

Injured in a crash?



Insurance Commission
of Western Australia

1. How to make a claim

Seek treatment from your usual doctor or hospital.

If you are the owner or driver of a car involved in a crash, please report the crash at www.crashreport.com.au

If you are an injured passenger, cyclist or pedestrian you can also notify us of your injury within www.crashreport.com.au

2. What's covered?

If the crash was another driver's fault, reasonable treatment for your injury is covered.

For more information on what may be covered, see www.icwa.wa.gov.au/motor-injury-insurance/claims-process

3. Crash investigation

We may investigate the crash.

We will contact you to tell you this and ask for information.

4. Your recovery

Continue to get the treatment you need.

We will be in touch regularly to discuss your progress until treatment and support are no longer needed.

5. Finalise your claim

You can choose to close your claim anytime.

We will call you to discuss finalising your claim, and confirm in writing.

How to pay for treatment

We will SMS your Digital Claiming Card or email your treatment number. Use these at your medical provider so the Insurance Commission can pay for your treatment.

Please note: Your medical provider may choose to invoice us directly, rather than use your treatment number. If you have paid for treatment yourself, reasonable expenses may be reimbursed to you. Upload your receipts at www.icwa.wa.gov.au/reimbursements