

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*.