Insurance Commission of Western Australia

Government Insurance Division

Online Claims Submission and Injury Management System - eClaims

User guide

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Online Claim Submission overview

The Government Insurance Division Online Claim Submission and Injury Management System, also known as eClaims, is a user interface which allows users to access the following features for Motor, Property and Workers' Compensation claims:

- view and track existing claims,
- lodge and submit new claims,
- query payments and estimates and
- update some claim information.

In addition to the above features there is a provision to view agency Cover Documents and Performance Reports.

User Guide

This document details step by step instructions on how to use eClaims. However, there are also Fact Sheets, Workflows and FAQ's available from the menu ribbon within eClaims.

Access

eClaims can be accessed from ICWA's website through the Agency Login page.

Logging in

To log into eClaims

⇨ Key in your Login ID and Password (provided by ICWA)
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Login

Your Login ID and Password are case sensitive and are both organised by Government Insurance Division. To arrange a new account please contact your Client Relationship Advisor.

If you have forgotten your Login ID or Password then select Manage Password and follow the prompts.

Navigating the Main Menu

The Main Menu is where you indicate what class of insurance you are wanting to work with. The options will reflect your access i.e. if you do not have access to Motor claims, Motor Claim will not appear in your list.

Once you have selected your class of insurance (or Claim Class) you will be provided with a list of relevant features.

Workers' Compensation Claims

Within Workers' Compensation Claims you have the following features:

1. Initiate Worker Claim – Provide the worker with an online claim form and information pack
2. List Worker Claims – A list of all worker claims that are yet to be submitted to the Insurance Commission
3. Query Worker Claim – Query a specific worker claim
4. Submit Claim – Submit a workers claim to the Insurance Commission
5. Submit Recurrence Claim – Submit a recurrence of injury claim to the Insurance Commission
6. Query Claim – Query a submitted claim
7. List Submitted Claims – A list of all claims submitted claims for your agency
8. Claim Estimates – Query current estimate and cost details for a specified claim
9. Claim Payments – A list of all payments and services for a specified claim

Claim Submission Methods

There are three claim submission methods:

1. **The Devolved Model** – the worker accesses the online claim form from your agency's intranet. The worker completes the online claim form, attaches relevant documents and sends it to their employer. Line managers complete sections of the employer report form online (optional), and then you complete it, attach relevant documents and submit the claim using eClaims.
2. **Initiate Worker Claim** – you initiate the claim by providing an online claim form to the worker. The worker completes the online claim form, attaches relevant documents and sends it to their employer. You complete the employer report form online, attach relevant documents and submit the claim using eClaims.
3. **Submit Claim** – the worker has completed a paper claim form. You complete the employer report form online, attach relevant documents and submit the claim using eClaims.

Agencies no longer submit claims using email or post.

In each submission method the worker serves their claim to their employer. The worker does not submit the claim directly to the Insurance Commission.

The table below outlines the features of each claim submission method:

Submission Method	Worker accesses online claim form independently	Worker completes claim form online	Employer completes employer report form online	Emails are auto generated	There is a Safety Net[1]	Worker is aware of the status of their claim	Worker is notified of the claim number via email
The Devolved Model	✓	✓	✓	✓	✓	✓	✓
Initiate Worker Claim	✗	✓	✓	✓	✓	✓	✓
Submit Claim	✗	✗	✓	✗	✗	✗	✗
Email/Post	✗	✗	✗	✗	✗	✗	✗

Additional access requirements

Setting up multiple agency access – the name of an agency may change or there may be an amalgamation with another agency. A claim may arise now for an injury that occurred when the agency went by another name. The person who is responsible for submitting claims may need to have access set up for multiple agencies.

Access for others from your agency – There will be times when you are absent from work and unable to submit workers' compensation claims. There are strict timeframes for agencies to submit claims, so consider others from your agency who should have an account to submit claims in your absence.

A shared email address - The Devolved Model and the Initiate Worker Claim submission method generates emails to the person who is responsible for submitting claims to us. To accommodate for circumstances when the person is absent from work or unable to submit claims, the email is also sent to an agency's shared email address (e.g. workerscompclaims@agency.gov.wa.au). When setting up your access to eClaims, please provide your shared email address to us. You will also need to arrange for internal staff to have access to the shared email address.

Confirm sections from the employer report form that line managers complete – The Devolved Model allows for line managers to complete parts of the employer report form online. You will need to confirm which sections from the form line managers will be expected to complete.

Initiate Worker Claim

You have been notified of an injury and you initiate the claim submission process. An email is sent to the worker with a link to the online claim form and an information pack.

To initiate a worker claim
⇨ Select Initiate Worker Claim

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[1] When an injured worker submits an online claim form, the Insurance Commission has a record that the claim has been completed or lodged to the employer. A report is generated that lists all claims where four days has transpired from the date the claim was completed or lodged to the employer. This "safety net" allows us to remind you that the claim must be submitted as soon as possible.

⇨ Select your Agency
⇨ Indicate if the claim is for a Personal Injury or Artificial Aids (i.e. damaged spectacles)
⇨ Complete the (mandatory) fields
⇨ Attach documents that you want to provide to the worker
⇨ Add comments for the worker
⇨ Select Initiate Claim

Note (1): Ensure you enter the workers correct email address. You will not receive a copy of the sent email to the worker.
Note (2): Entering a Site on initiate it will help you sort the claims in List Worker Claims e.g. Enter the School (Perth Senior High School, PSHS) or the Region (South West, East Metro).
Note (3): Any attachments or comments provided on this page will be sent directly to the worker via email.

You will be provided with the following message:

After the worker has completed the online claim form, you will receive an email to notify you and advise that you are required to complete an online employer's report form.

List Worker Claims

This lists all claims that are in the process of being submitted, but have not yet been submitted. It includes those claims that you have initiated (from Initiate Worker Claim) or claims that you have created and saved manually (from Submit Claim). You can select a claim from the list, complete the employer report form online and submit the claim.

Claims that have been submitted are found on the List Submitted Claims.

⇨ Select List Worker Claims

⇨ *View the results* of all claims currently underway.

Note (1): You can use the headers to sort your results.

⇨ *Query the Results* if you cannot see the claim you're looking for
⇨ Enter the Receipt Number, if known, and select Search or
⇨ Enter the Workers' Name and select Search or
⇨ Filter by status/s and select Search
⇨ *Select a Result* if you would like to view the Employers Report Form
⇨ Select the Receipt Number

⇨ *Delete a Workers claim* if the claim is no longer required

Note (2): You cannot recover deleted claims. If you accidently delete the incorrect claim then you will need to initiate another worker claim or submit claim as a manual (paper) claim.
Note (3): these are workers claims, they have NOT been submitted to the Insurance Commission.

⇨ Select the Delete button

⇨ Provide a Delete Reason

⇨ Select Confirm

You will be provided with the following message:

Query Worker Claim

Note (1): The Receipt number is available in the email notifications

To Query a Worker Claim

⇨ Enter the Receipt No
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Query Worker Claim

⇨ [Complete Employers Report Form](#)

Submit Workers Compensation Claim

This submission method is used for new claims and when a worker has completed a paper claim form.

To submit a Workers Compensation Claim:

⇨ Select Submit Claim

⇨ Enter the Workers' Surname and Given Names
⇨ Select Check

If there are no existing worker claims for that worker then you will get the following message:

⇨ Select Complete New Form
⇨ Complete Employers Report Form

If there is an existing worker claim for that worker then you will get the following message:

If you would like to view the result

⇨ Select Query Result

⇨ Review the Employer Report Form details

If it is the correct worker claim

⇨ [Complete Employers Report Form](#)

If it is not the correct worker

⇨ Select Reset

⇨ Enter the Workers' Surname and Given Names
⇨ Select Check
⇨ Select Complete New Form
⇨ [Complete Employers Report Form](#)

If there are multiple existing worker claims for that worker then you will get the following message:

To view the existing worker claims

⇨ Select List Results and
⇨ View results in [List Worker Claims](#)

If there are no duplicates i.e. same name, different worker then

⇨ Select Submit Claim from the side menu

⇨ Enter the Workers' Surname and Given Names
⇨ Select Check
⇨ Select Complete New Form
⇨ [Complete Employers Report Form](#)

Complete Employers Report Form

Note (1): Some details will be prepopulated if the worker has completed an online workers' claim form or if there is a previously saved Employers Report Form for that worker.

⇨ Advise if claim is for personal injury or artificial aids
⇨ Select your agency and its major activity
⇨ Complete the form, ensuring all mandatory fields have been entered – indicated by a red asterisk

Note (2): you are able to save your progress. Refer to Save Employers Report Form.

⇨ Attach relevant documents
    ⇨ Choose file and upload
    ⇨ For other attachment types, select from the list, choose the file and upload

Note (3): Go to [Action/Upload Documents](#) for further information

⇨ Select submit

If the claim has been submitted successfully you will be provided with the following message and a claim number will be immediately allocated.

If the claim has not been submitted successfully you will be provided with the issue/s and reason/s (see Error Handling for assistance). You must amend the claim form and then resubmit the claim. If you are unable to rectify the issues please contact the Insurance Commission.

Save Employers Report Form

Note (1): to re-access a saved employer Report Form go to List Worker Claims

If you are unable to complete the Employers Report Form in one sitting you can save your progress.

⇨ Select Save

You will be provided with the following message for new Employer Report Forms:

You will be provided with the following message for existing Employer Report Forms:
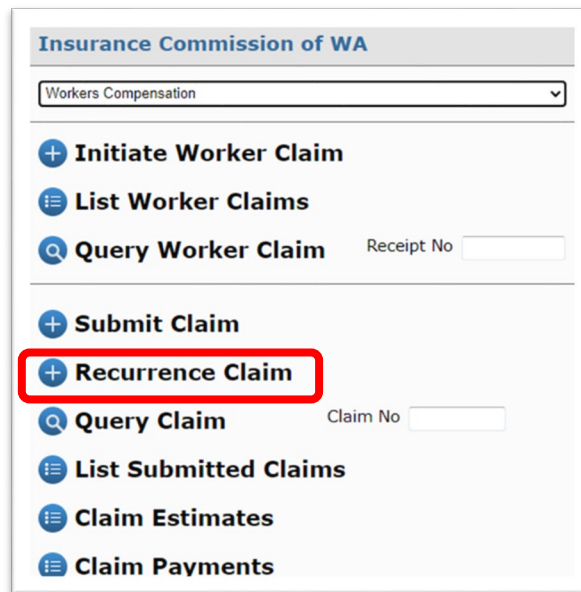
Submit Recurrence Claim

Use this to submit recurrence of injury claims. The workers' recurrence of injury form and other relevant documents can be attached.

Note (1): This form will be prepopulated with the original claim and worker details. You just need to fill in the recurrence details.
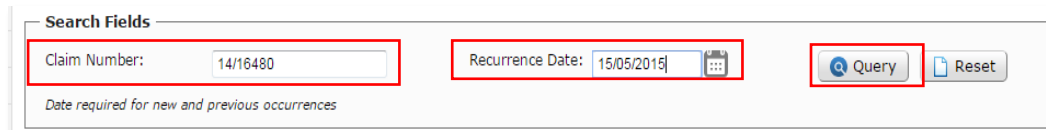
To submit a recurrence of injury claim

⇨ Select Recurrence Claim

⇨ Enter the Claim Number and the Recurrence Date
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Query

You will be given the following message and a new form will appear.

⇨ Complete the form, ensuring all mandatory fields have been entered – indicated by a red asterisk

$\Rightarrow$ Attach relevant documents

$\Rightarrow$ Select Submit

If the claim has not been submitted successfully you will be provided with the issue/s and reason/s (see Error Handling for assistance). You must amend the claim form and then resubmit the claim. If you are unable to rectify the issues please contact the Insurance Commission.

If the claim has been submitted successfully you will be provided with the following message:

Recurrence has been submitted

Search Fields
Claim Number: 14/16480   Recurrence Date: 15/05/2015   Update   Reset   Print
Date required for new and previous occurrences

Query Recurrence Claim

Note (1): This form will be prepopulated with the original claim and worker details
Note (2): You will be able to update the recurrence until internal processing at the Insurance Commission has begun.

To query a recurrence of injury claim

⇨ Select Submit Recurrence Claim

⇨ Enter the Claim number and the Recurrence Date
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Query

Search Fields
Claim Number: 14/16480   Recurrence Date: 15/05/2015   Query   Reset
Date required for new and previous occurrences

You will be given the following message and a new form will appear.

Query Workers' Compensation Claim

Note (1): Querying a claim will take you to the Employers Report Form

To Query a Workers' Compensation Claim

⇨ Enter the Claim number and
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Query Claim

If you do not have the claim number then

⇨ Select List Submitted Claims

List Submitted Claims

Note (1): You can access the payments and estimates for a claim by selecting the *from the left hand columns.*
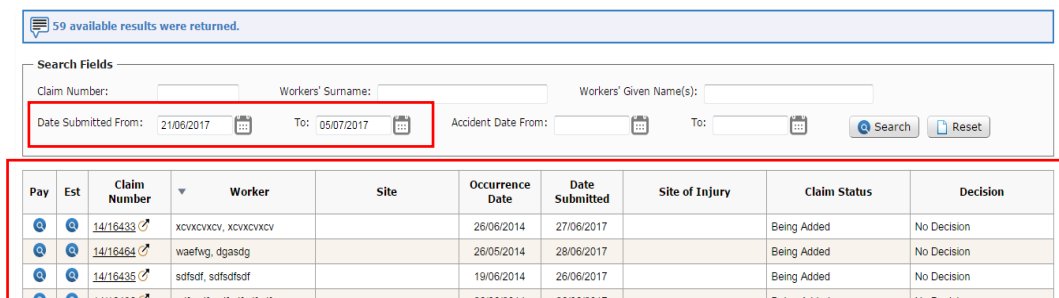
To see a list of submitted claims for your agency

⇨ Select List Submitted Claims

⇨ *View the results* of all claims submitted to the Insurance Commission within the past 2 weeks

⇨ If you cannot see the claims you're looking for then *query the results*
    ⇨ Select Reset to clear the dates
    ⇨ Enter the claim number, if known, and select search or
    ⇨ Enter the workers name and select Search or
    ⇨ Filter by date submitted or accident date
⇨ If you would like to view the Employers Review Form *select a result*
    ⇨ Select the Claim Number hyperlink
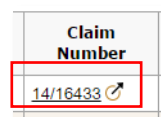
Claim Estimates

To see the estimates and cost details of a claim

⇨ Select Claim Estimates

⇨ Enter a claim number
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Search

You will receive a message that says "Query successful" and the estimates and cost details will display as follows.

Claim Payments

Note (1): when querying a payment at the Insurance Commission quote the payment number or reference number.

To see a list of all payments and services paid against a claim

⇨ Select Claim Payments

⇨ Enter the Claim Number
⇨ Press the Enter (or Return) Key on your Keyboard or
⇨ Select Search

⇨ *View the results* of all payments made against that claim

⇨ If you cannot see the payment you're looking for *query the results*
  ⇨ Filter by date or
  ⇨ Filter by compensation payments only
⇨ If you would like to view all services paid within the payment *select a result*
  ⇨ Select the payment reference hyperlink
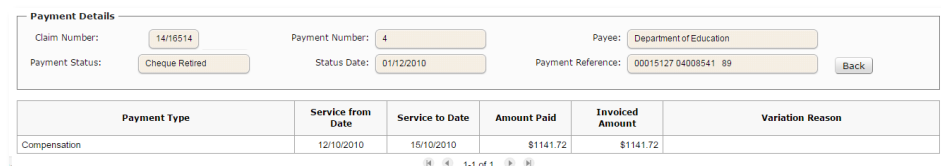
  ⇨ *View the results* of all services paid within the payment

⇨ Select Back to return to the payment

Attach / Upload Documents

Note (1): Attach / upload documents are available for Motor, Property and Workers' Compensation claims however the examples used are for Workers' Compensation claims.
Note (2): The mandatory documents required in order to submit the claim to the Insurance Commission are already preselected.
Note (3): A document has been uploaded if it is listed in the table. If it is not listed, select upload.
Note (4): All attachments will be delivered to the Insurance Commission when you submit or update the claim
Note (5): You can only delete documents that you have uploaded.
Note (6): Once you delete a document, it cannot be recovered. You will need to attach / upload again.

To attach / upload documents to the initiate email to the worker

⇨ Select Choose file
⇨ Select your file and
⇨ Select Upload

To attach / upload documents to the Employers Report Form

⇨ Select an attachment type from the drop down menu

⇨ Select Choose file
⇨ Select your file and
⇨ Select upload

Update Forms

Note (1): You can update Motor, Property and Workers' Compensation claims however this example uses the Workers' Compensation Employers Report form.
Note (2): You can also attach more documents as part of an update.

You can update (make changes) to the online forms after you have submitted the claim to the Insurance Commission, as long as the Insurance Commission has not commenced internal processing. To do this:

⇨ Query the claim
⇨ View the online form
⇨ Make the required change/s
⇨ Select Update

You will receive the following message and a new Employers Report Form will be created with the file name *'EmployerReportForm_002'*. This will be available from the Claim Documents section.

Note (3): This function is not to be used to create a new claim. To create a new claim, return to the main menu and select Submit Claim.

Print a Form

Note (1): Printing a form can behave differently depending on the browser you are using and the permissions set up on your computer.
Note (2): You can print Motor, Property and Workers' Compensation claims however this example uses the Workers' Compensation Employers Report form.

To print an online form

⇨ Select the Print Button on the form

A PDF will be created and you can print the form as you would any other web PDF document

Download Forms

Note (1): downloading a form can behave differently depending on the browser you are using and the permissions set up on your computer
Note (2): You can download Motor, Property and Workers' Compensation claims however this example uses the Workers' Compensation Employers Report form.

To download a form

⇨ Select the File Name from the Claim Documents section

⇨ Select Save

Do you want to open or save **EmployerReportForm.pdf** from **devjas03**?   Open | Save ▾ | Cancel   ×

Agency Reports

To access agency reports

⇨ Select Agency Reports from the Main Menu
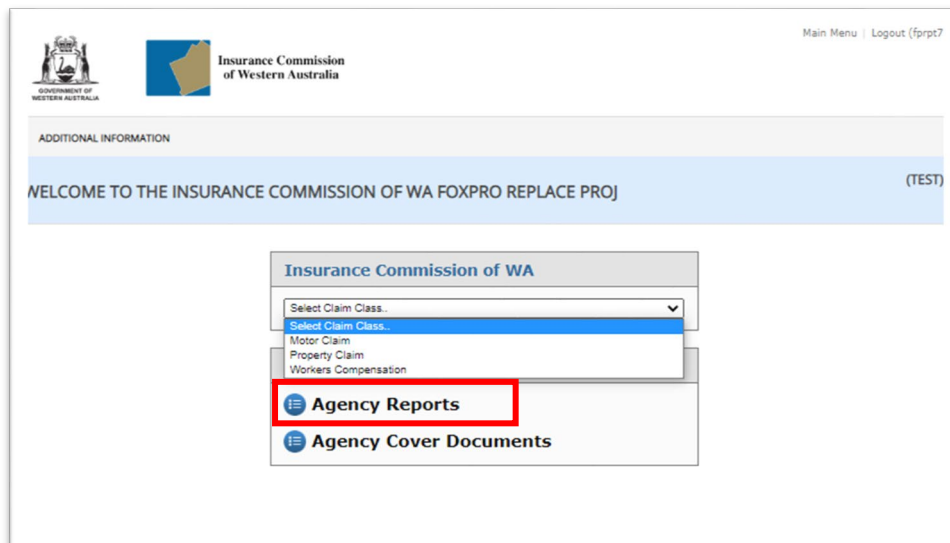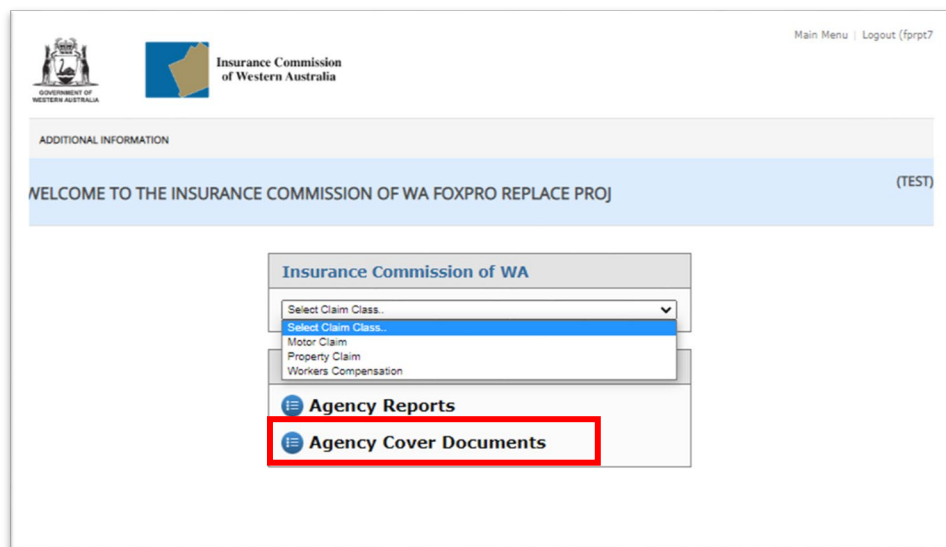
⇨ Select your Agency and the Report Period. The available reports will instantly appear.

⇨ Select the report you wish to view. A PDF will open in a new tab with the report selected.
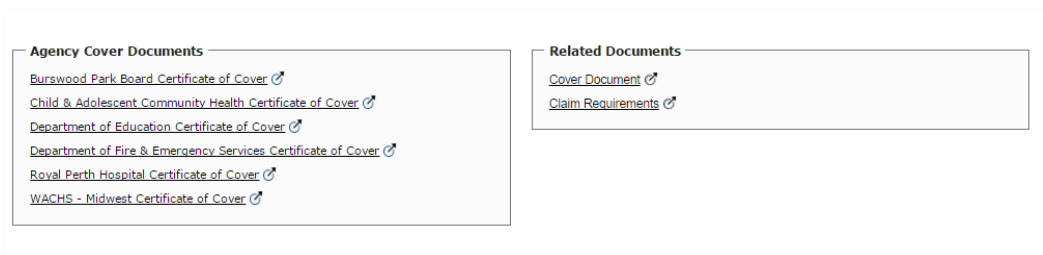
Agency Cover Documents

To access agency cover documents

⇨ Select Agency Cover Documents from the Main Menu

⇨ Select the cover document you wish to view. A PDF will open in a new tab with the report selected.

Motor Claims

Within Motor Claims you have the following features:

1. Initiate Claim – Provides an employee with the ICWA electronic motor claim form
2. Submit Claim – submit a new claim to GI
3. Query Claim – query an existing claim
4. List Claims – a list of all claims submitted to GI for your agency
5. Claim Payments – a list of all payments for a specified claim

Initiate Claim

To initiate an employee a claim

- ⇨ Select Initiate Motor Claim
- ⇨ Select your Agency
- ⇨ Select the Claim Type (Agency Vehicle Only, Disposal, Fire & Theft, Third Party Involved, Windscreen Damage)
- ⇨ Complete the (mandatory) fields
- ⇨ Attach documents you may want to provide to the employee
- ⇨ Add comments for the employee
- ⇨ Select Initiate Claim

You will be provided with the following message:

💬 Claim successfully initiated and emailed to Employee. Receipt# 6350810033

Submit Motor Claim

To submit a Motor Claim:

⇨ Select Submit Claim
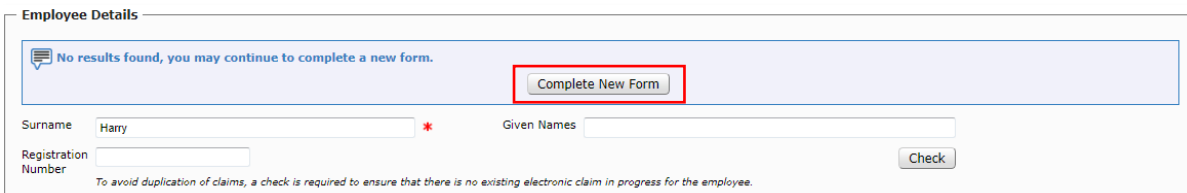
⇨ Enter the Employee's Surname, Given Names (Registration Number is optional)

⇨ Select Check

If there are no existing motor claims added by that employee then you will get the following message:

⇨ Select Complete New Form

If there is an existing worker claim for that employee then you will get the following message:

If you would like to view the result

⇨ Select List Results

⇨ Review the claim details to confirm if the claim has already been added or not

⇨ If the claim is not previously added, click the Submit Claim option from the side menu, enter in your employee details again and click, Complete New Form

⇨ Select Claim Type
- Agency Vehicle Only
- Disposal
- Fire & Theft
- Third Party Involved
- Windscreen Damage

⇨ Select Agency, *if you have access to more than one*

⇨ Complete the form, ensuring all mandatory fields have been entered – indicated by a red asterisk.

⇨ Attach relevant documents

⇨ Select Submit

If the claim has been submitted successfully you will be provided with the following message indicating how many attachments were processed and a claim number will be immediately allocated.

If the claim has not been submitted successfully you will be provided with the issue/s and reason/s (see Error Handling for assistance). You must amend the claim form and then resubmit the claim. If you are unable to rectify the issues please contact the Insurance Commission.

Query Motor Claim

To Query a Motor Claim via Receipt Number

⇨ Enter the Receipt Number

⇨ Select Query Employee Claim

To Query a Motor Claim via Incident Number

⇨ Enter the Incident Number (The Claim number is only used for third party claims, in most
cases leave this field blank)

⇨ Select Query Claim

If you do not have the Incident Number then

List Motor Claims

⇨ Select List Employee Claims to find claims that are still in progress and have yet to be
submitted to ICWA.

⇨ Select List Submitted Claims to search by claim no, registration no or date filters. The
claims listed have been submitted to ICWA and have a claim number.

Claim Number	Submitted Date	Incident Date	Claim Status	Claim Type	Registration Number
19/21402	05/07/2021	01/07/2018	Open	Third Party	1WA
19/21403	05/07/2021	02/07/2018	Open	Third Party	1WA
19/21404	06/07/2021	07/07/2018	Open	Agency	2WA
19/21405	06/07/2021	09/07/2018	Open	Disposal	1WSDD
19/21406	06/07/2021	09/07/2018	Open	Fire and Theft	2WA
19/21407	06/07/2021	01/07/2018	Open	Third Party	SAD
19/21408	06/07/2021	08/07/2018	Open	Windscreen	2WA
19/21409	08/07/2021	15/07/2018	Open	Windscreen	2WA
19/21410	08/07/2021	23/07/2018	Open	Fire and Theft	1WA
19/21412	13/07/2021	09/07/2018	Open	Windscreen	1WA
19/21413	13/07/2021	08/07/2018	Open	Windscreen	1WA

Search Fields
Claim Number _____   Registration Number _____
Date Submitted From 05/07/2021   To 19/07/2021   Incident Date From _____   To _____
Search   Reset

List Claim Payments

To see a list of all payment against a motor claim

      ⇨   Select Claim Payments

Insurance Commission of WA

Motor Claim ⌄

➕ **Initiate Motor Claim**

🔍 **Query Employee Claim**   Receipt No [   ]

➕ **Submit Claim**

🔍 **Query Claim**   Incident/Claim No [   ] [   ]

📋 **Restore Saved Claim**

📋 **List Employee Claims**

📋 **List Submitted Claims**

💲 **Claim Payments**

      ⇨   Enter the Claim Number

      ⇨   Select Search

Claim No [   ] 🔍 Search

📃 End of scan

Payee	Amount Paid	Status	Date	Payment Reference

All Payments for that claim will appear.

📃 End of scan

Payee	Amount Paid	Status	Date	Payment Reference
Racing & Wagering West	$1,000.00	Cheque retired	07/09/2016	1DQJ071 - EXCESS REFU
Finucane, Tom Isaac	- $19.56	Cheque retired	25/08/2016	REC 24/08/16 3943007
Finucane, Tom Isaac	- $50.00	Cheque retired	12/08/2016	REC 11/08/16 3942118
Finucane, Tom Isaac	- $50.00	Cheque retired	29/07/2016	REC 28/07/16 3940997
Finucane, Tom Isaac	- $50.00	Cheque retired	15/07/2016	REC 14/07/16 3940056

Property Claims
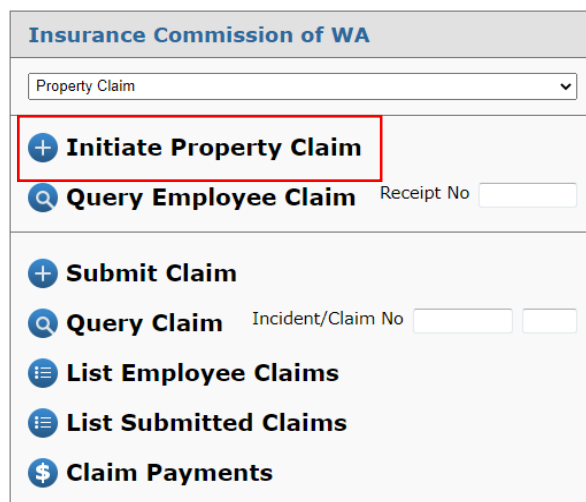
Within Property Claims you have the following features:

1. Initiate Claim – Provides an employee with the ICWA electronic property claim form
2. Submit Claim – submit a new claim to the Insurance Commission
3. Query Claim – query an existing claim
4. List Claims – a list of all claims submitted to the Insurance Commission for your agency
5. Claim Payments – a list of all payments for a specified claim

Initiate Claim

To initiate an employee a claim

⇨ Select Initiate Property Claim

⇨ Select your Agency
⇨ Select the division or area that should receive your claim (if your agency has multiple areas that submit claims to ICWA you will have a selection to choose from)
⇨ Select the Claim Type (Property Claim – Item, Property Claim – Building, Property in Transit)
⇨ Complete the (mandatory Worker Details fields) fields
⇨ Attach documents you may want to provide to the employee
⇨ Add any further comments for the employee if desired
⇨ Select Initiate Claim

Submit Property Claim

To submit a Property Claim:

⇨   Select Submit Claim

Insurance Commission of WA

Property Claim   ⌄

⊕ **Initiate Property Claim**

🔍 **Query Employee Claim**   Receipt No [_____]

⊕ **Submit Claim**

🔍 **Query Claim**   Incident/Claim No [_____] [____]

☰ **List Employee Claims**

☰ **List Submitted Claims**

$ **Claim Payments**

PROPERTY CLAIM
Property

Main Menu	Receipt Number [_____] 🔍 Query 📄 Reset
Initiate Property Claim	**Employee Details**
Submit Claim	Surname [_____] * Given Names [_____]
List Employee Claims	Date of Incident [_____] 📅 Check
List Submitted Claims	To avoid duplication of claims, a check is required to ensure that there is no existing electronic claim in progress for the employee.
Manage Claim	
Claim Payments	📄 Reset
About this Form	

⇨   Enter the Employee's Surname, Given Names (Date of Incident is optional)
⇨   Select Check

If there are no existing property claims added by that employee then you will get the following message:

⇨   Select Complete New Form

If there is an existing worker claim for that employee then you will get the following message:

Employee Details

💬 No results found, you may continue to complete a new form.
[Complete New Form]

Surname [testing_____] *   Given Names [_____]
Date of Incident [_____] 📅   Check
To avoid duplication of claims, a check is required to ensure that there is no existing electronic claim in progress for the employee.

📄 Reset

Receipt Number [_____] 🔍 Query 📄 Reset

Employee Details

💬 One result was found, what would you like to do?
[Query Result] [Complete New Form]

Surname [Wetton_____] *   Given Names [_____]
Date of Incident [_____] 📅   Check
To avoid duplication of claims, a check is required to ensure that there is no existing electronic claim in progress for the employee.

📄 Reset

If you would like to view the result

⇨ Select List Results
⇨ Review the claim details to confirm if the claim has already been added or not
⇨ If the claim is not previously added, click the Submit Claim option from the side menu, enter in your employee details again and click, Complete New Form
⇨ Select the Claim Type
⇨ Select the relevant agency
⇨ Complete the form, ensuring all mandatory fields have been entered – indicated by a red asterix.

⇨ Attach relevant documents

⇨ Select Submit

If the claim has been submitted successfully you will be provided with the following message indicating how many attachments were processed and a claim number will be immediately allocated.

 If the claim has not been submitted successfully you will be provided with the issue/s and reason/s (see Error Handling for assistance). You must amend the claim form and then resubmit the claim. If you are unable to rectify the issues please contact the Insurance Commission.

Query Property Claim

To Query a Property Claim

⇒ Enter the Incident and Claim number and

⇒ Press the Enter (or Return) Key on your Keyboard or
⇒ Select Query Claim

If you do not have the Incident and Claim number then
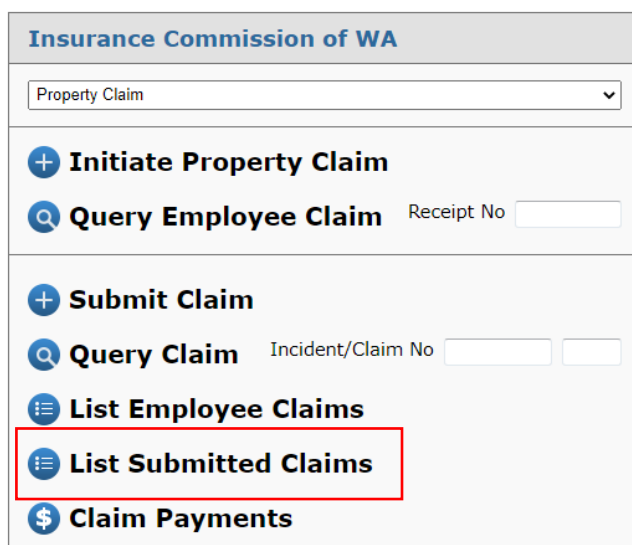
⇒ Select List Submitted Claims

List Submitted Property Claims

Note (1): You can access the payments and estimates for a claim or print the claim form by selecting the *from the left hand columns.*

To see a list of Property Claims

⇒ Select, List Submitted Claims

⇨ Select the date filters for the claims you wish to view. (Date Submitted or When the Incident was)

⇨ Select Search

All claims meeting the search criteria will appear.

Claim Number	Submitted Date	Incident Date	Claim Status	Loss Type
20/20708	10/01/2022	14/01/2020	Open	
21/17635	29/12/2021	08/12/2020	Open	
21/17637	30/12/2021	08/12/2020	Open	
21/17642	30/12/2021	07/12/2020	Open	
21/17643	31/12/2021	09/12/2020	Open	
21/17645	31/12/2021	14/12/2020	Open	
21/17646	31/12/2021	02/12/2020	Open	
21/17655	10/01/2022	05/01/2021	Open	
21/17657	10/01/2022	12/02/2021	Open	
21/17663	10/01/2022	05/01/2021	Open	
22/1541	30/12/2021	24/12/2021	Open	

Search Fields

Claim Number

Date Submitted From 27/12/2021 To 10/01/2022 Incident Date From 27/12/2021 To 10/01/2022 🔍 Search 📄 Reset

Claim Number	Submitted Date	Incident Date	Claim Status	Loss Type
		No results were returned.		

List Commenced Property Claims

To see a list of Property Claims that haven't been submitted to ICWA

⇨ Select, List Employee Claims
⇨ Leave the fields blank to view all claims for your agency that are in Progress

List Claim Payments

To see a list of all payments against a claim

⇨ Select Claim Payments

⇨ Enter the Claim Number and
⇨ Select Search

All Payments for that claim will appear. When calling the Insurance Commission, quote the Payment Reference.

Payee	Amount Paid	Status	Date	Payment Reference
Ace Assessing Services	$51.05	Cheque retired	27/08/2019	73625 1QBS493
Ace Assessing Services	$51.05	Payment cancelled	08/08/2019	73625 1QBS493

Error Handling

The following is a table of error and warning message you may receive whilst using eCLAIMS and how to rectify the issue

Message	What does it mean?	How do I fix it?
Claim does not identify a row in the CLAIM table	The claim number is incorrect or does not exist	Review and update the claim number
Claim Number not found.	The claim number is incorrect or does not exist	Review and update the claim number
Incident No does not identify a row in the INCIDENT table	The incident number is incorrect or does not exist	Reviews and update the incident number
This operation is not allowed when CLAIM is 'confidential'	This claim has been marked as confidential	Contact the claims officer to update permissions
"This operation is not allowed when claim is 'restricted'"	The cover has been marked as restricted	Contact the claims officer to update permissions
Unable to initiate claim at this time. Check that the email address and any uploaded documents are valid or try again later.	There is something stopping the email being sent to the worker. Reasons could include; an invalid email address, a document with a bad character "}" in the file name or the service is temporarily down	Review the information on the online form. If you are still have issues try again later or contact the Insurance Commission systems team: (08) 9264 3506 / (08) 9264 3708
Note an allowed value for Date of Loss	The date you have entered is outside of the cover period for your agency	Review the date of loss
HOURS\DAY * DAYS\WEEK must not be > 30.00 when EMPLOYMENT TYPE is Part	The system has automatically set the working hours to 7.5h / 5d a week but this does not work with the Employment Type selected.	Update the working hours to part time hours or update the employment type to full time.
Accident date does not identify a row in the Renewal_Period table	The date of accident entered is outside the cover period for your agency	Review the cover dates against the agency selected and review the accident date.
Risk Centre does not identify a row in the RISK CENTRE table	The Risk Code you have entered is incorrect	Review and update the Risk Code.
Cease Work Date Exists. Pre-Injury Earnings must not be zero	When you indicate that the worker had to stop work as a result of the accident you must provide their pre-injury earnings	Add a value for pre-injury earnings
First Employed date (1/01/2017) must not be later than Accident date	A worker must be employed prior to the date of the accident	Review and update the date employed or the occurrence Date and Time
Incident/Claim Number is not a valid Motor Vehicle Claim		
Unable to begin the Employers Report Form until the worker has completed their Claim Form.	The worker is still completing the claim form. You must wait until they have completed their claim form before you can review the claim and begin completing the Employers Report Form	You must wait until the form is completed. You will get an email notification when this happens.
Your request could not be completed. Please contact the	This may be because your session has expired	Log out and log back in again. If you're still having issues

Insurance Commission if this continues to occur.		contact the Insurance Commission systems team: (08) 9264 3506 / (08) 9264 3708