

INTERNAL DISPUTE RESOLUTION PROCESS

June 2019

Allianz is a licensed insurer under the Workers Rehabilitation and Compensation Act 1988 ("the Act") and has established claims management model to effectively manage claims in accordance with the Act.

Allianz's claims model is designed to ensure claim decisions are justified, evidenced based, reasonable and just; there may however be occasions, when matters arise that are potentially contentious.

If you are not satisfied with a decision that has been made with respect to your Workers' Compensation Claim, you may ask for that decision to be formally reviewed via the Internal Dispute Resolution Process (IDRP).

HOW DOES THE INTERNAL DISPUTE PROCESS WORK?

The IDRP involves a review of the decision by the Senior Review Officer, who was not involved in making the original decision. The Senior Review Officer will review the issues raised and undertake a comprehensive review of the decision. This will result in one of the following outcomes:

- The original decision will be maintained;
- The original decision will be withdrawn;
- The original decision will be varied

The Senior Review Officer will provide a written response detailing the outcome of their findings within five working days of receipt of the request. You may also be notified of the outcome by phone or email, if it is more practicable.

HOW DO I REQUEST A DECISION TO BE REVIEWED?

If you wish to raise an issue for review via Internal Dispute Resolution Process, you can:

- Contact your Allianz Case Manager and request the decision be reviewed;
- Send a written request to Allianz, citing your claim number to:

Allianz Australia Ltd
PO Box 576
LAUNCESTON TAS 7250
taswc.claims@allianz.com.au

FURTHER INFORMATION

Please note you are not obligated to use Allianz' Internal Dispute Resolution Process and choosing to do so does not in any way affect your right to seek advice in relation to the dispute from WorkCover, Worker Assist, your Trade Union Organisation, a Legal Practitioner or a Registered Agent.