

Internal Dispute Resolution Process Underwritten Workers Compensation Australian Capital Territory

Allianz is a licensed insurer under the Workers Compensation Act 1951 ("the Act") and has an 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 the 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 Resolution 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- The original decision will be withdrawn;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 the 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:
GPO BOX 262
Canberra ACT 2601
www.idrp@allianz.com.au

Further Information

Please note you are not obligated to use Allianz's Internal Dispute Resolution Process and choosing to do so does not in any way affect your right to request arbitration through the ACT Magistrates Court in accordance with Part 7 of the Workers Compensation Regulations.

You may also seek information or assistance from ACT Worksafe on (02) 6207 3000 or www.worksafe.act.gov.au.