



Australian Government

Comcare

Comcare News

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Comsuper updates government financed portion of superannuation pension

Comsuper has advised Comcare that the government financed portion of superannuation pensions has been increased by 1.9%. This will affect your fortnightly compensation payments from Comcare only if you also receive a superannuation pension from Comsuper. It does not affect your compensation payments if you receive a pension from another superannuation fund or if you have previously received a lump sum superannuation payment.

Under the Safety, Rehabilitation and Compensation Act 1988, Comcare is required to reduce the amount of compensation payable by the amount of the increase in government superannuation pensions. Comcare has applied this increase from 20 December 2007 (the date of effect) which would have been reflected in your fortnightly compensation payments on pay day 27 December 2007. The 1.9% superannuation increase would have been evident in your Comsuper payment of 3 January 2008. If your fortnightly compensation payments had been affected by this superannuation update you would have received a letter from Comcare.

If you have any questions or queries about this please contact your customer service officer.

My condition is permanent. Do I need to provide medical certificates for ongoing entitlements?

Yes. If you require medical treatment it is a legislative requirement that up to date medical information is obtained in relation to the treatment. There are many benefits to providing this information to Comcare on a regular basis such as:

- Regularly reviewing your condition with your medical practitioner may alert you to any new treatments that may be available to you or may even alert you to any changes in your condition
- Regularly sending information about your current treatment to Comcare will ensure that your accounts are paid promptly. If Comcare receives an account for a treatment that we have not formally approved, it will cause delays in the payment of the account.
- If your situation does change then your entitlements may also change. To ensure that Comcare are making the most informed decision on your claim it is always best to have up to date information.

If you have any questions or queries about this please contact your customer service officer.



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Do you want your medical treatment, medication or household help payments deposited directly into your bank account?

We can pay all your compensation payments directly into your bank account. This method of payment is called Electronic Funds Transfer (EFT). With EFT, the money payable to you for your medical, medication or household help goes directly into your nominated bank account within three working days after Comcare approves payment. EFT is an efficient service that cuts down the delays involved with cheque payment. There is no worrying about losing your cheque in the post. You also do not have to make a special trip to the bank to cash a cheque at the bank. To help with your record keeping, we will send a remittance advice to you through the mail. That advice will detail the payments made into your bank account. EFT lets you use the same bank account into which your fortnightly incapacity benefits are paid, or you can nominate a different account to receive these other payments.

If you are interested, please contact your Customer Services Officer (formerly Claims Manager).

If you choose a different account for EFT payments, it will not affect the account to which we pay your incapacity benefits. Please remember, if you use EFT and you change your account details, you will need to let us know as soon as possible. This service is only available if you reside in Australia.

What is a redemption? Can I get one?

If you are in receipt of a fortnightly payment from Comcare and from 1 July 2007 that payment is less than \$91.29 gross per week (\$182.58 per fortnight), you may be able to convert your fortnightly payments to a once off lump sum payment. This is called a **redemption payment**.

A redemption payment does not affect other payments, such as medical treatment. It only means you no longer get your fortnightly pay. If you are interested and think you may be entitled to a redemption, please contact Comcare on 1300 366 979.