



Customer Circular

instant access to the *latest* information

• Issue No. 1 • September 1995 •

Revised Claim for Rehabilitation and Compensation

The purpose of this Circular is to brief you on the introduction of a revised Claim for Rehabilitation and Compensation form by Comcare Australia. A copy of the revised form is attached.

The form has been revised to:

- Ensure that all information needed to decide and effectively manage a claim is provided up front;
- Encourage your organisation to present its views on liability;
- Assist in the investigation of potentially fraudulent claims.

These changes were identified by Comcare as a result of feedback received from organisations.

An important inclusion has been ensuring active involvement of senior management by having them sign off the form.

KEY CHANGES

The key changes to the Claim Form include:

Cover

- Claimants are reminded of the need to present all supporting information with claim.
- Claims for the initial period incapacity for work or medical expenses must now be completed on separate forms - claim for 'Time off Work' and 'Medical Services' - and forwarded with the claim.
- Additional advice is provided concerning the need for, and release of, information to meet requirements of the Privacy Commissioner.

Employee Section

- The employee must now provide a medical certificate which gives a precise diagnosis of the condition medical certificates stating 'work related stress', 'back pain' etc are not acceptable and will be returned. An accurate diagnosis is

critical to the effective management of claims, particularly in relation to joint and back injuries, stress and diseases of gradual onset.

- The employee must advise whether he/she was referred for any diagnostic tests, specialists, psychologists, etc. Where such referral was made Comcare will be able to follow up and obtain firm diagnosis before decision on liability is made.
- The employee is required to provide detailed information about any previous condition which may be relevant. Names of doctors who previously treated an employee are to be provided to enable immediate follow up.
- Certain questions are couched in terms to assist in investigation of possible fraud.
- Written witness statements are now required.
- An employee cannot claim without giving authority for the release of medical information.

Employer Section

- This section now requires the date on which the claim is received by your organisation to be recorded. This enables Comcare to report against performance measures established by the Safety, Rehabilitation and Compensation Commission in relation to time taken to lodge claims and the implementation of early intervention strategies.
- The form gives employers greater opportunity to present their views on the question of liability. The employer is now asked to express an unambiguous view to Comcare on whether liability should be accepted or not and is responsible for informing claimants of recommendations made to Comcare.
- The form must be signed off by an SES Officer or Area or Regional Manager with responsibility for the workplace in which the injured claimant is employed.

This will ensure that senior managers are made aware of claims as they arise and, as a result, that they are better placed to present the agency's views on liability before a decision is made and to promote prevention or return to work strategies where necessary.

Claim Form Supplies

Supplies of the claim form can be obtained by contacting the Corporate Services Section in any Comcare Australia State Office, GPO Box 9905, in your Capital City.

We would prefer that you start using the latest version of the forms immediately. Existing stocks of the old form may be returned to Comcare for recycling.

Comcare Contact Numbers

For more information please contact the National Business Manager, State Account Manager, or Claims Manager on

1300 366 979

(local call cost)

National Rehabilitation Policy Unit

(03) 9601 4119

Claimant Helpline

1800 150 555

OH&S Hotline

1800 642 770



Assistance in Completing New Claim Form

Claims services staff in any Comcare Australia State Office are more than happy to assist you with the completion of the new claim form.

Comcare Australia aims to improve the level of service we provide to you.

If you would like to comment on any aspect relating to the new claim form or any customer service issue please contact the Help Line on:

1800 150 555.

A copy of this Customer Circular has been distributed nationally to each Human Resource Manager and Case Manager

(Originally published in September 1995. This reprint, dated May 1998, contains updated telephone numbers.)