

## 2. New Claims

### Early Notification

It is essential that workers notify their employer of workplace injuries as soon as they occur. This allows the employer to gather information about the incident, prevent future accidents, and implement actions to manage the injured worker's return to work program.

Once aware of an incident, the employer should notify Vero as soon as possible. This allows Vero to assist you with early intervention activities. It is not necessary to wait for the paperwork to report a claim to Vero. Vero can start to work with you from the time of the accident.

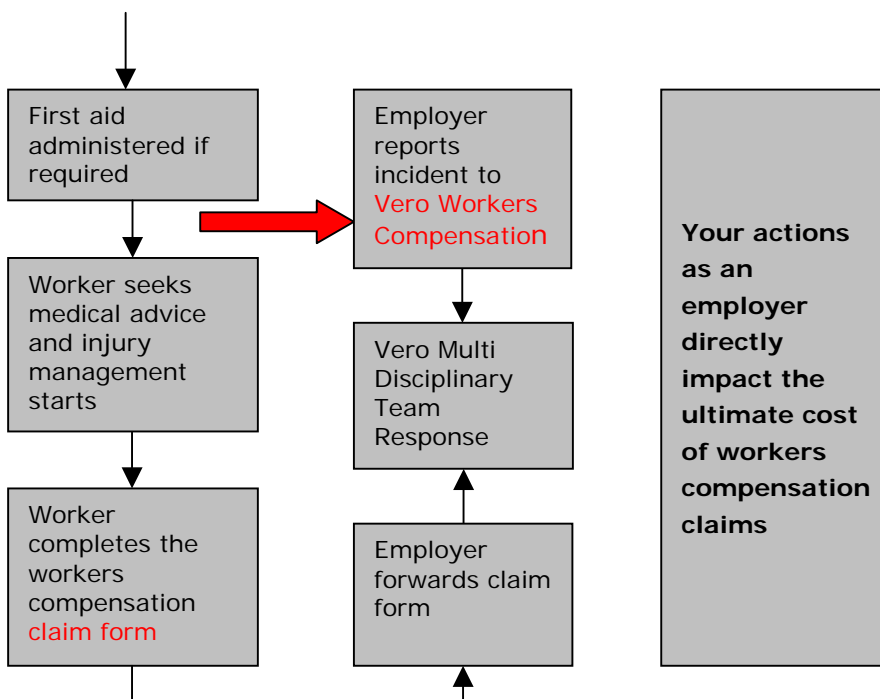
Staff at Vero will discuss the claim with you and agree the actions that need to be taken immediately. This could involve for example, agreeing on a "without prejudice" basis the costs associated with hospitalisation or rehabilitation.

Vero makes the notification process easy via our early incident notification mechanisms listed below.

### Report Workplace injuries as soon as they occur.

Visit: [www.veroworkerscomp.com.au](http://www.veroworkerscomp.com.au)  
 Call: 1300 366 154  
 Fax: 1300 724 439  
 E-mail: [injuryalert@vero.com.au](mailto:injuryalert@vero.com.au)

### Employer first response



## The benefits of early notification

### Example:

John presented to his Manager advising of having hurt his hand in pushing open a door in the workshop. He was taken immediately to the general practitioner who diagnosed a crush injury. It was determined that he should be reviewed by a surgeon to determine the extent of the damage.

His manager contacted Vero Workers Compensation using the early notification process. Vero agreed to pay for John's surgery without prejudice and without admission of liability that day.

A work site assessment was arranged so that a report could be prepared for the doctor to review and get an understanding of available duties at an early stage.

### For the employer

The employer was assured of medical care for their worker immediately. Delay for surgery (and time off work) was minimised. Through the early return to work that resulted, claims costs were reduced, productivity was maximised and skills and experience were retained.

### For the worker

The worker was reassured that red tape would not delay his treatment. This put John on the road to recovery sooner. The frustration usually associated with "waiting for the claim forms" was removed. He did not have to worry about potential out of pocket expenses in the event his claim was not accepted. The smoother process reduced disruption to his family, minimising psychological effects.



### For Vero Workers compensation

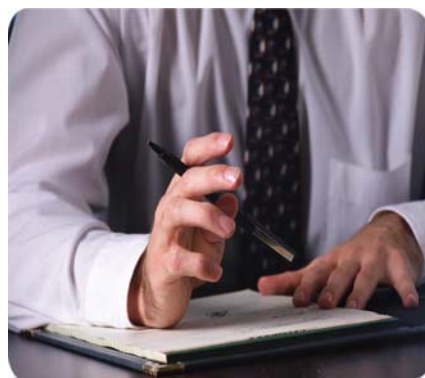
Awareness of the claim allowed Vero to agree to urgent medical treatment. Ensured all information was obtained and claim was processed quickly. Strategies were put in place to ensure timely return to work post surgery. Vocational rehabilitation was engaged to conduct a work site assessment and provide a report ready for his first medical review. Having been able to review the available duties John's doctor supported his early return to work.

## Claim Forms

To legally lodge a claim an injured worker needs to complete a *Workers Compensation Claim Form* and obtain a *first medical certificate* from the treating doctor.

If you do not already have a supply of employees workers compensation claim forms (the "Form 2B") please contact your Workers Compensation Case Manager.

The employer needs to complete a Vero Workers Compensation *Report of Injury*.



As an employer, you are obliged by law to send the worker's completed claim form and first medical certificate to the insurer within 3 days of receipt.

The address to send documentation is

Vero Workers Compensation  
PO Box B78  
Perth WA 6838

### **Acknowledgment by Vero Workers Compensation**

Within 3 days of receiving a claim form, Vero Workers Compensation will contact you to discuss the claim and obtain any additional information.

Within 14 days of receiving a claim form, Vero Workers Compensation will advise the employer and worker whether the claim is accepted, disputed or pended.

**Please send any further documents relating to the claim to  
Vero Workers Compensation promptly**