



**Insurance Commission
of Western Australia**

Title	Crash Investigations Officer	Classification	Level 2
Number	Generic	Group	Insurance Operations
Reports to	Team Leader	Division	Motor Injury Insurance
Supervises	0	Section	Crash Investigations

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 Motor Injury Insurance Division manages all personal and fatal injury claims resulting from motor vehicle crashes that involve Western Australian licensed vehicles. The key goals of the Division are to ensure the Motor Injury Insurance Funds are fully funded, to provide affordable premiums to owners of Western Australian licensed motor vehicles, and to provide a claims system that treats claimants fairly and delivers equitable outcomes.

Position Overview

To receive crash reports and enter crash data, provide advice to people involved in motor vehicle crashes and gather the necessary investigative information to enable a determination of liability.

Position Responsibilities

- Accurately record, update and maintain crash records and related data.
- Generates correspondence and replies to customers on informal claims.
- Obtain necessary liability material on informal claims.

- Attend to counter reports and enquiries and provide assistance to customers with completion of Crash Report form and Notice of Intention to Make Claim form.
 - Recommends/determine payment and incurs and certifies payment of special damages on informal claims within authorised monetary limits and established protocols.
 - Consolidate names on Name Table where possible.
 - Attend to records enquiries when required.
 - Recommends appointment of Crash Investigators.
 - Performs system checks for motor vehicle and motor driver licenses with the Department of Transport.
 - Maintain and implement all procedures in accordance with the Crash Investigations Standard Operating Procedures (SOPs).
 - Contributes to a positive work environment that reflects the Core Values of the Insurance Commission.
 - Contributes to the achievement of the Motor Injury Insurance Business Plan.
 - Undertakes other duties as directed.
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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.
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Work Related Requirements

Capability to:

1. Work with a customer service focus, establish relationships and anticipate client needs.
 2. Work collaboratively as part of a team.
 3. Communicate effectively with a diverse range of people using good verbal and written skills.
 4. Effectively use word processing and associated office applications.
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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)
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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:

10 February 2019