

# Office of the **WorkCover** **OMBUDSMAN** **South Australia**

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>	1800 195 202 (FREECALL)
<b>Facsimile</b>	(08) 8204 2169
<b>Email</b>	<a href="mailto:owo@saugov.sa.gov.au">owo@saugov.sa.gov.au</a>
<b>Street Address</b>	Level 6, Chesser House 91-97 Grenfell St ADELAIDE SA
<b>Mail Address</b>	GPO Box 2343 ADELAIDE SA 5001
<b>DX</b>	DX 56201 Adelaide

If you want to speak to office staff in person, please make an appointment by telephoning the Office of the WorkCover Ombudsman first.

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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.*

If you wish to speak to the Office of the WorkCover Ombudsman in your preferred language, please telephone the Interpreting and Translating Centre on (08) 8226 1990 and ask the interpreter to contact the Ombudsman's Office on (08) 8463 6593. This interpreting service is available at no cost to you.