

# Simple Guide to the Claim Process

## Worker

- Seeks first aid.
- Reports incident.
- Obtains a first medical certificate (FMC) from a medical practitioner of their choice.
- Completes, signs and submits a claim form and FMC to their employer.



## Employer

- Completes employer section of claim form.
- Gives information tear off to worker.
- Completes employer claim form (green).
- Sends both claim forms and FMC to Catholic Church Insurance Limited **within 5 working days**.
- Establish a return to work program (if the worker's doctor indicates that one is required).



## Catholic Church Insurance Limited (CCI)

Has 14 days after the claim was made by the employer to make one of the following three decisions on liability. CCI must notify the worker and the employer in writing including the reasons for their decision and the legislative base for their decision.



### Liability Accepted



Injured workers entitlements may include:

- Weekly payments
- Medical expenses
- Vocational rehabilitation
- A specialized retraining program (in special cases)
- Lump sum settlements where appropriate.



### Liability Disputed



Injured workers may request a review of the decision by a senior person within CCI or may lodge an application at the Dispute Resolution Directorate (DRD) of WorkCover WA to review the insurer's decision.



### Unable to make a decision on Liability (*Pended*)



If a decision on liability cannot be made, the insurer must notify all parties and the DRD that liability is not able to be decided within 14 days. If there is still no decision after a further 10 days, the claim is deemed to be in dispute and the worker may refer the matter to the DRD.

## Please Note

The information in this flyer is intended for general information purposes only and should not be relied upon as professional advice.

## How to Contact Us

Mail Catholic Church Insurance Limited  
Level 1, 61 Fitzgerald Street, Northbridge, Western Australia 6003  
PO Box 307 Northbridge, Western Australia 6865

Email workerscomp@ccinsurance.org.au

Website www.ccinsurance.org.au

Telephone Toll Free 1300 110 442

Facsimile +61 8 9421 6050

Catholic Church Insurance Limited ABN 76 000 005 210, AFSL no. 235415

! 2- @ 7 < A2

&52 6 3?: - A6; 6 A5@ 3F 2?@ @ 6 A2; 121 3: 42; 2?- 96 3?: - A6; =B?=<@ @ <; 9 - ; 1 @5<B9 ; <A / 2 ?2921 B=<; - @ =?< 32@@6; - 9- 1 C62