

## **WorkCover WA Procedure for the release of an employer's insurer status**

### ***Purpose***

This procedure is designed to inform stakeholders of changes to the way WorkCover WA processes requests for the release of an employer's insurance status.

### ***Context***

WorkCover WA regularly receives requests from stakeholders to provide the details of the insurer on risk for a particular employer at a specified period of time.

Often the requests are vague, or a response is required on an urgent basis. WorkCover WA has introduced a procedure to determine what information we need and what details we will provide in order to respond to requests in a timely and accurate manner.

### ***Procedure***

All requests for the insurance status of an employer must follow the procedure set out below.

- An applicant must make a written request to WorkCover WA setting out the details the applicant requires.
- WorkCover WA will endeavour to provide the applicant with a response to a request for information within 21 days.
- Where a request for information requires more time to process, WorkCover WA will inform the applicant of the reasons for the delay as soon as practicable.

### ***What we need from the applicant***

- An application must provide sufficient details for WorkCover WA to adequately search its records.
- To expedite the search process the applicant should list every entity WorkCover WA is requested to search its records for. Include the following information where available and/or appropriate to the request:
  - The employer's full name;
  - ABN/ACN;
  - Former company name/s and trading name/s;
  - Possible spelling variation or any other known variations;
  - Industry of relevant employer;
  - Location of relevant employer; and
  - Start and end dates of worker employment.
- Vague requests or requests that do not sufficiently identify the employer the applicant wants WorkCover WA to search for will not be accepted.

*What we will provide*

- WorkCover WA will provide a written statement, signed by the Chief Executive Officer, stating that the information provided by us is a true representation of the records held by WorkCover WA.
- WorkCover WA will not provide copies of any documents used to produce the written statement, including but not limited to redacted records held by WorkCover WA.

Note: This procedure does not apply to noise induced hearing loss apportionment issues, subpoenas or areas where express authority is provided for in the *Workers' Compensation and Injury Management Act 1981*.