

REMITTANCE ADVICES

This operational instruction outlines the minimum information that must be contained in the remittance advices that accompany payments by a Scheme Agent to injured Workers, Employers and Third Party Service Providers.

The provision of clear and comprehensive information on remittance advices ensures that the party receiving the payment is aware of the reason for the payment and has no need to contact the Scheme Agent for clarity. It also helps prevent disputes arising over the payment. The format of the remittance advice is the responsibility of the Scheme Agent.

The remittance advices will be produced by the Westpac Payment Processing System (PPS) and attached to the bank cheque, or mailed/faxed separately where an EFT payment is made. Accordingly, it is essential that a Scheme Agent work with Westpac in ensuring these minimum information requirements are met. Refer to operational instruction 3.4 for further information about banking services.

In exceptional circumstances, where a Scheme Agent issues a manual cheque, a remittance advice must be prepared and issued by the Scheme Agent.

Information to be shown on all remittance advices

The following information is to be shown on all remittance advices:

- (a) Scheme Agent logo (optional)
- (b) Scheme Agent name (including tagline: 'Agent for the NSW WorkCover Scheme')
- (c) Branch ABN (as agent for the NSW WorkCover Scheme)
- (d) Scheme Agent contact details (postal address, phone and fax)
- (e) Cheque number (if payment is by bank cheque)
- (f) Bank/BSB/Account payment was made to (if payment is by EFT)
- (g) Date of payment.

Additional information on remittance advices

For each of the remittance advices listed below, the following additional information must be shown. Where a remittance advice is not listed, it is the Scheme Agent's responsibility to ensure that sufficient information is included on the remittance advice to enable the party receiving the payment to clearly understand the reasons for the payment.

Payments to Employer who paid a claimant's weekly Benefits direct (recoupments)

Where the remittance advice covers Benefit payments to a number of injured Workers, the following details in respect of each Worker must be shown:

- (a) Policy number
- (b) claimant's name
- (c) Claim number

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- (d) date payment covers From: dd/mm/yyyy To: dd/mm/yyyy
- (e) hours lost
- (f) weekly rate
- (g) deductions (amount and description eg. Claim excess)
- (h) net amount.

Payments of Benefits direct to injured Workers

Where the remittance advice covers payments to an injured Worker, the following details must be shown:

- (a) claimant's name
- (b) claimant's postal/street address
- (c) Claim number
- (d) date payment covers From: dd/mm/yyyy To: dd/mm/yyyy
- (e) hours lost
- (f) weekly rate
- (g) gross amount
- (h) tax deduction
- (i) other deductions (name and amount eg. Centrelink \$200)
- (j) net amount
- (k) free text field (to provide further explanation for the payment eg. permanent impairment as detailed in our letter of dd/mm/yyyy).

Payments to Third Party Service Providers

This remittance advice format is also used when the Employer or Worker paid a Third Party Service Provider direct, then claims from the Scheme Agent. In these cases, the Employer's or Worker's name and address are also shown on the remittance advice.

Where the remittance advice covers a number of invoices or services provided to multiple injured Workers, details in respect of each of these invoices or services must be included on the remittance advice.

The following information must be shown:

- (a) service entity's name
- (b) service entity's postal/street address
- (c) provider's name (if different to service entity)
- (d) invoice number
- (e) invoice date
- (f) billed amount
- (g) deductions (amount and explanation)
- (h) net amount

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- (i) Claim number
- (j) claimant's name
- (k) Policyholder's name
- (I) free text field (to provide further explanation for the payment).

Premium refund to Employer

Where the remittance advice covers a Premium refund to an Employer, the following details must be shown:

- (a) Policyholder's name
- (b) Policyholder's postal/street address
- (c) Policy year
- (d) Policy number
- (e) amount
- (f) rationale for Premium refund.

References

Operational instruction 3.4 (to be released with the Operational Document Set as part of the Deed)

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