



IPART | Emergency Services Levy
Insurance Monitor

Quarterly Report

January 2026

Acknowledgment of Country

IPART acknowledges the Traditional Owners of the lands where we live and work. Our office is located on Gadigal land and our work touches on Aboriginal lands and waterways across NSW.

We pay respect to their Elders both past and present, and recognise Aboriginal people's unique and continuing cultural connections, rights and relationships to land, water and Country.



Image taken on Worimi Country (Myall Lakes)

The Independent Pricing and Regulatory Tribunal

IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from [IPART's website](#).

Tribunal Members

The Tribunal members for this review are:

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Contents

1	About this report	1
2	Our activities from October to December 2025	2
2.1	We have designed our approach to collecting, storing and utilising data and information	2
2.2	We have received ESL collection information for the 2024-2025 financial year	2
3	Stakeholder engagement, communication and education this quarter	4
3.1	Engagement with industry stakeholders	4
3.2	Engagement with the NSW Government and co-regulators	4

1 About this report

This is the Independent Pricing and Regulatory Tribunal's (IPART) quarterly report on the performance of our functions as the NSW Emergency Services Levy Insurance Monitor (Insurance Monitor).^a It covers the period from October to December 2025.

Our role as Insurance Monitor is to give the community confidence that insurers will remove the Emergency Services Levy (ESL) from their insurance premiums as NSW transitions to a new model for funding Fire and Rescue NSW, the NSW State Emergency Service and the NSW Rural Fire Service (together, the NSW emergency services).

More information about our role and links to our previous reports are available on our website [here](#).

^a Under section 10 of the *Emergency Services Levy Insurance Monitor Act 2024*, we must provide these reports on our performance to the Treasurer every quarter and publish them on our website.

2 Our activities from October to December 2025

2.1 We have designed our approach to collecting, storing and utilising data and information

The Insurance Monitor will use data and information to deliver each of our functions. This quarter we have designed our approach to collecting, securely storing and utilising this information. This approach supports the following Insurance Monitor principles:



We seek to understand the complexity of the insurance industry and customer needs. We make informed decisions by engaging with stakeholders, analysing data, and continuously developing our knowledge.



We leverage technology, data analysis, and regulatory processes to continually identify and target the greatest risk areas. Our approach is efficient, reasonable, and considers the impact of regulatory burden, without compromising on our commitment to customer protection.

To see all of our principles, see the [Insurance Monitor principles](#) page on our website.

Insurance pricing can be complex. We will take a considered and robust approach to managing data and information so that we can effectively monitor prices throughout the reform period. The information we collect will inform the Insurance Monitor's decisions and will help us hold insurers to account.

We are committed to ensuring that any information we collect and store is managed safely and securely, in accordance with NSW Government digital policies and privacy legislation. We will safeguard sensitive information while maintaining compliance with relevant standards and guidelines.

We will collect and use only the data necessary for our statutory obligations and functions, applying a proportionate approach to support effective monitoring and analysis. This approach is efficient, reasonable and considers the impact of regulatory burden, without compromising on our commitment to customer protection.

2.2 We have received ESL collection information for the 2024-2025 financial year

In November, we received information from Revenue NSW under our information sharing agreement about how much ESL insurers collected in the 2024-2025 financial year. Revenue NSW is the NSW Government agency responsible for administering the collection of the ESL.

This data supports our understanding of how accurately insurers collect the right amount of ESL each year. We will collect this information each year, so that after the end of the final years of the Emergency Services Levy scheme^b, we can assess whether any insurers are liable for an over-collection amount. This occurs when the total amount collected by an insurer in the final years of the scheme exceeds the total amount contributed by the insurer during the same period.^c

^b According to section 30 of the *Emergency Services Levy Insurance Monitor Act 2024*, the final years of the Emergency Services Levy scheme means the following financial years –

- (a) the financial year commencing on 1 July 2023,
- (b) the financial year commencing on 1 July 2024,
- (c) a financial year that commences after 1 July 2024 in which a contribution under the *Emergency Services Levy Act 2017* is levied.

^c *Emergency Services Levy Insurance Monitor Act 2024*, section 33(1).

3 Stakeholder engagement, communication and education this quarter

3.1 Engagement with industry stakeholders

The focus of our engagement with insurers over the past quarter has been on understanding how insurers collect the ESL. We have sought information from insurers to inform how we deliver our functions, particularly investigating over-collection amounts at the end of the final years of the scheme and establishing refund undertaking requirements. We have met with industry stakeholders and advisers to understand how insurers manage the process of estimating their ESL contribution each year.

As outlined in our previous quarterly reports, between May and July 2025, we met IAG, Allianz, QBE, Suncorp, Auto & General, and Guild Insurance to discuss how they collect the ESL, and how they calculate the ESL rates they apply to relevant insurance products.^d

Following on from these discussions, in November, we asked these six insurers to voluntarily disclose information about their approach to managing the ESL. Information we requested included insurance premiums and ESL rates, the cost of issuing refunds, any complaints received that related to the ESL and how insurers manage communications with policyholders regarding the ESL. We have requested de-identified information that does not include details of individual customers. We are utilising secure file sharing and storage systems to receive this information to fulfill our commitment to collecting, storing and utilising information securely.

The information will inform guidance which we intend to publish for insurers setting out our expectations about how insurers should comply with the *Emergency Services Levy Insurance Monitor Act 2024* obligations regarding over-collections. We will publicly consult on any guidance, and insurers will have the opportunity to make submissions.

3.2 Engagement with the NSW Government and co-regulators

This quarter we have continued to engage with NSW Treasury, the agency leading the reform. During this quarter there have been no announcements about when the emergency services funding reform will occur.

We have also engaged with Commonwealth co-regulators to understand what information they obtain on insurance prices, either directly from insurers or other sources. This will help inform our approach to data collection and our engagement with insurers.

^d These engagements were reported in our [July 2025 Quarterly Report](#) and our [October 2025 Quarterly Report](#).