



Agency Bulletin

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Submission of Workers Compensation Claims

Public sector agencies have seven days to submit a claim made by a worker to the Insurance Commission. Agencies who fail to do so may be fined.

Agencies can improve the efficiency and timeliness of submitting by using the agency login portal (eClaims), instead of email. To do this more than one eClaims user from your agency needs to be set up with an account, so claims can be submitted when the primary user is on leave.

The process is most efficient for the worker and agency when the worker initiates their claim using the online form. We make quicker liability decisions when an online form is used. The agency can also submit paper claim form via the eClaims portal.

When a worker makes a claim using an online form we have a record of it. Our claims teams receive daily reports that list all claims when four days have transpired from the date the claim was made. This 'safety net' allows us to remind agencies to submit the claim to us. There is no 'safety net' when a worker completes a paper form.

When you receive a reminder from us, you should act quickly to submit the claim.

For access to eClaims and to set your agency up for online claim submissions by workers, please contact clients@icwa.wa.gov.au.

The [eClaims User Guide](#) provides information about how to use eClaims.

Key Points

- **Agencies have seven days to submit claims to the Insurance Commission.**
- **Use eClaims to submit claims more efficiently and timely.**
- **Act quickly after we remind you to submit a claim.**