Property - Motor Vehicle Claims Administration Services (clause 3.8)
Marine and Safety Tasmania Macquarie Point Development Corporation	Can <u>only</u> access Fund Insurance Advisory Services (no other Schedule I Service).



- Schedule 2 Customer List

Agency	Schedule 2 Services that an Agency may require the Contractor to provide
Brand Tasmania Environment Protection Authority Department of Health (including Ambulance Tasmania and Tasmania Health Service) Department of Justice Department of Police, Fire and Emergency Management Department of Premier and Cabinet Department of Natural Resources and Environment Tasmania Department of State Growth (including Tasmanian Museum and Art Gallery) Department of Treasury and Finance Homes Tasmania House of Assembly Integrity Commission Legislative Council Legislature-General Director of Public Prosecutions Office of the Governor Office of the Ombudsman Stadiums Tasmania Tasmanian Audit Office TasTAFE Tourism Tasmania	Under-Excess Claims Management Services (clause 3)
Department for Education, Children and Young People	Property Protection Scheme Claims Management Services (clause 1); Foster Carer Property Claims Management Services (clause 2); and Under-Excess Claims Management Services (clause 3)
State Fire Commission	Under-Excess Claims Management Services (clause 3) <b>other than</b> under-excess claims management services for motor vehicle risk

- Schedule 3 Customer List

Brand Tasmania	Department of Health (including Ambulance Tasmania and Tasmania Health Service)
Environment Protection Authority	Department of Justice
Homes Tasmania	Department of Police, Fire and Emergency Management
Department for Education, Children and Young People	Department of Premier and Cabinet
Department of Natural Resources and Environment Tasmania	Department of State Growth (including Tasmanian Museum and Art Gallery)
Department of Treasury and Finance	Integrity Commission
Office of the Ombudsman	Royal Tasmanian Botanical Gardens
Tasmanian Audit Office	TasTAFE
Tourism Tasmania	State Fire Commission
Marine and Safety Tasmania	Macquarie Point Development Corporation
Stadiums Tasmania	