Insurance Commission of Western Australia

Freedom of Information Statement

Image credit: Roger Ngaw ©

Updated July 2026

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FOREWORD

The Insurance Commission of Western Australia (Insurance Commission) is committed to reducing red tape so that businesses and individuals spend less time and money on unnecessary processes and will, where possible and lawful to do so, provide relevant information without requiring a formal Freedom of Information (FOI) application.

Where it is necessary for an FOI application to be made, or where a member of the public refers to the FOI process, the Insurance Commission will respond within the timeframes required by the *Freedom of Information Act 1992* (FOI Act), where possible.

The FOI Act gives a person a right to be given access to documents of the Insurance Commission, subject to and in accordance with the FOI Act, and a right to apply for amendment of personal information in a document of the Insurance Commission if the information is inaccurate, incomplete, out of date or misleading.

The Insurance Commission is committed to assisting people who choose to exercise their rights under the FOI Act.

This FOI Statement was prepared in accordance with section 94 of the FOI Act, and is published in accordance with section 96 of the FOI Act.

We welcome any feedback on this Statement and our FOI processes so that we may continually improve our performance.

CONTACT DETAILS

Office Location
Mia Yellagonga Tower 2,
Level 15
5 Spring Street
PERTH WA 6000

Postal Address
GPO Box **L920**
PERTH WA 6845

Telephone
+61 8 9264 3333
1800 643 338 (free call from country areas)

Office Hours
Monday - Friday
8am - 5pm

E-mail
foi@icwa.wa.gov.au

Website
icwa.wa.gov.au

STRUCTURE AND FUNCTION

Who we are

The Insurance Commission is a Government trading enterprise and a statutory corporation established under the *Insurance Commission of Western Australia Act 1986* and owned by the Government of Western Australia.

The Insurance Commission administers the *Motor Vehicle (Third Party Insurance) Act 1943* and the *Motor Vehicle and Workplace Accident (Catastrophic Injuries) Act 2016*.

The responsible Minister is the Treasurer.

What we do

The Insurance Commission is primarily responsible for -

- underwriting and managing motor injury insurance;
- assessing and managing the risk and cost of claims made against the RiskCover Fund, the self-insurance arrangements for Government assets and employees;
- investing and managing funds to provide assets to meet insurance liabilities; and
- advising the Government about insurance matters.

The Insurance Commission manages and underwrites the following funds:

- Third Party Insurance Fund;
- Motor Vehicle and Workplace Accidents (Catastrophic Injuries) Fund;
- Compensation (Industrial Diseases) Fund; and
- Insurance Commission General Fund.

The Insurance Commission also manages but does not underwrite the following funds:

- RiskCover Fund;
- Government Insurance Fund;
- Default Insurance Fund (for WorkCover WA);
- Former Police Officers' Medical Benefit Scheme (for WA Police Force); and
- Indian Ocean Territories Motor Injury Insurance Scheme (for the Commonwealth).

EFFECTS OF OUR FUNCTIONS ON MEMBERS OF THE PUBLIC

The Insurance Commission's decision-making functions might affect:

- the premium rate paid by motorists for motor injury insurance;
- the fund contribution paid by Government Insurance insured agencies for workers' compensation, liability, property and other insurances;
- whether a claim is accepted or declined;
- the amount of money paid to claimants; and
- the amount of money paid to indemnify agencies for losses covered.

ARRANGEMENTS FOR PUBLIC PARTICIPATION

Please direct any feedback you may have about the Insurance Commission's services and any suggestions for improvement to the General Manager Governance and Stakeholder Relations:

Insurance Commission of Western Australia
GPO Box U1908 PERTH
WA 6845

P: +61 8 9264 3333
E: public.relations@icwa.wa.gov.au

DOCUMENTS OF THE INSURANCE COMMISSION

The Insurance Commission maintains a financial system including general ledger, accounts payable, accounts receivable and fixed assets. There is no access to these records by members of the public, although specific information may be extracted upon request.

In addition to electronic records, other information is held in the form of:

- fact sheets and information brochures;
- annual reports;
- corporate plans and budgets;
- administrative and governance documents of the Board and Committees;
- administrative and management information of the Insurance Commission;
- claims files that contain personal information about claimants and third parties; and
- internal administrative policies, procedures, and manuals.

Records are kept only as long as required and then lawfully destroyed under an authorised disposal authority.

ACCESS TO DOCUMENTS AND AMENDMENT OF PERSONAL INFORMATION

The FOI Act gives a person a right to be given access to documents of the Insurance Commission, subject to and in accordance with the FOI Act.

Under the FOI Act, a person may apply to the Insurance Commission for amendment of personal information about the person contained in a document of the Insurance Commission if the information is inaccurate, incomplete, out of date or misleading.

Applications for amendment must be made in writing and must give enough details to identify the relevant document. The application must also give details of the matters in relation to which the person believes the information is inaccurate, incomplete, out of date or misleading, give the person's reasons for holding that belief, give details of the amendment sought, and give an address in Australia to which notices under the FOI Act can be sent. Applications should be submitted to the Insurance Commission using the contact details in this Statement. There are no application fees for amendment of personal information.

Information Privacy Principle 6 of the *Privacy and Responsible Information Sharing Act 2024* does not apply to the Insurance Commission. Requests for access to, or correction of, personal information made to the Insurance Commission under Information Privacy Principle 6 will be handled as applications under the FOI Act where the statutory requirements are met.

Applications for access to documents containing personal information are made through the FOI access application process described below.

HOW TO MAKE A FREEDOM OF INFORMATION APPLICATION

FOI applications can be lodged in person, by post or by email at:

Mia Yellagonga Tower 2
Level 15
5 Spring Street
PERTH WA 6000

GPO Box L920
PERTH WA 6845

foi@icwa.wa.gov.au

Members of the public can make FOI enquiries and/or seek assistance from the Information Release Officer by calling +61 8 9264 3333.

Members of the public can request to meet the Information Release Officer at our office. Please contact us to make an appointment.

PROCESSING FOI APPLICATIONS

The Insurance Commission's Information Release Officer is responsible for processing FOI applications in accordance with the FOI Act. For all FOI related matters, the Information Release Officer should be the initial point of contact.

Where appropriate, the Information Release Officer may arrange for the full or partial transfer of an FOI application to another Government agency in accordance with section 15 of the FOI Act. Where the Insurance Commission assumes responsibility for making a decision about an application, the applicant will be provided with a Notice of Decision, explaining the reasons for the Insurance Commission's decision.

RIGHTS OF REVIEW

The FOI Act provides rights of review for certain decisions made by an agency. In accordance with sections 39 and 54 of the FOI Act, members of the public may lodge written applications with the Insurance Commission requesting an internal review of a decision. If the outcome was determined by the Insurance Commission's Chief Executive, the right of review is directed to the Office of the Information Commissioner, whose contact details are as follows:

Office of the Information Commissioner
Albert Facey House
469 Wellington Street
PERTH WA 6000

Telephone: +61 8 6551 7888
info@foi.wa.gov.au

If an applicant is dissatisfied with the results of an internal review, applicants may request the Information Commissioner to conduct an external review of the matter. The Information Commissioner may refer questions of law that arise in the course of dealing with a complaint to the Supreme Court.

FEES

Fees do not apply to an application for access to documents containing personal information solely about the applicant, for example, medical records or payslips.

An application fee applies to FOI applications that are not limited to personal information about the applicant, for example, investigation reports or crash report forms. A $30 fee is payable when lodging the application. Further charges may apply, as set out below:

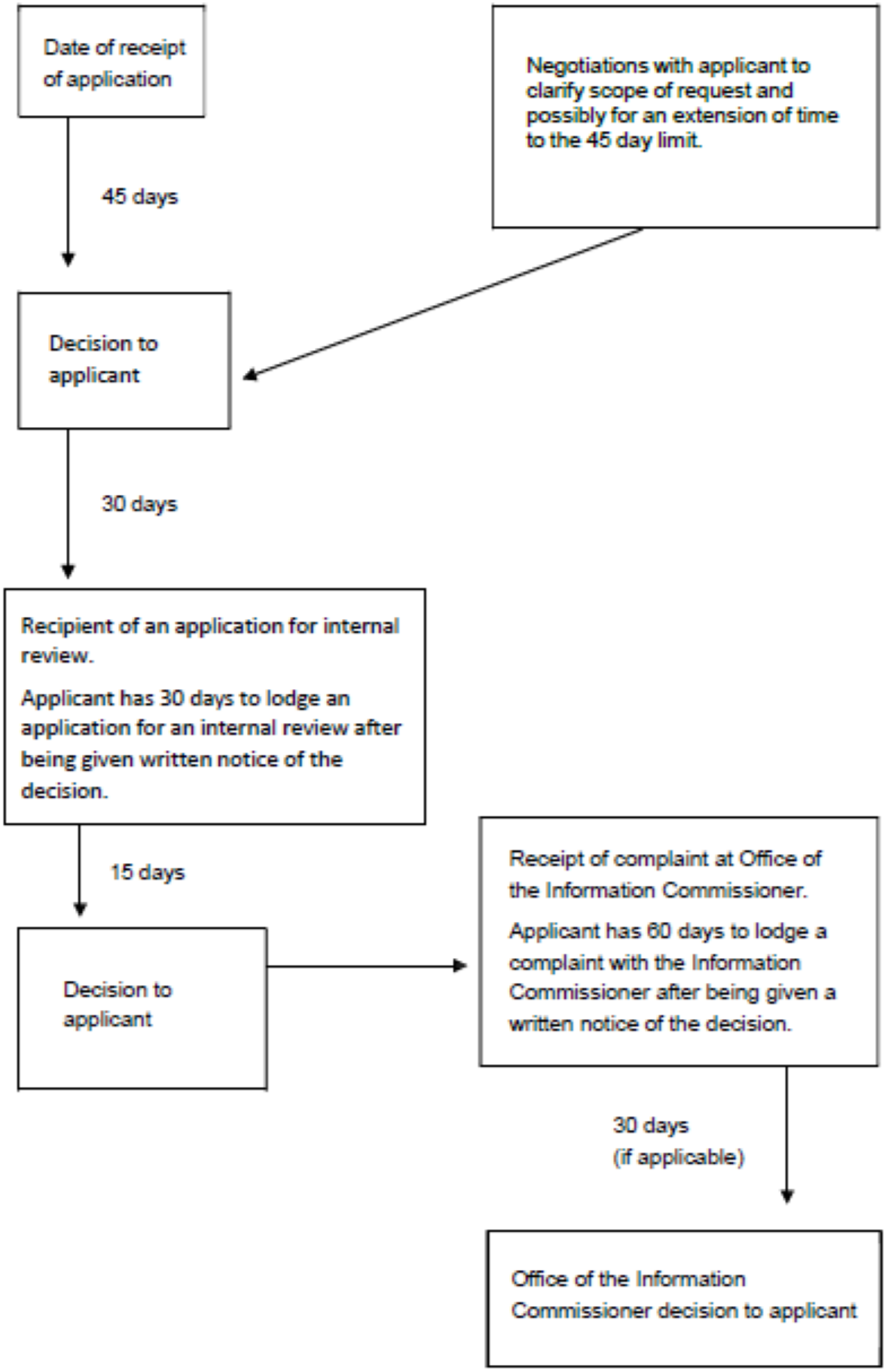
- $30 per hour to process an application;
- $30 per hour for supervising access to documents, transcribing a recording or photocopying a document;
- 20 cents per page for photocopying; and
- the actual cost incurred of reproducing a DVD or other form of information as well as the cost of packaging and posting documents.

Internal and external reviews do not attract fees. Charges for search time are limited to routine searches and do not include additional time spent searching for documents that are lost or misplaced.

ESTIMATE OF CHARGES

The Insurance Commission will notify an applicant if charges for dealing with the application are likely to exceed $25. Applicants must respond to the Insurance Commission within 30 days to confirm their intention to proceed with the application. Applicants facing financial hardship may apply for a 25% reduction in FOI processing charges.

FOI DECISION MAKING TIMEFRAMES



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