



# Client Charter

**The Insurance Commission aims to work with clients, providers and health professionals in a respectful, fair and professional manner. We endeavour to ensure clients receive necessary and reasonable treatment, care and support for their crash related injuries.**

## Your Role

During your recovery you are expected to take an active role in your treatment and rehabilitation. You can do this by:

- Providing us with relevant information that can help us to make decisions about your claim, such as pre-existing injuries and conditions;
- participating in treatment and interventions to the best of your ability;
- keeping us informed of relevant changes in your circumstances;
- treating everyone you have contact with in relation to your claim with courtesy and respect; and
- taking care of all equipment funded by the Insurance Commission.

## Our Role

The time following an accident can be difficult. The Insurance Commission is committed to providing a smooth, efficient and helpful service.

The Insurance Commission will:

- Treat you respectfully;
- listen to your concerns;
- answer your questions clearly and with integrity;
- provide relevant information regarding your claim and injuries; and
- provide supports and services that are necessary and reasonable.

Please contact the Insurance Commission if you have any queries.