

# Office of the **WorkCover** **OMBUDSMAN**

The Office of the WorkCover Ombudsman provides free advice and assistance to injured workers and employers who have a complaint about the way services are delivered in the WorkCover Scheme.

It is an independent Office that investigates complaints about the operation of the WorkCover Scheme and reports problems with the scheme to the Minister for Industrial Relations.

You can contact the Office of the WorkCover Ombudsman by:

<b>Telephone</b>	(08) 8463 6593
<b>Facsimile</b>	(08) 8207 2320
<b>Email</b>	<a href="mailto:owo@saugov.sa.gov.au">owo@saugov.sa.gov.au</a>
<b>Mail</b>	GPO Box 2343 ADELAIDE SA 5001
<b>DX</b>	DX 56201 Adelaide

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## **Role of the WorkCover Ombudsman**

- To receive, investigate and seek to resolve complaints from workers, employers and other interested parties about the way services are delivered in the WorkCover Scheme.
- To investigate issues associated with the rehabilitation and return to work of injured workers eg, employer obligations, delivery of rehabilitation services, breaches of confidentiality, provision of information, etc.
- To review decisions to cease weekly payments to injured workers.
- To identify problems arising from the operation or administration of the *Workers Rehabilitation and Compensation Act 1986*.
- To encourage and assist WorkCoverSA and employers to establish their own processes for handling complaints.

*Note: If you have a complaint we generally ask that you try to resolve it first with the person or organisation prior to referring it to the Office of the WorkCover Ombudsman.*