

# Agency Bulletin

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## Workers' Compensation – Working from Home

To maintain service delivery while responding to COVID-19 restrictions, agencies have an increased number of employees working from home.

An employee injured while working for home, at the direction of the employer, has the same entitlement to lodge a workers' compensation claim as if they were injured at work.

Each claim submitted is considered on its merits based on the circumstances and evidence.

All claims should be submitted to the Insurance Commission within three working days from lodgment by the worker. Please also include information about any approved working from home arrangements.

Agencies are encouraged to maintain records of work from home arrangements for individuals. Employers must set clear guidelines to assist employees in creating a safe working environment in their home to minimise the risk of injury.

In these exceptional circumstances it is acknowledged that some employers may waive their usual work from home approval processes, such as the need for onsite ergonomic assessments. This will not affect your workers' compensation cover however, agencies should still take reasonable steps to inform employees of safe working from home practices.

Agencies that use eClaims can submit workers' compensation claims electronically. If your agency is not a current eClaims user but would like to consider using this service, please contact your usual workers' compensation claims contact.

Given the potential that a claim cannot be lodged with you in the usual manner, agencies should ensure that injured workers are able to access the necessary information regarding alternative means to lodge a workers' compensation claim.

Please contact your regular workers' compensation claims contact if you have any questions.

## Key Points

- **An employee injured whilst working at home can lodge a workers' compensation claim.**
- **Each claim is assessed on its merits.**
- **Guidelines assist employees to create a safe working environment at home.**
- **Review claim lodgement information.**



**Insurance Commission  
of Western Australia**

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