WorkCover

Victorian Ombudsman

Easy English
Hard words

This book has some hard words.

The first time we write a hard word
- the word is in blue

- we write what the hard word means.

You can get help with this book

You can get someone to help you
- read this book

- know what this book is about

- find more information.
About this book

This book is written by the Victorian Ombudsman.

This book is about the WorkCover scheme.

The WorkCover scheme means WorkSafe give money and support to people who

● get hurt at work

● lose money because they are hurt and cannot work.

WorkSafe are an organisation who

● keep workplaces safe

● help people who get hurt at work.
Why did we make this book?

Some people with long term injuries said they did not get the right support from WorkSafe.

Long term injuries mean

- a person is hurt for a long time

and

- a person might need medical care for a long time

and

- a person cannot work and make money for a long time.

We checked if WorkSafe did a good job to help people who got long term injuries at work.
What did we find?

WorkSafe use 5 agents to manage the scheme.

Agents help WorkSafe decide who gets money and support from the WorkCover scheme.

Agents did not always help people with long term injuries.

Some agents made bad decisions. For example, agents

- did not let people get money and support when they were supposed to.

- told workers with long term injuries off for not going back to work. This was not fair.

- did not fix their bad decisions when injured workers asked them to.

WorkSafe did not make agents do the right thing.
What happens next?

We will help WorkSafe make the WorkCover scheme fair for everyone.

We asked the Victorian government to

● think about better ways to manage the WorkCover scheme

● see if agents or someone else should manage claims of people with long term injuries

● look for ways to fix bad decisions so that people do not have to
  – go to court
  – spend lots of money.

We also gave WorkSafe 13 ways they could do a better job.

WorkSafe and the government agreed to do all the things we said.
More information

Tell us if you are not happy about the way WorkSafe or one of their agents treated you.

For more information contact the Victorian Ombudsman.

Call 03 9613 6222

Website www.ombudsman.vic.gov.au

If you need help to speak or listen
Contact Victorian Ombudsman through the National Relay Service or NRS.

Call the NRS help desk
1800 555 660

Go to the NRS website communications.gov.au/accesshub/nrs