

# Agency Bulletin

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## [Workers' Compensation Insurer and Self Insurer Standards of Practice](#)

On 1 July 2020, WorkCover WA released service expectations for workers' compensation insurers and self-insurers to ensure injured workers are provided a quality service. The expectations, known as Standards of Practice, set four overarching principles to guide decision making on all aspects of service delivery:

- Transparent and Timely
- Reasonable and Active
- Regular and Responsive
- Viable and Accountable

The Insurance Commission is well placed to meet the standards due to an established culture of Integrity, Accountability and Respect, combined with detailed operating procedures, training programs, IT systems, and capable staff.

To further enhance our service delivery and alignment with the Standards of Practice, we have made the following improvements:

- Increased telephone contact with injured workers to ensure they understand the claim process (e.g., we call workers regularly who receive ongoing weekly payments or are waiting for a liability decision).
- Increased focus on making liability decisions in a timely manner.
- Increased focus on early treatment and injury management. We identify where 'without prejudice' weekly payments, medical treatment and vocational rehabilitation should be funded to assist with recovery and a return to work.

We will continue to offer and provide Agencies with information and training to support their obligations. Our training includes Injury Management for Line Managers and Weekly Payment Calculations.

The Insurance Commission also encourages Agencies to use our online claims lodgment system, e-Claims, which enables prompt decision making with less administration.

The Standards of Practice reaffirms the Insurance Commission's responsibility for its claims decisions and attendance at WorkCover WA's Conciliation and Arbitration proceedings with clear authority to make decisions.

Contact us if you need support or training, or wish to begin using e-Claims.

## Key Points

### WorkCover WA release Standards of Practice

### Insurance Commission further enhances its service by:

- Increasing our contact with injured workers;
- Increasing focus on making timely liability decisions
- Enhanced focus on early treatment and injury management

### Agencies and workers can now lodge and manage claims online via e-Claims

### Training for Agencies Available



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