

What does the Claims Management Unit do?

The Claims Management Unit manages the workers' compensation claims lodged by University staff and works closely with the Occupational Health and Safety Unit.

Self Insurance

The University is a self insurer, which means that they carry their own risk rather than paying an annual premium to the WorkCover Corporation. The protection of the legislation, however, is identical for all employees in South Australia whether employed by a self insurer or not. The University believes that being self insured offers a better and more cost effective level of service and protection to all staff, under the Workers Rehabilitation and Compensation Act.

What happens when a claim is lodged?

Claims for workers' compensation are lodged through the OHS Unit. If a worker is off work with a workers' compensation certificate from a doctor the OHS Unit will immediately arrange for the employee to utilise any leave entitlement, pending a determination of the claim.

When claims are sent to the Claims Management Unit in around 98% of cases they are determined straight away. If the claim is accepted a letter to that effect is sent to the claimant, with a copy to the OHS Unit to make sure that any leave entitlements are adjusted and that workers' compensation is paid during any absence from work.

Compensation is paid at the injured worker's normal rate of pay for up to 12 months of incapacity, after which time the rate is subject to annual review in accordance with the Act.

Once a claim is accepted all medical, physiotherapy etc accounts should be forwarded to the OHS Unit, who will in turn pass them on to the Claims Management Unit for payment directly to the various providers.

Occasionally more information will be required before a claim can be determined. Statements, photographs witness statements etc may need to be taken, or a medical report from a treating doctor obtained and sometimes an examination by an independent doctor as well.

Obviously in such circumstances the determination is delayed and a letter is sent to the claimant explaining what is happening and advising that if it is felt that the Claims Management Unit has taken an unreasonably long time to reach a decision an application to expedite the decision can be lodged.

When it is considered a claim should be rejected, before doing so an attempt is made to discuss the matter with the claimant or their representative.

In the event of a rejected claim the worker has a right of appeal against the decision if they are unhappy with the reasons given and details of the appeal process are provided in the letter of rejection.

Other Entitlements

In addition to weekly compensation for time lost from work and medical expenses being paid, injured workers are also entitled to refund of chemist and travel expenses incurred as a result of the injury.

Also, on occasions, after serious accidents, workers are left with some permanent loss of function of a limb or other faculty, which entitles them to a lump sum payment as compensation for that disability. Any such payments are dependent upon medical evidence and are calculated in accordance with the Act.

Rehabilitation

The University employs an in-house Rehabilitation Co-ordinator attached to the Occupational Health and Safety Unit and in all cases when a claim is lodged, they assess whether or not the injured worker may need rehabilitation assistance. In those cases where rehabilitation assistance is required the Rehabilitation Co-ordinator contacts the injured worker directly.

Where is the Claims Management Unit?

The Claims Management Unit is on the 12th floor in the Tower Building at 10 Pulteney Street in the city and can be contacted by phone, fax or e-mail. The numbers are at the bottom of this brochure.

Need any more information?

Please feel free to contact any of the staff at the Claims Management Unit regarding any questions or to discuss any aspect of workers' compensation generally.

Contact Numbers

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University Workers' Compensation Management
