

PERSONAL ACCIDENT CLAIM FORM

OFFICE USE ONLY

Claim number

Reference

COMPLETE THIS FORM IF

You have suffered an accident, **outside working hours** and wish to claim weekly, capital and/or broken bones benefits under the 'Outside Working Hours – Injury/Journey' insurance program.

Incomplete answers and vague information will delay the assessment of the claim.

FORWARD THIS CLAIM FORM TO

Total Claims Solutions
Level 1, 151 Rathdowne Street
Carlton VIC 3053

Or email:
claimsVIC@totalclaims.com.au

FOR CLAIM ENQUIRIES CALL

Total Claims Solutions
(03) 9320 8588

INSTRUCTIONS

Section A

The **WORKER** must complete ALL questions in Section A (pages 1–4) of this claim form and the attached **Tax File Number Declaration** form.

This claim must be supported by proof of identity.

Acceptable Documents

1. A current Australian drivers license, or
2. A current Australian passport

Section B

The worker's **ATTENDING PHYSICIAN** must complete Section B (pages 5–6) only if Section A is complete.

The worker will be responsible for any fee charged to complete this statement.

Section C

The worker's **EMPLOYER** must complete Section C (pages 7–8) of this form.

IMPORTANT

The **ORIGINAL** fully completed claim form must be sent with **ALL DOCUMENTS** outlined in the checklist.

CHECKLIST

- Proof of dependant(s) – *if any*
- Payslip
- Radiologists report(s)
- Medical report(s) – *if any*
- Job description
- Workcover claim form – *if any*
- Medical certificate(s)
- Tax File Number Declaration
- Proof of identity
- Proof of bank details

The issue of this form **DOES NOT** constitute admission of liability on our behalf.

Section A

WORKER

WORKER DETAILS

1. Incolink member number

2. Are you a union member
 No Yes

3. Given name(s) Surname

4. Date of birth

5. Address (no PO Box)

6. Home phone

7. Mobile

8. Email

9. Height cm

10. Weight kg

11. Marital status Married De facto Single

12. Sex Male Female

13. Occupation

14. Do you require an interpreter
 No Yes

DEPENDANTS DETAILS

15. Do you have dependants
 No Yes

Date of birth

Dependants means;
 The worker's spouse (or partner with whom the worker has resided for not less than 3 consecutive months) whose gross earnings are less than \$18,200 in the 12 months immediately prior to the date of injury, or the unmarried financially dependant children of the worker up to 16 years of age or up to 25 years of age if a full time student.

Status of dependant(s)

- Spouse** – Attach a copy of spouse's tax return or documentation to support earned income.
- Child under 16** – Attach a copy of the child's birth certificate or Medicare card listing the child.
- Student over 16** – Attach a copy of the student's ID card.

PLEASE ATTACH PROOF OF DEPENDANT(S)

WORKER'S EMPLOYMENT DETAILS

16. Name of company 17. Phone

18. Date commenced 19. Employment status
 Full-time Part-time Casual Apprentice Working Director Sub-Contractor

20. Are you still employed
 Yes No Have you been made redundant No Yes Date of termination

PLEASE ATTACH A COPY OF YOUR LAST PAYSリップ

ACCIDENT DETAILS

21. Date of accident 22. Exact time of accident 23. Date ceased work as a result of accident

24. Have you returned to work
 Yes Date returned to work No Expected return date

25. Detail exactly how the accident occurred including what you were doing prior to the accident

IF CLAIMING FOR BROKEN BONES, PLEASE SUPPLY A COPY OF THE RADIOLOGISTS REPORT

26. Where did the accident occur
 Home Work Travelling to/from work Other

27. Was an ambulance called
 Yes No

28. Address where accident occurred Postcode

29. Name of witness(es) Phone
 1.
 2.

30. Do you believe your employment caused or significantly contributed to your injury
 No Yes Why do you believe your injury is work related

31. Have you submitted a claim to Workcover
 No Yes Insurer Claim number
 Case Manager Phone

32. Had you consumed any alcohol or drugs in the 8 hours prior to the accident
 No Yes Location 1 Amount
 Location 2 Amount

33. Did the accident occur while training for or playing sport
 No Yes Club name Phone

34. Have you had a similar condition before
 No Yes Doctor Phone
 Address Date attended

PHYSICIAN DETAILS

35. Details of the first physician, hospital or specialist attending to your injury
 Doctor Phone Date attended
 Address

36. Details of other attending physicians

Doctor	1.	Phone		Date attended	DD / MM / YYYY
Address					
Doctor	2.	Phone		Date attended	DD / MM / YYYY
Address					

37. Who is your usual family doctor

Doctor		Phone		How long have you been a patient at this practice	YY / MM
Address					

TREATMENT DETAILS**38. Are you receiving treatment for your injury**

No Yes ▶

Provider	Provider	Provider
Type	Type	Type
Phone	Phone	Phone

MEDICAL AND CLAIMS HISTORY**39. Medical or surgical treatment received during the last 5 years**

Date	Treatment	Name of Doctor/Hospital	Phone
DD / MM / YYYY			
DD / MM / YYYY			
DD / MM / YYYY			

40. Are you entitled to or making any other insurance or compensation claim for this accident

Sick Leave Workcover Motor Compensation Private Health Fund Superannuation Life Insurance Income Protection Travel Other

▶ If you ticked any boxes please provide further details

Fund/Company	Claim number
Case Manager	Phone

PRIVACY

Our Privacy Policy describes how we collect, disclose, store and use personal information as well as how to access it, correct it or make a complaint. When we say personal information we may also mean sensitive information such as health information, criminal history or professional memberships that's relevant to us issuing, administering or managing products or providing services and the terms on which we will do these things. We use personal information to issue, administer and manage products and provide services. You can view our **Privacy Policy** at www.qbe.com.au/privacy, or to obtain a copy by phoning us on **133 723** or requesting it from our authorised representatives or service providers.

We may share your information with other QBE Group companies, our authorised representatives and service providers, each of which may be based outside of Australia.

By giving us personal information you consent to us collecting, disclosing, storing and using it in accordance with our Privacy Policy. If you give us someone else's personal information you confirm you've obtained their consent to do so.

If you don't provide all of the personal information we've requested we may be unable to issue, administer or manage products or provide services.

TAX FILE NUMBER DECLARATION

If you have been informed by us that your claim has been accepted for weekly benefits and we have received your Tax File Number Declaration, we will provide payment net of any withholding PAYG tax which will be payable to the ATO. If you do not return the completed tax file number declaration to us within 28 days of us accepting your claim, we will be required to withhold tax at the top marginal tax rate on any payments we make to you. Any tax withheld by QBE will reduce your tax liability at the end of the financial year.

PAYMENT DETAILS

41. If this claim is accepted, how would you like to receive payment (s)

Cheque Electronic Funds Transfer

We depend on the accuracy of the details you provide.

Please attach proof of

- Account name
- BSB / Account number

to ensure correct details are entered for payment

Bank name	
Account name	Account type
BSB	Account number
<i>I (name in full) hereby authorise QBE Insurance (Australia) Limited and/or Total Claims Solutions Pty Ltd to pay my benefits directly into my bank account.</i>	
Signature	Date DD / MM / YYYY

PLEASE ATTACH PROOF OF BANK DETAILS – FOR EXAMPLE SCREENSHOT OF BANK ACCOUNT

DECLARATION AND AUTHORISATION BY PERSON CLAIMING

I authorise any hospital, physician or other person who has attended me, or any employer, to give QBE Insurance (Australia) Ltd or its representative any or all information with respect to my illness or injury, medical history, consultation, prescription or treatment, and copies of all hospital or medical records. I also agree that copies of all employer records relevant to my claim including verification of earnings can be provided.

I give permission for QBE Insurance (Australia) Ltd or its representative to obtain a copy of any police report with respect to my claim. I understand that Total Claims Solutions Pty Ltd act as claims managers on behalf of QBE Insurance (Australia) Ltd. I authorise QBE Insurance (Australia) Ltd, or its representatives, to give to and obtain from other insurers and/or statutory authorities, or their representatives, insurance reference bureaus and credit reporting agencies any information relating to my credit or insurance history as well as insurance claims information obtained during the course of this contract.

I agree for Incolink to supply details of my employer payments to assist with my claim. I authorise QBE Insurance (Australia) Ltd or its representative to refer my claim to Incolink's Member Service Department (if required).

A photocopy of this authorisation will be considered as effective and valid as the original. I agree to provide a certified copy of photographic identification in the event that it is required to assist with management of the claim. I understand the claim may be refused if information is not true or is withheld.

I hereby declare that the information I have provided on this form is to the best of my knowledge and belief, true in every respect.

The signatory must be authorised to sign on behalf of all named persons.

Signature

Print name

Date



Total Claims Solutions Pty Ltd ACN 131 362 671 is an Authorised Representative No. 001294613 of Windsor Management Insurance Brokers Pty Ltd ACN 083 775 795 AFSL No. 230747. Acting as Claims Manager on behalf of QBE Insurance (Australia) Limited ABN 78 003 191 035.

PATIENT DETAILS

THE PATIENT WILL BE RESPONSIBLE FOR ANY FEE CHARGED TO COMPLETE THIS STATEMENT

1. Name 2. Age 3. Occupation

4. Address

ACCIDENT DETAILS

5. What is the diagnosis causing the patient's incapacity

PLEASE ENCLOSE COPIES OF TEST RESULTS, IF ANY, WHICH HAVE DETERMINED THE ABOVE LISTED DIAGNOSIS

6. Date of injury 7. Date the patient first consulted you for this injury 8. Date the patient last consulted you for this injury

9. Advise the circumstances of the patient's accident and where it occurred

10. What caused the patient's accident

11. Are there any other conditions impacting on the patient's incapacity
 No Yes Provide details

12. Did the patient sustain the injury at work
 No Yes Provide details

13. Has the patient's work activities caused or significantly contributed to, aggravated, accelerated, exacerbated or deteriorated the condition causing the patient's current incapacity
 No Yes Provide details

14. Was the patient training for or playing sport at the time of their accident
 No Yes Provide details

15. Does the patient normally participate in team or individual sporting activities
 No Yes Provide details

16. Did the use of alcohol and/or drugs directly or indirectly contribute to the patient's accident
 No Yes Provide details and include BAC reading if taken

17. How long have you known the patient in a professional capacity

18. Has the patient ever had the same or a similar condition
 No Yes State when and describe whether this has an impact on current incapacity

TREATMENT DETAILS

19. Has the patient been hospitalised
 No Yes From To Date treatment prescribed
 Name of hospital Phone

20. Provide full details of treatment prescribed and the results including any surgery or medication

Two empty text boxes for providing treatment details.

21. Have you provided any medical information to any other insurer regarding this injury

No Yes ▶ Insurer

PLEASE PROVIDE MEDICAL REPORT(S) – IF ANY

22. Is the patient following your prescribed treatment

Yes No ▶ Provide details

23. Frequency of visits

Weekly Fortnightly Monthly Other

24. Has treatment been terminated

No Yes ▶ Date ceased DD / MM / YYYY

25. Is the patient still employed

Yes No ▶ Termination / redundancy date DD / MM / YYYY

CAPACITY FOR WORK

26. Are there any complications that may delay the recovery

No Yes ▶ Provide details

27. What is your prognosis for recovery

Empty text box for prognosis.

28. What is the expected timeframe for recovery and return to full time work

> 1 month 1–3 Months 4–6 months Other

29. Have you told the patient to restrict employment activities

No Yes ▶ Restrictions commenced DD / MM / YYYY Restrictions ceased DD / MM / YYYY

Explain the specific restrictions and limitations including hours per day/week

30. Would vocational counselling and/or retraining be recommended

No Yes ▶ Provide details

31. Is the use of drugs and/or alcohol affecting the patient's ability to recover and return to work

No Yes ▶ Provide details

32. How long was or will the patient be

Totally disabled and unable to perform any part of their occupation ▶ From and including DD / MM / YYYY

To and including DD / MM / YYYY

Partially disabled and unable to perform some part of their occupation ▶ From and including DD / MM / YYYY

To and including DD / MM / YYYY

DECLARATION BY PHYSICIAN / TREATING DOCTOR

I hereby declare that the information I have provided on this form is to the best of my knowledge and belief, true in every respect.

Name Medical qualifications

Signature Date

Address

Phone

Fax

Email

STAMP

EMPLOYER DETAILS

1. Business/trading name 2. Employer number

3. Address

4. Phone 5. Fax 6. Email

EMPLOYEE DETAILS

7. Name

8. Job classification/occupation

ATTACH EMPLOYEE'S JOB DESCRIPTION

9. Employment status
 Full-time Part-time Casual Apprentice Working Director Sub-Contractor

10. At the time of the accident, what were the gross weekly earnings (base rate of pay) excluding overtime and allowances
 Base hourly rate \$ Standard hours worked per week hours

11. Reason employee stopped working
 Illness Injury Other

12. Who is your Workcover insurer

13. Is the employee entitled to Workers' Compensation benefits

No Yes ▶

Case Manager	Claim number
Phone	Email
RTW Coordinator	

ATTACH A COPY OF THE WORKCOVER CLAIM FORM

14. Do you contribute to another fund, which entitles the employee to make a claim for this injury

No Yes ▶

Has a claim been made <input type="checkbox"/> No <input type="checkbox"/> Yes	Insurer
	Contact name
	Phone

15. Was the worker employed at the time of the accident

No Yes ▶

Address	Worksite
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16. When did the employee work for you

Commencement date Last day worked prior to the accident

17. Has the employee returned to work

No Yes ▶

Date returned

18. Has the employee been made redundant

No Yes ▶

Date

19. If employee was partially incapacitated (fit for light duties), would any sedentary (light/manual work or administration) work be available

No Yes ▶

Provide details

20. Has the employee received any sick leave payments for this claim

No Yes

Number of days

The last date the employee was paid sick leave DD / MM / YYYY

21. How many sick leave days are owing

DD

PLEASE ATTACH ALL MEDICAL CERTIFICATES THE EMPLOYEE HAS SUPPLIED YOU FOR THIS INJURY

DECLARATION BY EMPLOYER

I hereby declare that the information I have provided on this form is to the best of my knowledge and belief, true in every respect.

Name

Position

Phone

Email

Signature

Date DD / MM / YYYY