



WORKCOVER PREMIUM FAQs

How do I set up my Online Employer Services (OES) portal access for the first time?

Visit the [WorkSafe Victoria OES login](#) page. Your Username is your WorkCover Employer Number and you can find your default password on your initial notice. If you need any help, you can email us via vic_wc_premiums@allianz.com.au or call us on (03) 9234 3285.

How do I cancel my policy if I have ceased employing?

To cancel, email us at vic_wc_premiums@allianz.com.au. In the email, tell us your WorkCover Employer Number and the date your business ceased to employ.

I have forgotten my OES password, how do I get another one?

To get a new password, go to the [WorkSafe Victoria OES login](#) page. Enter your Username into the username field and then select the 'forgotten your password?' link underneath the login fields. Your Username is your WorkCover Employer Number.

How do I get my Certificate of Currency (CoC) as proof of WorkCover insurance?

If your account payments are up to date, you can [request your CoC](#) via WorkSafe Victoria OES.

What is certification and once I have certified remuneration for a period, can I update this if I made a mistake?

A certification is the confirmation of the remuneration figures for a financial year. If you've made a mistake through WorkSafe Victoria OES, you can re-certify remuneration by resubmitting it online. You'll need to provide a brief explanation of why your certification of remuneration needs to be updated.

If I don't estimate my remuneration for the new financial year, what happens?

If you can't or don't provide a remuneration estimate, a preliminary remuneration will be used to calculate a figure. Preliminary remuneration is an annual 4.75% increase indexed on the previous year.



If I update my remuneration after my first renewal notice in July, do I get a new one?

There are around five weekly renewal notice billing runs during July and early August that allow for adjusted payment options with the upfront payment discounts. It is currently 5% for 15 August and 3% for 1 October.

To find a revised renewal notice:

- Log in to WorkSafe Victoria OES
- Select "My Mail"
- Select "View My Premium Mail"

If you've already paid your first renewal notice and you update your remuneration during or after October, it will be issued as a separate premium adjustment notice.

If I have changed employing entity and legal structure, what do I do?

If your employing entity has changed, e.g. a sole trader converting into a company, you'll need a new WorkCover policy. You can [start a new WorkCover Insurance application](#) online or you can call us on (03) 9234 3285 to get specific guidance.

How do I change my mailing preferences from post to email?

To update your mailing preferences, visit the [Worksafe Victoria OES login](#) page or email vic_wc_premiums@allianz.com.au. Let us know your WorkCover Employer Number and what your new preference is, and we'll generate a unique activation link for you to enable it.

What happens if I can't afford to pay the premium and it becomes overdue?

Call our Credit Team on (03) 9234 3286 as soon as possible. Late payment penalties occur every month at an annual rate, currently 9% and we can discuss suitable payment options to assist you.

Why has my premium gone up when I haven't had any claims?

Every year, WorkSafe Victoria calculates the industry rates based on claims costs within each industry sector. When an Industry rate increases, it is likely caused by more claims or more costly claims occurring within your specific industry.

Any other questions?

If you have any other queries, call our team on (03) 9234 3285.