

IN THE EVENT OF A WORKERS COMPENSATION INSURANCE CLAIM

WESTERN AUSTRALIA



Make sure everyone is safe.
Immediately seek first aid and call **000** in an emergency.

1 Contact our office or your Risk Account Manager as soon as possible to notify us of your claim

Phone **1300 761 780** or email claims@capricorninsurance.com.au

Employers must provide a completed Workers Compensation Form(s) and First Certificate of Capacity to the insurer within 7 days of receiving the completed form(s) from their employee. Penalties apply for failure to comply with the required timeframes.

2 Our office will send you the relevant forms to complete and return

The Workers Compensation and Injury Management Act 2023 stipulates that information obtained about a person under the Act is confidential and cannot be disclosed unless the disclosure of the information is authorised under the Act.

This means, should you wish for our office to assist you with your Workers Compensation claim, a WA Injured Worker Consent Form must be completed by the Injured Worker and returned along with all relevant claim forms.

Without this Consent Form, we are not authorised to contact the insurer on your behalf for any enquiries.

Claims cannot be lodged without;

- a) Completed Workers Compensation Claim Form/s
- b) Completed First Certificate of Capacity.
- c) Completed WA Injured Worker Consent Form
(if the claim is to be lodged through Capricorn Insurance Services).

3 Claim lodgement

Our office will lodge your claim on your behalf with your insurer.

4 Lodgement confirmation

Your insurer will then contact you and the Injured Worker to verify the claim and collect any further information required.

NOTE: It is not your decision to accept liability for the claim. Your insurer must assess the claim and advise you and the injured worker of their decision, in writing, within 14 days of receiving the claim. The advice must indicate whether it is accepted, declined or deferred.

As Workers Compensation is a form of state-regulated insurance, our role is to support you. Your insurer will mostly contact you directly throughout the claim process. Under the Act, compliance obligations attach to the employer, so it is imperative you understand and comply with these obligations, including any timeframes and you must follow any insurer directions. Your policy will provide further details regarding your insurer's specific processes.

FOR FURTHER INFORMATION from the regulatory body in WA, please refer to the link below:

[Making a Claim - WorkCover WA](#)