

## Information release

Information for claimants

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If you have lodged a claim with WorkCover, we will collect information to help us make a decision about your statutory claim and to manage your rehabilitation and return to work.

This fact sheet explains how you can access your statutory claims information. It also explains who else might be able to access this information.

### **I want information from my claim file. What do I do?**

You need to contact us by phone or in writing to ask for access to your claim file. WorkCover will release the documents to you free of charge within 20 business days of receiving your request.

You are usually entitled to a complete copy of your claim file. You can also authorise your solicitor, union representative, employer or other agent to ask for information on your behalf.

### **What information will not be released to you?**

If information has the potential to have an adverse effect on your health and wellbeing, WorkCover will, where possible, have the contents of the reports explained to you by your treating doctor. In this way, we can be sure that information is released in a responsible way.

In some cases, we might hold information related to fraud investigations or legal proceedings. These documents will not be released. Documents relating to fraud investigations will only be released if they are used in the decision-making process.

### **Information given over the phone**

Many injured workers prefer to have a family member or other representative make enquiries about their claim.

We will ask questions to establish that the caller is authorised by you and will then provide details that relate to the general management of the claim.

We will not discuss personal information about your financial or medical affairs, unless you have given your consent or it is required by law (e.g. Child Support Agency, Centrelink). WorkCover will not provide any callers with your address or other contact details.

### **Who will have access to your claims information?**

To assist with the management of a claim and ensure the best outcome for all parties, we might provide documents to third parties such as doctors and allied health providers.

We might also discuss some aspects of your claim, including the nature of your injury and return to work, with your employer. We will only disclose information that is relevant to your claim and will assist with the management of your claim.

WorkCover may also exchange documents with other agencies. For example, WorkCover may assist the Workplace Health and Safety Division to assist with accident investigation.

Details such as your home address, phone number and date of birth will not be released unless required by law.

### **Who can apply to access your claims information?**

The *Freedom of Information Act 1992* (FOI) extends the right of the community to access information held by the Queensland Government and its agencies. The Act does not place any restrictions on who may apply for documents held by WorkCover.

Apart from some exemptions, documents must be given to an applicant who can demonstrate that it is in the public interest to do so.

Most requests for claims information are received from employers who have requested the information to assist them to manage your rehabilitation and return to work and the costs associated with your claim (the costs of claims will directly affect their premium) and to consider their review rights.

Although this information is about your personal affairs, they can usually access non-personal information that is relevant to your claim and was used in the decision-making process. We may also receive applications from third parties such as other insurers or other government agencies such as Centrelink or the Child Support Agency. We will only release information to them if we are required or authorised by law to do so.

### **WorkCover's privacy policy**

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

We are committed to protecting your privacy by responsibly collecting, using, storing and disclosing the personal information we hold about you in a manner consistent with the public sector privacy scheme established in Queensland Government Information Standard 42 (IS42).

### **More information**

For more information about our privacy policy and information release, visit our website at [www.workcoverqld.com.au](http://www.workcoverqld.com.au) or email us at [info@workcoverqld.com.au](mailto:info@workcoverqld.com.au).