

FREQUENTLY ASKED QUESTIONS – WORKER INFORMATION

WHEN WILL I RECEIVE MY WEEKLY COMPENSATION PAYMENTS?

In order to be paid weekly compensation, you must provide your employer with a valid certificate of medical capacity. No weekly compensation payments can be made without the valid certificate being provided. Once your employer receives your certificate, you will receive payment in accordance with your employers' payment schedule. This may be weekly, fortnightly or monthly. There should be no change to how you receive your weekly compensation payments after you were injured.

HOW MUCH WILL I BE PAID?

Upon acceptance of your WorkSafe injury, we will calculate your pre injury average weekly earnings for a 52 week period prior to your date of injury. This means that we will average out all wages you have received over a 52 week period prior to your injury. If you have not worked for 52 weeks with your pre injury employer, we will average your wages for the period of time you have worked.

For the first thirteen weeks you receive WorkSafe payments, you will be entitled to 95% of your average pre injury wages. If you make a return to work within this period you will still be entitled to 95% of your average pre injury wage less your current weekly earnings. After thirteen weeks your entitlement will reduce to 80% of your average pre injury wage. The amount of weekly compensation you receive will change if you make a return to work in this period. Please contact your case manager for more information if you do return to work.

If you have been paid shift allowance or overtime as part of your normal weekly pay, Gallagher Bassett will add this component onto your average weekly wage. If your claim was lodged after 5 April 2010 and you have not resumed full time duties, your shift and overtime allowances will be removed from your weekly entitlements after 52 weeks. For claims lodged prior to 5 April 2010 this entitlement will cease at 26 weeks.

WHAT MEDICAL AND LIKE ENTITLEMENTS CAN I BE REIMBURSED FOR?

Once Gallagher Bassett has accepted liability for your WorkSafe injury, you are entitled to medical and like expenses being paid also. These expenses must relate to your accepted WorkSafe injury. You must retain receipts for all expenses, ie treating GP visits, physiotherapist accounts in order to be reimbursed. Certain treatments are required to have referrals and prior approval from Gallagher Bassett before you are able to claim these expenses. Please contact your Case Manager if you have any questions about your entitlements to medical and like services.

Any treatment provided to you must be through a registered Service Provider. If your provider is not registered through WorkSafe Victoria, and they are not able to provide us with a tax invoice and a Provider Number, reimbursement will not be made until they become registered. To avoid delays in reimbursements, we advise asking your provider if they are registered prior to undertaking any treatment.

It should be noted that WorkSafe have maximum reimbursement rates. We are not able to reimburse amounts over this maximum. Please contact your case manager for maximum rates.

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HOW LONG WILL IT TAKE TO APPROVE MY REQUEST FOR ELECTIVE SURGERY?

WorkSafe Victoria considers elective surgery to be any surgery that is non-emergency and is requested by a surgeon. When Gallagher Bassett receives a request for surgery, there are certain requirements we must meet prior to approving this surgery. In order to assist us in making a timely decision, the following documents should be supplied to us when submitting a request for surgery:

- a letter from your surgeon, detailing their speciality, requesting the surgery, what type of surgery, and how this surgery is related to your accepted WorkSafe injury
- this letter must also include the clinical indication for surgery and relevant MBS item number(s)
- the anticipated post operative plan
- any prosthesis that may be required as part of the rehabilitation required from surgery

Once this information has been received, your Case Manager will review the request. If the request is straightforward your case manager will be in touch to advise the outcome of the request.

If the request is not straight forward, we may need to seek further information from your treater and/or we may need you to attend an independent medical examination to determine whether the surgery should be approved. You will be notified of the outcome as soon as the medical information is received.

CAN I CLAIM REIMBURSEMENT FOR TRAVEL?

You are entitled to claim for reimbursement of reasonable costs of travel to and from medical treatment or services relating to your work injury or illness. All travel reimbursement requests must be made within six months of the date of travel. We will reimburse:

- The use of your own motor vehicle at a set rate of 30cents/km.
- Cost of car parking and City Link tolls. In this instance we request that you provide confirmation by way of receipt. If you do not have a receipt for parking, we will be able to reimburse the cost of up to \$15.00. We will require verification of the appointment you attended.
- The daily fare to cover all zones travelled. In this instance we request you provide a copy of the ticket you have purchased.
- Taxi travel will only be reimbursed if prior confirmation has been given from Gallagher Bassett and a letter has been provided by your treating GP as to why you are unable to use public or private transport.
- Travel to and from a conciliation conference. For conciliations lodged on or after 5 April 2010 you can be reimbursed for the reasonable costs of travelling to and from a conciliation conference up to a maximum of \$50 per conference. The Conciliation Costs Declaration Form is available on the day of the conference and can only be obtained from the Accident Conciliation Compensation Services (ACCS). This form will be partially completed by the Conciliation Officer and given to you to complete and forward to Gallagher Bassett.

If you have any questions please contact your case manager or our office on toll free 1800 774 377