

Polocrosse Australia claims and reporting

Policy Number: BLPA000899

Key Contacts

Polocrosse Australia

Kate Grills National Executive Officer

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State Polocrosse Associations

New South Wales	Kyla Street	seo@nswpolocrosse.com.au
Northern Territory	Ristan Blokland	admin@ntpolocrosse.com.au
Queensland	Debra Austin	admin@polocrosse.com.au
South Australia	Travis McMahon	secretary@polocrossesa.com
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Victoria	Amy Hope	polocrossevictoria@gmail.com
Western Australia	Kim Maguire	seo@polocrossewa.com.au

Claim process for claimant

1. Following an accident, claimant contacts their State Polocrosse Association and provides as many details as possible about the incident.
2. State Association will seek the completed Polocrosse incident report and notify Kate Grills.
3. State Association will send a claim form to the claimant directly copying Kate Grills.
4. Claimant completes claim form, including employer, medical practitioner and Local/State Association signoff Sections where relevant.
5. Claimant sends completed claim form to the State Association and Kate Grills, attaching all relevant payslips, receipts, medical certificates.
6. Kate Grills reviews claim form and documents and chases any missing information or sends to Corporate Services Network (CSN)

CSN internal claim process

1. CSN sends acknowledgment email to Kate Grills confirming claim notification within 24 hours of receipt of claim
2. CSN chase any outstanding information and cc Kate Grills
3. CSN continue to chase by phone and email at least every 7 days, notifying or cc'ing Kate Grills each time
4. CSN to assess claim within maximum 10 business days of receiving all information necessary to complete their assessment.
5. When liability is accepted:
 - i. CSN to send claim acceptance and claim benefit payment letters directly to claimant, cc'ing Kate Grills and EBM
 - ii. Kate Grills to be cc'd into settlement letter / email detailing when payments are due etc
6. When liability is declined:
 - i. CSN to refer declinature to Kate Grills, EBM and Blend in the first instance.
 - ii. Any questions to be reviewed and responded to
 - iii. Once confirmed, CSN to call claimant advising of declinature and send confirmation email to claimant

Monthly claim reporting

- Within 7 days of the end of each calendar month, CSN to send claims report to Kate Grills and EBM.
- Report should include straightforward descriptions of loss.

Quarterly claim & performance update

- Within 7 days of the end of each quarter, Blend to send claim and performance update to EBM.
- Report should include
 - Summary of claims by size, type, State etc
 - Comparison of claims notification pattern versus prior years
 - Other relevant information