

Understanding the Police Officer Support Scheme

This fact sheet will help you understand the Personal Injury Commission's role in the Police Officer Support Scheme and the steps involved in resolving a dispute under this scheme.

The Personal Injury Commission resolves disputes between people injured in motor accidents and workplaces in NSW, and insurers and employers. That includes officers who are injured in the course of their duties, because a police officer is a 'worker' as defined in the *Workers Compensation Act 1987*. For eligible police officers and former police officers, the Police Officer Support Scheme supplements an officer's right to weekly compensation.

What is the Police Officer Support Scheme?

On 27 September 2024, the NSW Government established the Police Officer Support Scheme (POSS) to support NSW police officers who are injured at work. The Scheme replaced the Police Blue Ribbon Insurance Scheme and was established by amendments made to the *Police Act 1990*, the *Police Regulation 2015* and the *Personal Injury Commission Act 2020*. The *Police Regulation 2015* has now been superseded by the *Police Regulation 2025*. The Scheme is to be found in Part 8 of the *2025 Regulation*.

The Police Officer Support Scheme provides eligible officers who have been injured on duty, and are eligible for weekly workers compensation, with supplementary support benefits for up to seven years. There is a possibility of extension for up to three additional years in cases of catastrophic or exceptional injury. In certain circumstances, it is also available to former eligible officers who were injured on duty and received the supplementary support benefit.

What is the Commission's role?

The Commission has power to hear and determine disputes in relation to decisions made under the POSS, and as prescribed by the *Police Regulation 2025*. That includes disputed decisions to decline to make payments to an officer, decisions about the amount of a payment to be made to an officer, and decisions about the length of catastrophic or exceptional injury payments.

The POSS Division undertakes this work. It comprises a Division Head and members who have been appointed by the Attorney General. The President has also appointed medical assessors to the Division.

The dispute resolution model for the Division mirrors the current workers compensation model as far as practicable, to reduce process trauma for officers who also have a workers compensation dispute before the Commission. Conciliation will be used as a first step to resolving disputes, meaning the Commission will work collaboratively with parties to try to assist them to reach an agreement without a formal determination. Where an agreement cannot be reached, the Commission will decide the dispute through arbitration.

The Commission's aim is to resolve disputes justly and efficiently in the shortest time possible, working collaboratively with all parties to achieve this.

How do I lodge a dispute in the POSS Division?

Applications to lodge a dispute under the POSS can be made by registering for the [Pathway Portal](#) and completing a Form 2 (Application to Resolve a Dispute). The application must include all information relevant to the dispute in an indexed and paginated bundle, as further evidence may not be able to be added later.

The Commission's 500-page limit applies to supporting material for disputes lodged under the POSS. If a party intends to rely on more than 500 pages of supporting material, they will need to make an application to lodge additional documents and seek leave to have those documents introduced into the proceedings.

What happens once a dispute is lodged?

The application will be reviewed and, if accepted, will be registered with the Commission. If it is not accepted, we will contact you. We will then seek a reply from the other party within 21 days.

The matter will be listed with a member, an experienced, independent decision-maker appointed by the Attorney General to help resolve disputes, 28 days after registration.

The member will review all material lodged ahead of a preliminary conference with all parties to the dispute. If required, the member will also refer the injured officer for a medical assessment with one of the Commission's medical assessors.

What if there is an associated workers compensation dispute?

When an application is lodged for a POSS dispute, we will check if there is an associated workers compensation dispute. All members appointed to the POSS Division are dually appointed to the Workers Compensation Division. Where a dispute comes before both divisions, we will streamline them to ensure they are allocated to the same dual member at the same time who either resolves the dispute or issues a single decision.

Can I lodge a dispute under the Police Blue Ribbon Scheme with the Commission?

No. The Commission only has the dispute resolution function with respect to the POSS, and can only hear disputed claims made under the POSS from 27 September 2024.

What happens once a matter is listed for a preliminary conference?

The preliminary conference, also known as the initial conciliation conference, is a first step in trying to resolve your dispute. The member will bring all parties together via video conference to help the parties identify the issues in dispute and possible ways to resolve it. A high proportion of disputes are successfully resolved at this conference. However, if the parties cannot reach an agreement, the matter may progress to a second conciliation conference and arbitration hearing to be formally decided by the member. This will only occur if the member is satisfied that the dispute cannot be resolved by agreement. More information about conciliation conferences and arbitration hearings

can be found in our fact sheet 'What to expect at an arbitration hearing - workers compensation', available on our website.

How long will the dispute take to resolve?

The time taken to resolve a dispute depends on:

- the issues in dispute
- the standard of preparation by the parties
- the willingness of parties to genuinely attempt resolution
- whether a decision is appealed.

How are updates provided as the matter progresses through the Commission?

The case owner will update the legal representatives throughout the dispute resolution process, including any steps needing to be taken. Case owners may also engage with an injured person directly if they are self-represented or in relation to some Commission events, such as a medical assessment.

What if a party is unhappy with the outcome of the dispute?

If any party is unhappy with the outcome of the dispute, a request can be made for an appeal before a Presidential Member of the Commission.

Publication of Personal Injury Commission decisions

The Commission publishes many of its decisions online, as required by the *Personal Injury Commission Act 2020*, to ensure our decisions are transparent and robust. Decisions that are published online include a decision by a member or decisions of medical review panels and medical appeal panels.

If you have concerns about aspects of a decision being published, you can apply for it to be de-identified or redacted at any time during proceedings or within seven days of the decision being handed down. The President may also consider applications for a decision or other information not to be published or disclosed if it is of a confidential nature or for any other reason.

Contact us

For more information please [contact the Personal Injury Commission](#)

You can find information about dispute pathways, dispute resolution events, the 500-page limit and the publication of decisions on our website, including a range of easy-to-read fact sheets. Visit www.pi.nsw.gov.au