

# Injured in a crash?



Insurance Commission  
of Western Australia

## 1. How to make a claim

### Seek treatment from your usual doctor or hospital.

If you are the owner or driver of a car involved in a crash, please report the crash at [www.crashreport.com.au](http://www.crashreport.com.au)

If you are an injured passenger, cyclist or pedestrian you can also notify us of your injury within [www.crashreport.com.au](http://www.crashreport.com.au)

## 2. What's covered?

**If the crash was another driver's fault, reasonable treatment for your injury is covered.**

For more information on what may be covered, see [www.icwa.wa.gov.au/motor-injury-insurance/claims-process](http://www.icwa.wa.gov.au/motor-injury-insurance/claims-process)

## 3. Crash investigation

### We may investigate the crash.

We will contact you to tell you this and ask for information.

## 4. Your recovery

### Continue to get the treatment you need.

We will be in touch regularly to discuss your progress until treatment and support are no longer needed.

## 5. Finalise your claim

### You can choose to close your claim anytime.

We will call you to discuss finalising your claim, and confirm in writing.

## How to pay for treatment

**We will SMS your Digital Claiming Card or email your treatment number. Use these at your medical provider so the Insurance Commission can pay for your treatment.**

Please note: Your medical provider may choose to invoice us directly, rather than use your treatment number. If you have paid for treatment yourself, reasonable expenses may be reimbursed to you. Upload your receipts at [www.icwa.wa.gov.au/reimbursements](http://www.icwa.wa.gov.au/reimbursements)