



An Introduction to Comcover

January 2015

Comcover, the Australian Government's self-managed insurance fund, has been providing insurance and risk management services to Commonwealth General Government Sector entities (Fund Members) since 1998.

Comcover was established with two key objectives:

- to provide a comprehensive insurance fund to protect Australian Government entities against the impact of insurable losses; and
- to promote better practice risk management in entities to improve policy formulation and delivery of Government programs and services so as to deliver a net benefit to the Budget over the long-term.

Comcover helps to protect the Australian Government's financial standing and reputation. We help integrate risk management into government functions and operations by providing comprehensive and responsive risk management and insurance services to our Fund Members.

Comcover works in partnership with Fund Members to promote a positive risk management culture across the Commonwealth Government to support the efficient and effective delivery of programmes and services.

Comcover provides services to more than 160 Fund Members that have a broad range of responsibilities and functions.

Insurance and Relationship Management

The Comcover Fund was established in 1998 to provide a cost-effective approach to managing the Commonwealth insurable risks.

Comcover helps protect the Commonwealth Budget by ensuring all Fund Members have comprehensive financial protection from major threats that can arise from claims associated with insurable risks.

Comcover facilitates a comprehensive and consistent whole-of-Australian Government approach to insurance capability, risk management, data collection, entity accountability and claims management. It also achieves more effective pooling of the wide range of unique risks within the Australian Government.

Under Comcover's Statement of Cover, Fund Members receive cover for all general insurable risks with the exception of workers' compensation, which is the responsibility of Comcare. Classes of cover include:

- liability, including general liability, professional indemnity and directors' and officers' liability;

- property, including property-in-transit, fraud, and Business Interruption;
- motor vehicle; and
- personal accident and travel, including personal effects and medical emergencies.

Each Fund Member has a dedicated Relationship Manager to support and guide it through the development and maintenance of its insurance and risk programme.

Relationship Managers:

- provide advice and assistance to Fund Members on insurance and risk related matters;
- support Fund Members through Comcover's annual renewal process in relation to cover;
- provide access to the Comcover's online applications (including the Comcover Launchpad and the Comcover Gateway); and
- identify opportunities to connect Fund Members with other Comcover services.

Risk Management, Education and Training

Through its risk management services, Comcover seeks to enable Fund Members to obtain and develop the knowledge, skills and expertise that is needed to ensure the successful implementation and integration of risk management within their organisations.

Comcover's risk management program includes:

- benchmarking of a Fund Member's enterprise-wide risk management framework;
- training and education for officers at the foundation, practitioner and Senior Executive Service levels;
- risk advisory services providing risk management expertise to Fund Members;
- Better Practice Guides, tools, templates and fact sheets which provide advice to Fund Members on the key principles and concepts of risk management; and
- an annual Awards for Excellence programme which recognises and rewards Fund Members that demonstrate excellence in risk management.

Claims Management

Claims against Fund Members are managed and settled by Comcover in accordance with Commonwealth Government legislation and policies including the *Public Governance, Performance and Accountability Act 2013*, *Legal Services Directions 2005* and the *Commonwealth Procurement Rules*. Comcover works closely with Fund Members in relation to claims, and engages legal service providers and other specialists as necessary.

Specialist service providers used by Comcover

Specialist service providers support Comcover across a range of technical areas including insurance, risk management, claims management, legal advice, education, and overseas medical and security assistance for Commonwealth officials.

Specialist service providers used by Comcover include:

- Gallagher Bassett Services for Relationship Management and Claims Management services;
- Deloitte for risk management advisory services;
- Arthur J. Gallagher for insurance broking services;
- International SOS for overseas medical and travel assistance services;
- KPMG Actuarial for actuarial services; and
- Major Training Solutions for risk education and training services.

Information in relation to services available to Fund Members is available via your Relationship Manager.

Comcover is here to help

Comcover has a single point of contact for all insurance, claims, risk management, education and training, and event related enquiries – 1800 651 540 or via comcover@comcover.com.au.

Fund Members can also access the secure Comcover Launchpad where they can:

- report an incident or make a claim;
- check on the progress of a claim;
- access key insurance and risk documents;
- produce customised reports on claims;
- access Comcover's Learning System; and
- access the International SOS Comcover Members Portal.