



**Insurance Commission  
of Western Australia**

<b>Title</b>	Claims Assistant (Workers' Compensation)	<b>Classification</b>	Level 1/2
<b>Number</b>	Generic	<b>Group</b>	Insurance Operations
<b>Reports to</b>	Team Leader (Workers' Compensation)	<b>Division</b>	Government Insurance
<b>Supervises</b>	0	<b>Section</b>	Workers' Compensation Claims

## Commission Overview

The Insurance Commission of Western Australia (ICWA) is a Government Trading Enterprise that provides Motor Injury Insurance to Western Australian motorists and manages the RiskCover Fund, the self insurance arrangements of the Western Australian Government. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

## Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

## Divisional Overview

The Government Insurance Division administers RiskCover, the Government of Western Australia's self-insurance scheme. The Division provides high quality and efficient self-insurance for Government departments and authorities, industrial diseases insurance to the mining sector, and manages the Insurance Commission General Fund, and Government Insurance Fund. The Division also administers claims lodged against the Employers Indemnity Supplementation Fund; WA Police, Post Separation Medical Benefit Scheme and WorkCover's General Fund on behalf of other agencies. It also provides advice to Government on insurance and risk management matters.

## Position Overview

To assist and facilitate the injury management and claims management process for workers' compensation claims.

## Position Responsibilities

- Assists and facilitates the injury management process.
  - Provides Injury Management Services in accordance with Client Service Plans.
  - Manages a portfolio of Workers' Compensation claims.
  - Provides Claims Management Services in accordance with Client Service Plans.
  - Complies with performance standards and established guidelines and procedures.
  - Provides records management support to the team.
  - Attends claim review meetings between Government Insurance and clients in accordance with Client Service Plans.
  - Contributes to the development of the Government Insurance Business Plan.
- 

## **Corporate Responsibilities**

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
  - Ensures all correspondence is to a professional standard consistent with the style guide.
  - Performs other duties as directed.
- 

## **Work Related Requirements**

### **Capability to:**

1. Work with a customer service focus.
  2. Work as part of a team that exhibits a constructive and collaborative working environment characterised by diversity and tolerance.
  3. Communicate effectively.
- 

## **Pre-employment requirements**

- A satisfactory National Police Clearance no more than six months old
  - 100 point identify check
  - Satisfactory evidence of Australian residency status or the right to work in Australia
  - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
- 

## **Award/Agreement**

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2017

---

## **Certification**

Approved by the delegated authority and registered on:

08 October 2019