

## Quicker liability decisions are made when workers submit online workers' compensation claims.

Online workers' compensation claiming has been available to injured workers from WA public sectors since 2017. The Insurance Commission's RiskCover division can make faster liability decisions when it receives claims online.

Submission method	Avg days to receive claim	Avg days to make liability decision
Worker completes paper form	4.9	6.5
Worker completes online claim	1.1	3.9

The online eClaims system is easy to use and provides the ability to attach multiple documents, allowing injured workers to lodge claims directly to their agency's nominated workers' compensation representative. A worker can save an incomplete form, return and finalise their claim, all online.

Agencies that use the service can submit workers' compensation claims electronically whether completed online or in paper form originally. eClaims also allows an agency to query claims, estimates and payments.

Agency feedback is that the eClaims process is an easier, more efficient way of processing claims, reducing paper handling, data entry and duplication.

Consistent with the WA Government's service priority review recommendations to increase online service delivery and improve the coordination of services between agencies, RiskCover invites all agencies to transition to eClaims for workers' compensation claims.

RiskCover provides support and training to assist agencies in managing the change from manual processing to eClaims.

To request access to submit workers' compensation claims online for your agency, please email [riskcover@icwa.wa.gov.au](mailto:riskcover@icwa.wa.gov.au).

## Key Points

- Quicker liability decisions.
- Support and training available.
- Contact your Workers' Compensation Client Services Manager for more information.

