

WorkCover claims

Context

Victoria Police is committed to assisting the injured or ill employee to return to normal employment as soon as possible; and ensuring that compensation is provided for employees who have suffered an injury, illness or disease arising out of or sustained in the course of their employment.

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Scope and application

This policy applies to all Victoria Police employees.

Policy

1. Lodging a WorkCover claim

1.1 *Employee responsibilities*

Employees are required to record an injury in the Register of Injuries within 30 days of first becoming aware of an illness/injury arising out of or sustained during the course of their employment. At Victoria Police this is done by creating an Incident Report on HR Assist.

- To lodge a claim, the injured/ill employee must submit the following to their Manager or directly with the Authorised WorkSafe Agent (WorkSafe Agent) or WorkSafe:
 - WorkSafe Worker's Injury Claim Form;
 - WorkCover Certificate of Capacity if there is lost time or to cover an attendance, change in capacity or clearance. Accounts and receipts for attendance at a Medical Practitioner or Allied Health Practitioner must be provided to facilitate payment to the provider or the employee if they have paid the account; and
 - a claim is not required to be lodged if an employee has not lost any time or does not have any medical and like expenses to claim. In this instance a report made in the Register of Injuries (incident report on HR Assist) will suffice.

- WorkSafe Worker's Injury Claim Form can be obtained from the Victoria Police Intranet (Health Safety & Wellbeing) WorkCover Unit or the Post office.
- The employee must complete relevant sections of the WorkSafe Worker's Injury Claim Form and hand deliver or send these (including any other documents) to the appropriate Manager; and
- The employee must ensure the section of the claim form requesting the date of lodgement is completed and accurate.

1.2 *Manager responsibilities*

Where the affected employee is unable to report their injury/illness on the Register of Injuries, management are to complete the report on their behalf (refer to **VPM OHS Incident Management**).

- Where a claim is lodged with Victoria Police, claims must be received by the WorkSafe Agent within 10 calendar days of the date the claim is lodged with the employer by the ill/injured employee.
- The Manager must review the WorkSafe Worker's Injury Claim form to check/verify the date and method of delivery recorded by the employee lodging the claim with the employer is correct. If it is not correct, then the employee must be instructed to amend and initial a change of date. If this adds undue delay in the lodgement of the claim, contact the WorkCover Unit.
- The Manager must complete relevant sections of the WorkSafe Worker's Injury Claim Form, complete a WorkSafe Employer Injury Claim Report and immediately send these with any other documents supplied by the employee to the WorkCover Unit (Email PBEA: WORKCOVER-OPERATIONS-MGR).
- If a claim is received by post, the Manager must try to retain the envelope that the forms were received in to confirm date of receipt, should there be a dispute in regards to meeting the timeframes of claim lodgement.
- If a claim fails to reach the WorkSafe Agent within the 10 days from when the employee has lodged it with the employer, an explanation needs to be provided to the WorkCover Unit for transmission to the WorkSafe Agent.
- If the WorkSafe Agent determines that the reason for lateness is not reasonable, then financial penalties may be levied. The costs will be attributed to the cost centre of the Region/Department/Command responsible for the late claim.
- If there are any concerns about circumstances leading to the lodging of the claim, management have an obligation to raise those concerns with the WorkSafe Agent by completing section 8 of the WorkSafe Employer Injury Claim Report.

1.3 *WorkCover Unit responsibilities*

On receipt of the claim, the WorkCover Unit's responsibility is to ensure the WorkCover Claim is lodged with the WorkSafe Agent within the timeframes.

- Prior to lodging, the WorkCover Unit will review the claim forms and all other documents (e.g. Certificate of Capacity). Where further clarification or information is required, the WorkCover Unit will contact the Manager and/or employee.

2. Management of accepted WorkCover claims

2.1 *Employee responsibilities*

Employees must:

- every 28 days (except if the timeframe is extended by the WorkSafe Agent) provide any/all valid Certificates of Capacity to the relevant Manager and WorkCover Unit to ensure WorkCover entitlements (pay) is not adversely affected.
- provide all medical accounts/receipts to their Manager to expedite processing payments to health practitioners for services related to the accepted claim.
- accurately reflect hours worked or absence in accordance with the Certificate of Capacity and planned working schedule (particularly part time employment) on Oracle/timesheets without delay to ensure WorkCover entitlements (pay) is not adversely affected.

2.2 *Manager responsibilities*

Managers must forward the valid Certificates of Capacity to the WorkCover Unit without delay to ensure the employee's WorkCover entitlements (pay) is not adversely affected.

- Managers will submit/certify timesheets upon receipt of ongoing Certificates of Capacity and that accurately reflects hours worked or absence, in accordance with the Certificate of Capacity and/or Return to Work Arrangement.

Related documents

Relevant legislation

- Workplace Injury Rehabilitation and Compensation Act 2013

Other relevant documents

- VPM Management and Return to Work of Ill/Injured Employees
- VPM WorkCover claims
- WorkSafe: Making a Claim

Further advice and information

For further advice and assistance regarding this policy, contact the WorkCover Unit, Health, Safety and Wellbeing Division on 9247 5511 or email PBEA: WORKCOVER-OPERATIONS-MGR

Update history

DATE UPDATED	SUMMARY OF CHANGE	FORCE FILE NUMBER
07/10/19	VPMP WorkCover claims updated into new format.	FF 118493