

FAQ – Online Claim Lodgement



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Do I have to complete a claim form online?

No. You may choose to submit your Workers Compensation Claim Form online or in a paper form.

Am I lodging a claim to my employer or RiskCover?

You are lodging your claim to your employer. Your employer will then submit the claim to RiskCover.

What do the red asterisks' represent?

The red asterisks' represent mandatory fields. You must provide a response in order to continue to the next stage of the form.

Why are some cells greyed out?

This means no response is required. This may change if you answer a question that prompts additional information. For example, the greyed out cell below will become white if the response to the first question is no.



Was the part of the body affected by this occurrence healthy before this occurrence? Yes No *

If not please give details?

255 characters remaining

Can I save my progress?

Yes. To save your process select the Save Progress button. Your information is also saved automatically as you navigate through the pages.

Can I re-access my claim form if I close the browser?

Yes. The claim form can always be accessed through link in the email you would have received to start the claim.

Do I have to provide my line manager details?

No. If you do provide these details, the completed claim form and attachments will be emailed to them. If you do not, they will not receive any notification.

Do date and time answers have to be exact?

No. A date and time must be provided and it must be to the best of your knowledge, this information can be reviewed later with the RiskCover Workers' Compensation Claims Officer. When unsure of date and time of occurrence it is best to refer to the Workers' Compensation First Certificate of Capacity.

Is there some way I can provide more information if there is not enough space in the form?

Yes. If there is insufficient space, specify within the field that you will attach additional information to at the end of the process.

Can I get more help?

Yes. If you need more help, you should contact your workers' compensation representative who initiated the online claim form.

If I have started an online claim form, can I opt to complete a paper form?

Yes. Ask your employer for a workers' compensation claim paper form.

Do I have to provide consent?

No. Please note, failure to provide your consent may delay a decision on your claim from RiskCover.

Can I still complete my claim form online if I am unable to upload documents?

Yes. If you are not able to upload documents, you can provide the documents to your employer and they will attach to the claim when they submit it to RiskCover.

Can I make changes to my claim form after I have lodged my claim to my employer?

No. Changes cannot be made to your claim form after you have lodged your claim to your employer. You are able to upload additional attachments until your employer submits your claim to RiskCover.

Is the receipt number my claim number?

No. You will receive a claim number after your employer has submitted your claim to RiskCover. Do not provide your receipt number to your treating doctor or service providers.

I received my claim number via an email. Does this mean my claim is accepted?

No. The notification of a claim number only confirms your employer has submitted your claim to RiskCover. You will soon receive a letter from RiskCover notifying you of their liability decision.

Can I submit recurrence claims online?

No. You will still need to complete a recurrence of injury form manually and lodge to your employer.

My claim has been submitted to RiskCover. Can I upload certificates, accounts and other documents to my employer using the link provided at the beginning of the process?

No. Once your employer has submitted your claim to RiskCover, you will not be able to submit documents using the link. Your employer will have a process for you to submit certificates, accounts and other documents to them. Speak to your employer about what the process is.