



Regulatory Policy – Service Providers

Service providers deliver services to workers and employers under the workers' compensation scheme. WorkCover WA monitors service levels to ensure appropriate standards are maintained.

Objective

To ensure all service providers within the workers' compensation and injury management scheme comply with their statutory obligations under the *Workers' Compensation and Injury Management Act 1981* and provide a satisfactory level of service to workers and employers.

Regulatory Principles

When liaising with service providers we will apply the following principles:

Regulatory Principles	Application (we will):
Making fair, consistent and evidence based decisions	<ul style="list-style-type: none"> • Use a transparent process • Apply objective decision-making practices
Educating, informing and assisting stakeholders	<ul style="list-style-type: none"> • Ensure clear information is made available • Educate and inform • Provide advice and assistance
Taking appropriate regulatory action where participants fail to comply with legislative and other requirements	<ul style="list-style-type: none"> • Assess and respond to non-compliance commensurate with risk • Consider the public interest when taking action • Monitor compliance

Focus Areas

When regulating service providers, WorkCover WA will typically focus on the following areas:

<p>Focus Area</p> <p>Registered Agents</p>
<p>WorkCover WA Action</p> <p>We will:</p> <ul style="list-style-type: none"> • Approve and renew Registered Agents • Ensure compliance with the Registered Agents Code of Conduct • Undertake investigations for complaints received
<p>What to expect</p> <p>Desktop audits are conducted to ensure compliance</p>

When

WorkCover WA will advise Registered Agents of an impending audit and seek documentation to be audited. This will occur as required and is usually an annual process. Requirements for approval will be verified annually, and complaints and enquiries will be investigated as required.

Focus Area

Workplace Rehabilitation Providers (WRP)

WorkCover WA Action

We will:

- Approve and renew WRPs
- Undertake investigations for complaints received

What to expect

Field and desktop audits to ensure compliance

When

WRP must seek renewal every 3 years, 6 months prior to the date approval is due to expire. An audit will be conducted once during each period of approval. Complaints and enquiries will be investigated as required.

Focus Area

Approved Medical Specialists (AMS)

WorkCover WA Action

We will:

- Approve AMS
- Review inaccurate or inconsistent permanent impairment assessments

What to expect

Investigation of complaints where relevant

Focus Area

Audiologists, Audiometrists, Audiometric Officers, Audiometric booths & audiometers

WorkCover WA Action

We will approve and monitor providers and services to ensure compliance with the Act

What to expect

- Review of Audiological Society of Australia membership
- Review of number of tests performed by Audiometrists and Audiometric Officers

When

Requirements for approval will be verified annually.

Further Information

- Registered Agents Code of Conduct
- [Guide to the Nationally Consistent Approval Framework for Workplace Rehabilitation Providers](#)
- [Service Provisions and Service Descriptions \(standards\) for Approved Workplace Rehabilitation Providers](#)
- [Role of an Approved Medical Specialist](#)
- [Guides for the assessment of permanent impairment \(WA\)](#)
- [Audiologist Registration Fact Sheet](#)
- NIHL Online Application User Manual
- Audiometric Officer Testing Manual
- Testing Manual for Audiologists
- [Forms, Publications and Videos on the WorkCover WA website](#)
- [Legislation](#)

For additional information contact Advice & Assistance on 1300 794 744.