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HEADLINE: ICWA goes the extra mile (or 200km) to settle claims

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Insurance Commission of Western Australia claims officers travelled more than 2000km across the outback to settle outstanding motor vehicle injury claims.

The officers, accompanied by legal representatives, visited remote communities such as Bidadanga, Mowanjum, Beagle Bay, Djarindjin and One Arm Point to meet claimants.

About 20 claims were negotiated through to settlement, resulting in compensation payments of \$2.4 million.

"It's not often insurers are willing to go out to the most remote parts of our state and try to locate people so they can pay out compensation to them, but that is precisely what our claims officers did on this trip," commission CEO Rob Withear said.

"We recognise that in more remote regional areas of our state, it may be difficult for people to meet insurers and their representatives face to face, so we responded by going to the claimant."

Tim Hammond, a barrister who acted for the indigenous claimants, says all parties were prepared to take a lateral approach to claims resolution.

"The result of that approach meant indigenous victims of road trauma who live remotely were compensated for their injuries in circumstances where they would not have otherwise obtained justice and closure," he said.