

what to expect from our customer service

Information for policyholders



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Getting in touch

WorkCover Queensland
GPO Box 2459, Brisbane Qld 4001

Telephone: 1300 362 128
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info@workcoverqld.com.au
www.workcoverqld.com.au



Our strategy is simple: **build lasting, valued relationships** with our customers and stakeholders; have **clear and open lines of communication**

Excellence in insurance

At WorkCover Queensland we work hard to be a customer-focused insurer—to be your insurer of choice. This means understanding and meeting your needs. This document outlines some of the key customer service principles you can expect from us.

Privacy statement

At WorkCover, your privacy and the confidentiality of your personal information is important to us.

We are committed to protecting your privacy by responsibly collecting, using, storing and disclosing the personal information we may hold about you in a manner consistent with the statewide Public Sector Privacy Scheme ('Privacy Scheme') established by Queensland Government Information Standard 42 (IS42).

To provide a range of workers' compensation services to Queensland business and its injured workers, we must collect some personal information. Personal information is information or an opinion (including information or an opinion forming part of a database) we hold about you that can identify you.

The amount and type of personal information we hold about you depends on the extent to which you use the services we provide.

As a policyholder, the personal information we hold may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, financial details, occupation, driver's license number or other identifying numbers, and contact details including telephone numbers and in some cases facsimile numbers and email addresses. We may also hold information relating to your financial and business affairs, including bank account and credit card details, tax file numbers, Australian Business Number (ABN), and wages information.

We may be required to collect from, use, or disclose information to various government agencies (e.g. Australian Taxation Office). How we use and disclose this personal information is governed by the Workers' Compensation and Rehabilitation Act 2003, the Freedom of Information Act 1992 and/or other legislation or requirement by law.

WorkCover takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction.

We have in place government standards of technology and operational security in order to keep your personal information safe.

For full details of our privacy and security policy please visit www.workcoverqld.com.au or contact us on 1300 362 128.

Accessing information

As the employer of an injured worker, you are entitled to obtain information that will allow you to manage rehabilitation, understand your claims costs, and review rights. WorkCover must protect an individual's privacy; personal information that is not directly related to the claim cannot be provided to you. If you have the worker's permission, we will release any relevant documents we hold on file.

The Act prohibits employers from obtaining or attempting to obtain workers' compensation documents for any purpose other than assisting a worker with rehabilitation or to return to work (section 572A of the Act). Significant penalties apply if an employer contravenes this section.

Our service commitment

We at WorkCover Queensland will:

- be proactive and responsive
- personally answer your call during business hours
- respond to you promptly
- communicate in plain language
- give you the contact details of a person who can assist you
- listen to and assist you
- be fair and impartial in our dealings with you
- process claims and payments quickly
- keep you informed throughout your claim
- facilitate rehabilitation and return to work
- welcome your feedback and respond to your concerns.

This is our commitment to you.

How we resolve complaints

At WorkCover we aim to build lasting, valued relationships with clear and open lines of communication. If our service is not what you expect please let us know.

We take customer complaints seriously and have a clear and consistent process to ensure they are resolved quickly and fairly.

We encourage customers to raise their concerns directly with the person they are dealing with (or their direct manager).

If you are not happy with the immediate response, you can:

- complete our on-line complaints form
- write to the Complaints Advisor, GPO Box 2459, Brisbane Qld 4001
- fax us on 3006 6311 Attention Complaints Advisor
- email us at complaints@workcoverqld.com.au.

Your complaint will be handled by the person who has the authority to deal with it—usually the manager of the business area you are dealing with. If this person is not able to resolve your complaint to your satisfaction, the matter will be escalated to an appropriate member of the management team.

All written complaints will be coordinated and tracked by our Complaints Advisor to ensure they are properly investigated and responded to within agreed timeframes.

We will always identify whether you have an external review option and will refer those issues directly to Q-COMP, the Workers' Compensation Regulatory Authority.

If you disagree with the final outcome of your complaint you can contact the Queensland Ombudsman. This is an independent body set up to ensure that state government departments and bodies act fairly and make the correct decisions for all Queenslanders. You can visit the Queensland Ombudsman's web site at www.ombudsman.qld.gov.au or phone them on 1800 068 908.

How we can help

At the end of the day, we want employers to find it easy to do business with us—to be your insurer of choice. We offer a range of resources available to help you understand and deal with your workers' compensation needs in Queensland.

Customer advisors

Managing over 150 000 policies and over 87 000 claims a year on average, our people are experienced to handle your premium matters and claims.

If you hold an accident insurance policy your customer advisor or customer support team are available to assist with information about your policy.

If needed, your injured workers' claims may be managed by a customer advisor to ensure a safe and timely return to work. This can include coordinating rehabilitation plans with the injured worker, yourself, treating and independent medical and allied health professionals and assisting you with your employee's return to work.

Over 50% of employers and workers tell us they would prefer to communicate with us over the phone... we're continually improving the way we do business to meet this need.



1300 customer support centre

You can access our regional and metropolitan customer service centre network simply by calling 1300 362 128 from anywhere in Australia for the cost of a local call. Our customer support centre resolves the majority of calls at the first point of contact. If this is not possible, our people will transfer you through to someone who can help. The customer support centre is available from 8am to 5.30pm Monday to Friday.

Web site and online services

Our web site www.workcoverqld.com.au offers a range of information and online tools. You can use our web site to:

- produce a certificate of currency (for accident insurance and workplace personal injury insurance policyholders)
- lodge your wages information (for accident insurance policyholders only)
- check for verification of cover (for accident insurance policyholders only)
- lodge an application for compensation (all workers and policyholders).

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