
ombudsman VICTORIAN



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.



S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Long term injuries mean

- a person is hurt for a long time

and



S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- a person might need medical care for a long time

and



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



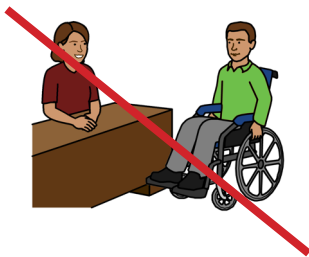
We checked if WorkSafe did a good job to help people who got long term injuries at work.

What did we find?

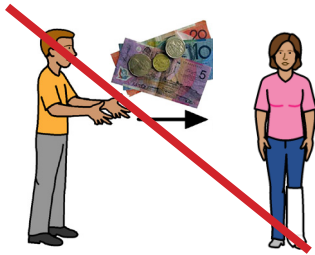


WorkSafe use 5 **agents** to manage the scheme.

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.

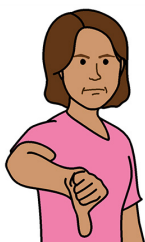
For example, agents

- 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

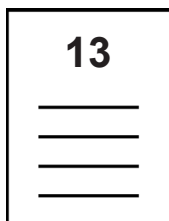
- think about better ways to manage the WorkCover scheme



- 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

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in November 2019.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the Victoria Ombudsman.

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