

# St Vincent de Paul Society

## Voluntary Workers insurance program overview

30 June 2023

### What are the policy details?

|                        |   |
|------------------------|---|
| <b>Insured(s)</b>      | St Vincent de Paul Society National Council of Australia Incorporated, St Vincent de Paul Society (Canberra/Goulburn) Incorporated, St Vincent de Paul Society NSW, The Trustees of the Society of St Vincent de Paul (NSW), St Vincent de Paul Housing, St Vincent de Paul Society (NT) Inc, St Vincent de Paul Society Queensland, St Vincent de Paul Society (SA) Inc, St Vincent de Paul Society (WA) Incorporated, St Vincent de Paul Society (Tasmania) Inc, Bethlehem House Tasmania Inc, St Vincent Industries Incorporated, Tastex Knitwear Incorporated, Vincent Industries Inc, St Vincent de Paul Society Queensland Housing, Society of St Vincent de Paul Pty Limited |
| <b>Insurer</b>         | Arch Underwriting (ABN 27 139 250 605)  |
| <b>Policy number</b>   | P0019373AH2023AU2   |
| <b>Policy period</b>   | 4pm AEST 30 June 2023 to 4pm AEST 30 June 2024  |
| <b>Covered persons</b> | All Voluntary Workers and Conference Members of the Policyholder  |
| <b>Claims manager</b>  | Corporate Services Network (CSN)  |

### What are the key benefits?

| Policy section                            | Benefit  | Additional notes  |
|---|--|---|
| A) Accidental Death and Bodily Injury     | Under age 80 \$250,000<br>Age 80 to 94 \$100,000<br>Age 95 or over \$10,000  | %s apply for events 2 to 19 per policy wording  |
| B) (i) Bodily Injury resulting in Surgery | \$20,000   | Only applies if overseas  |
| B) (ii) Bodily Injury - Weekly Benefits   | 100% of salary to max \$1,500 per week, 104-week max duration  | Nil excess period   |
| C) Fractured Bones                        | \$3,000  | %s apply depending on bone broken   |
| D) Loss of Teeth or Dental Procedures     | \$1,000  | Limit per tooth \$250   |
| Extensions                                | <ul style="list-style-type: none"> <li>Non-Medicare medical expenses • \$10,000</li> <li>Bed care • \$50 per day</li> <li>Emergency home help • \$250 per week for max 26 weeks</li> </ul> | <ul style="list-style-type: none"> <li>Only includes non-Medicare items</li> <li>Max 14</li> <li>7-day excess period</li> </ul> |

Please note this list is not an exhaustive list of all benefits available under the policy. Please refer to the Policy Wording and Policy Schedule which contain further and full details relating to the policy coverage.

## How should a Volunteer lodge a claim?

Ensure the Volunteer completes the Corporate Services Network (CSN) SVDP claim form which accompanies this summary sheet

There are different sections in the claim form – some are required irrespective of the type of claim, others are specific for certain claims, for example for non-Medicare medical expenses.

CSN operates on behalf of the insurer, Arch, to assess and process all SVDP claims.

If you have any questions relating to claims, please contact CSN in the first instance on the details shown below.

Please note that claims should be sent in the first instance to the Claims mailbox [claims@csnet.com.au](mailto:claims@csnet.com.au) or ring 02 8256 1770

## Who can I contact for questions?

|            |  |
|------------|--|
| <b>Aon</b> | <b>Marcus Jiang</b><br>Client Executive – Health and Benefits<br>Telephone: +61 2 9253 7217<br>Email: <a href="mailto:marcus.jiang2@aon.om">marcus.jiang2@aon.om</a><br><br><b>Richard McNamara</b><br>Client Director - Health & Benefits<br>Telephone: 0434 651 458<br>Email: <a href="mailto:richard.mcnamara@aon.com">richard.mcnamara@aon.com</a> |
| <b>CSN</b> | <b>Cassie Raymond</b><br>Team Leader<br>Telephone: 02 8256 1713<br>Email: <a href="mailto:Cassie_Raymond@csnet.com.au">Cassie_Raymond@csnet.com.au</a><br><br><b>Koreylee Chalmers Senior</b><br>Claims Consultant<br>Telephone: 02 8256 1777<br>Email: <a href="mailto:koreylee_chalmers@csnet.com.au">koreylee_chalmers@csnet.com.au</a>             |

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### Data Disclaimer

Please note the benchmarking data is based on the plans that sit within Aon’s client portfolio in Australia as recorded on our benefits database and is current as at the date of this report. Aon continually refreshes the plan data and results may vary as new plans are added to our database. The data excludes statistical outliers or plans where there is insufficient data to be deemed credible.

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The complete terms and conditions of The Plan are detailed in the policy document, issued by the insurer.