



Claims Process

WE ARE SORRY TO HEAR YOU HAVE BEEN INJURED IN A VEHICLE CRASH

The Insurance Commission manages Western Australia's motor injury insurance scheme. If you are injured in a crash, we may pay for your treatment to help you recover if another driver in the accident was at fault and caused your injuries.

REPORT THE CRASH AND NOTIFY US OF ANY INJURY

If you are the owner and/or driver, you have an obligation to report at crashreport.com.au/ocrf/

If you are a passenger, pedestrian or cyclist, please notify us at icwa.wa.gov.au/forms/notify-injury

Once we review your injury notification, we will make a treatment approval decision.

We will call you to advise you of that decision. If approved, we will send you an SMS with a Treatment Number so you can go and get treatment.

Allied health practitioners that have HICAPS will be paid by us automatically.

Other service providers can quote the Treatment Number or Claim Number in their request for payment.

If you have paid for treatment of crash-related injuries and would like to be reimbursed, you can upload receipts at icwa.wa.gov.au/er/

TREATMENT

If you require treatment for your injuries, please consult your health professional. Please note that we pay for allied health services (e.g. physiotherapy, chiropractic, occupational therapy etc.) in accordance with WorkCover WA's Schedule of Fees and for medical services in accordance with the Australian Medical Associations Fee List. You will be responsible for the cost of any charges in excess of the scheduled rates.

FOLLOW-UP

We will follow-up with you regularly to see how your injuries are.

We may approve further treatment to help you recover from the injuries sustained in the car crash.

CONTACT US

If you have any questions or need assistance, please contact us.

(08) 9264 3344

icwa.wa.gov.au