



D A M S T R A

[Add a Claim](#)

Safety



[DISCLAIMER]

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Add a Claim

Introduction

In the event that a Worker or Contracted Worker is injured while performing work duties, Damstra Safety provides tools to easily keep track of related insurance claims, lost time, return-to-work programmes and associated costs.

This guide shows how to add the initial details of a claim.

Insurance claims

Lost time

Return to Work

Associated costs

Add a Claim

Claims Management Register

The procedure begins in the *Claims Management Register*.

This is found under *People* in the Menu Bar.

The Register shows key, summary information for all existing claims already entered into your Damstra Safety system.

To add a new claim, **click** 'Add'.

DAMSTRA

My Dashboard

All types of Corrective Actions can be exported to an Excel spreadsheet using "Export Corrective Action Data" button. Filter your reports using the "Select Sites" window and the existing reporting period function. (Start / End dates)

All Records 01/01/1970 - 31/12/2037 Export Corrective Action Data

Completed Underway Not Started

My Corrective Actions

People

- Claims Management
- Offers of Suitable Employment
- Return to Work
- Vault Contractor
- Contracted Workers
- Third Party/Visitor
- Training
- VQUAL
- Workers
- Volunteer Register
- Student Register

Claims / Claims Management

My Filters No filter saved. Filters

ID	Claim Number	Claim Subject	Claim Date	Status	RTW Co-ordinator	Actions
40		Doyle, Brian R	24/05/2019	Open	Laurie Davison	Actions
39	174124	Farley, Michael	23/05/2019	Claim Form Sent	Lenny Summers	Actions
34	137335	Blake, Lawson Mark	20/03/2019	Entered		Actions

Showing 1 to 3 of 3 entries

Search

Show 15 entries

Apply Clear Save this filter

Filter Name

Save

'Claims Management Register'

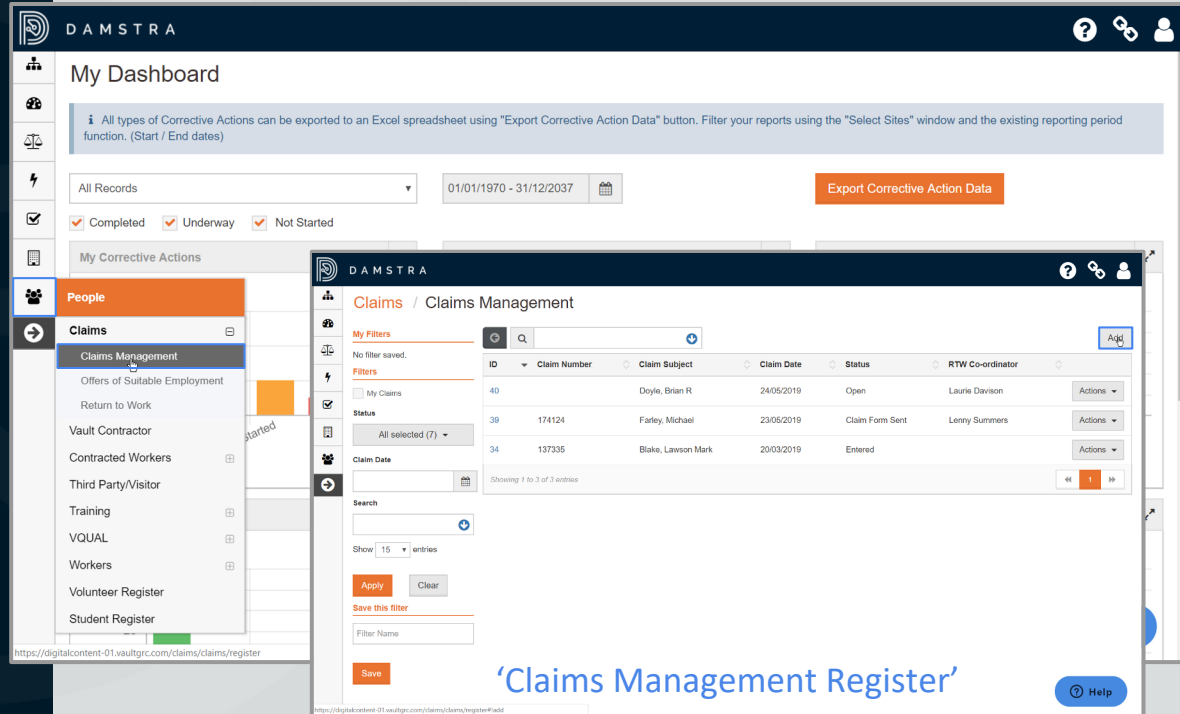
Help

Add a Claim Short Form

This opens a short form which collects the initial minimum, mandatory information required to add a new claim.

Enter the date that the Employee first initiated the claim against the Organisation, and **select** the Country connected to the claim.

In most cases, this is the country where the Worker normally works under your employment. Seek advice from your HR Team where this is unclear. This selection determines the information that will be collected about the claim later in the process.



The screenshot displays the DAMSTRA web application interface. The top navigation bar includes the DAMSTRA logo, user profile, and help icons. The main content area is titled 'My Dashboard' and contains a notification about exporting corrective action data. Below this, there are filters for 'All Records' and a date range '01/01/1970 - 31/12/2037'. A sidebar on the left shows a menu with 'People' and 'Claims' sections. The 'Claims' section is expanded, showing a list of options: 'Claims Management', 'Offers of Suitable Employment', 'Return to Work', 'Vault Contractor', 'Contracted Workers', 'Third Party/Visitor', 'Training', 'VQUAL', 'Workers', 'Volunteer Register', and 'Student Register'. The 'Claims Management' option is selected. The main content area shows a table of claims with columns for ID, Claim Number, Claim Subject, Claim Date, Status, and RTW Co-ordinator. The table contains three rows of data. A 'Claims Management Register' overlay is visible, showing a search bar, a filter dropdown, and a table of claims. The overlay also includes a 'Save this filter' button and a 'Filter Name' input field.

My Dashboard

All types of Corrective Actions can be exported to an Excel spreadsheet using "Export Corrective Action Data" button. Filter your reports using the "Select Sites" window and the existing reporting period function. (Start / End dates)

All Records 01/01/1970 - 31/12/2037 Export Corrective Action Data

My Corrective Actions

People

Claims

- Claims Management
- Offers of Suitable Employment
- Return to Work
- Vault Contractor
- Contracted Workers
- Third Party/Visitor
- Training
- VQUAL
- Workers
- Volunteer Register
- Student Register

Claims / Claims Management

My Filters: No filter saved.

Filters: All selected (7)

ID	Claim Number	Claim Subject	Claim Date	Status	RTW Co-ordinator	Actions
40		Doyle, Brian R	24/05/2019	Open	Laurie Davison	Actions
39	174124	Farley, Michael	23/05/2019	Claim Form Sent	Lenny Summers	Actions
34	137335	Blake, Lawson Mark	20/03/2019	Entered		Actions

Showing 1 to 3 of 3 entries

Search: []

Show: 15 entries

Apply Clear

Save this filter

Filter Name: []

Save

'Claims Management Register'

Help

Add a Claim

Short Form cont.

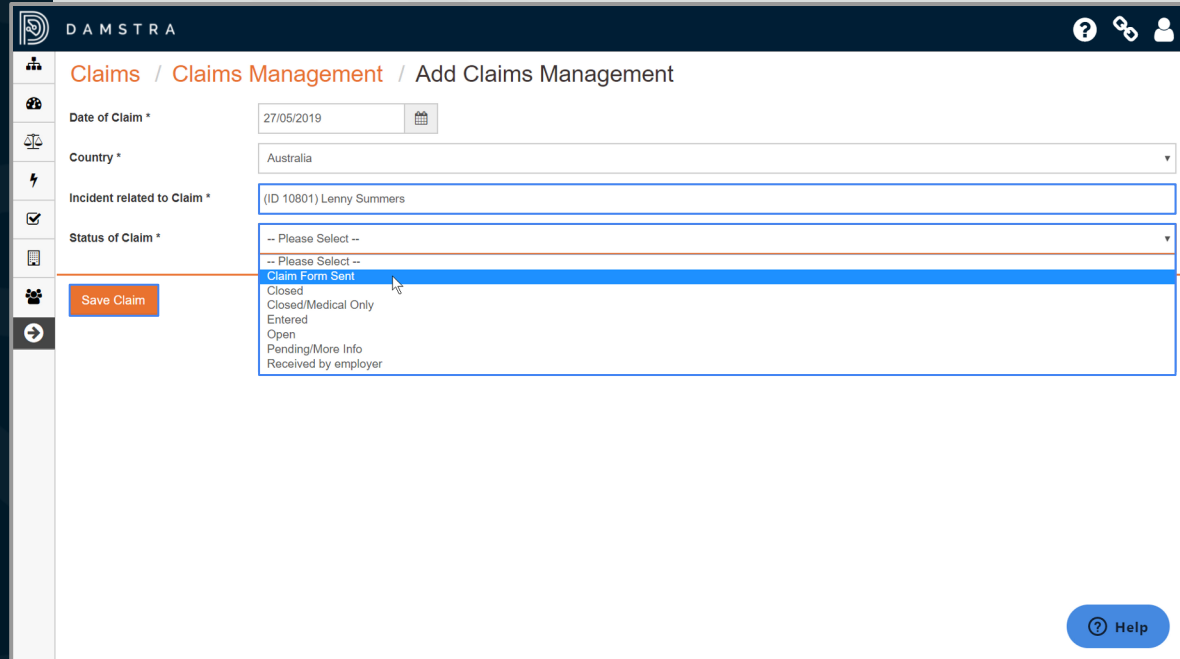
Next, we need to link the claim to an existing Incident (or Event).

This can be found in several ways - either by **typing** the ID or title of the Incident that the claim relates to, or the name of the person involved.

The claimant will be automatically determined from the information recorded in the Incident.

Select the status of the claim as at the current date and time.

Once all information has been entered, **click** 'Save'.



The screenshot displays the DAMSTRA web application interface for adding a claim. The header shows the DAMSTRA logo and navigation icons. The breadcrumb trail indicates the path: Claims / Claims Management / Add Claims Management. The form contains the following fields:

- Date of Claim ***: A date picker set to 27/05/2019.
- Country ***: A dropdown menu currently showing 'Australia'.
- Incident related to Claim ***: A text input field containing '(ID 10801) Lenny Summers'.
- Status of Claim ***: A dropdown menu with the following options: -- Please Select --, -- Please Select --, Claim Form Sent (highlighted by a mouse cursor), Closed, Closed/Medical Only, Entered, Open, Pending/More Info, and Received by employer.

A 'Save Claim' button is located below the status dropdown. A 'Help' button is visible in the bottom right corner of the interface.

Add a Claim Full Form

The claim is now saved, exposing additional fields of information across a number of new tabs. Note that these may vary from the ones shown in this guide depending on the country selected earlier in the procedure.

Depending on the situation and current status of the claim, you may not yet be in a position to complete all fields.

The form supports the ability to save the form with as much information as you currently have, and return to it to supply additional information and to update the Claim status at a later date.

The screenshot displays the DAMSTRA web application interface. At the top, the header shows the DAMSTRA logo and navigation icons. The main content area is titled 'Claims / Claims Management / Edit Claims Management - 42'. Below this, there are several tabs: 'Details' (selected), 'Injury Management', 'File Notes', 'Medical Certificates', 'Claim Costs', 'Weekly Benefits', and 'Reconciliation'. The 'Details' tab contains two sections: 'Claim Standard Information' and 'Claim Information'. The 'Claim Standard Information' section includes fields for 'Claim Number', 'Country' (set to 'Australia'), and 'State/Territory' (set to '-- Please Select --'). The 'Claim Information' section includes fields for 'Employee Claim Form' (with a 'Select file' button and a 'Browse' button), 'Date of Claim *' (set to '27/05/2019'), 'Insurance Company', 'RTW Co-ordinator' (set to 'Employee'), 'Award/Agreement' (with a checkbox and a text input field), and a 'Help' button in the bottom right corner.

DAMSTRA

Claims / Claims Management / Edit Claims Management - 42

Details Injury Management File Notes Medical Certificates Claim Costs Weekly Benefits Reconciliation

Claim Standard Information

Claim Number

Country Australia

State/Territory -- Please Select --

Claim Information

Employee Claim Form Select file Browse

Date of Claim * 27/05/2019

Insurance Company

RTW Co-ordinator Employee

Award/Agreement Type Something...

Help

Add a Claim

Claim Standard Information

The *Details* tab collects the fundamental information relating to the claim and is broken down into multiple sections.

In the *Claim Standard Information* section, **enter** the Claim Number as provided by the Insurer, once it is known.

The Country entered into the initial short form will be re-displayed and may be changed or corrected if required.

The screenshot displays the DAMSTRA web application interface. The top navigation bar includes the DAMSTRA logo and icons for help, settings, and user profile. The main header shows the breadcrumb path: Claims / Claims Management / Edit Claims Management - 42. Below this is a tabbed interface with 'Details' selected, and other tabs for Injury Management, File Notes, Medical Certificates, Claim Costs, Weekly Benefits, and Reconciliation. The 'Claim Standard Information' section contains the following fields:

- Claim Number:** A text input field.
- Country:** A dropdown menu with 'Australia' selected.
- State/Territory:** A dropdown menu with '-- Please Select --'.

The 'Claim Information' section contains the following fields:

- Employee Claim Form:** A file upload field with a 'Browse' button.
- Date of Claim *:** A date input field showing '27/05/2019' with a calendar icon.
- Insurance Company:** A text input field.
- RTW Co-ordinator:** A dropdown menu with 'Employee' selected.
- Award/Agreement:** A checkbox and a text input field.

A 'Help' button is located at the bottom right of the form.

Add a Claim

Claim Standard Information cont.

Depending on the country selected, you may see an additional *State / Territory* field.

If this is the case, make the applicable selection.

If the selected State invokes any additional tabs, these will become visible once the record has been saved and then reopened.

DAMSTRA

Claims / Claims Management / Edit Claims Management - 42

Details Injury Management File Notes Medical Certificates Claim Costs Weekly Benefits Reconciliation

Claim Standard Information

Claim Number

Country

State/Territory

Claim Information

Employee Claim Form

Date of Claim *

Insurance Company

RTW Co-ordinator

Type Something...

Award/Agreement ☐

Help

Add a Claim

Claim Information

In the *Claim Information* section, attach a copy of the Employee Claim form by **clicking** the *Browse* button and locating the file on your computer.

Enter the name of the Insurance Company applicable to this claim into the free-text field.

Where a Return-to-Work coordinator is involved, **select** the *Person Type* from the drop-down and begin entering the Person's name. Smart Search will help locate the right person as you begin to type.

The screenshot displays the DAMSTRA web application interface. The top navigation bar includes the DAMSTRA logo and user icons. The main header shows the breadcrumb path: Claims / Claims Management / Edit Claims Management - 42. Below this is a sub-header with tabs: Details (active), Injury Management, File Notes, Medical Certificates, Claim Costs, Weekly Benefits, and Reconciliation. The form is divided into two main sections: 'Claim Standard Information' and 'Claim Information'. The 'Claim Standard Information' section contains fields for Claim Number, Country (Australia), and State/Territory (New South Wales). The 'Claim Information' section contains fields for Employee Claim Form (with a 'Browse' button), Date of Claim * (27/05/2019), Insurance Company (InsureCo), and RTW Co-ordinator (Employee). Below these fields is a list of suggestions for the Award/Agreement, including 'Fred Martin [Melbourne]', 'George Martin [Melbourne]', and 'Martin Daniels [New Forest]', which is highlighted. A 'Help' button is located in the bottom right corner.

DAMSTRA

Claims / Claims Management / Edit Claims Management - 42

Details Injury Management File Notes Medical Certificates Claim Costs Weekly Benefits Reconciliation

Claim Standard Information

Claim Number

Country Australia

State/Territory New South Wales

Claim Information

Employee Claim Form Lenny Summers - Claim Form.pdf Browse

Date of Claim * 27/05/2019

Insurance Company InsureCo

RTW Co-ordinator Employee

Award/Agreement

Martin

Fred Martin [Melbourne]

George Martin [Melbourne]

Martin Daniels [New Forest]

Help

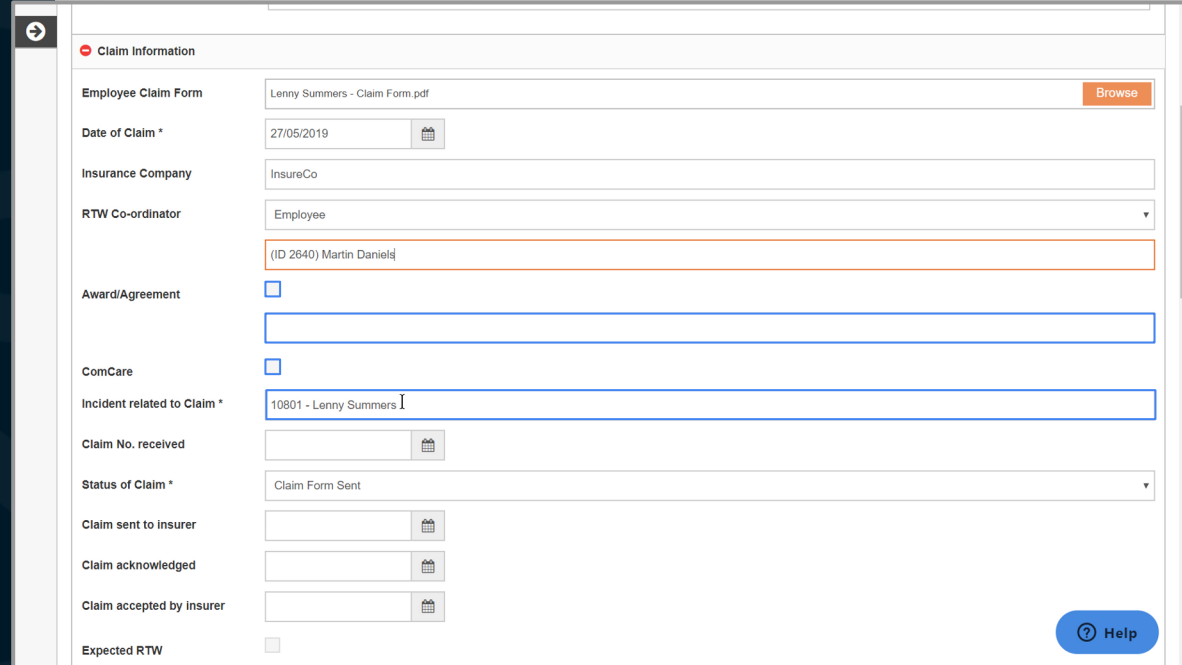
Add a Claim

Claim Information cont.

If the employee is subject to any *Award/Agreement*, **click** to tick the checkbox, and **enter** the details in the field that appears.

If the employee is covered by ComCare, **click** to tick the checkbox.

The Event related to the Claim as selected earlier in the procedure will be displayed and may be changed if required.



The screenshot shows a web form titled "Claim Information" with a back arrow icon in the top left. The form contains the following fields and controls:

- Employee Claim Form:** A text input field containing "Lenny Summers - Claim Form.pdf" and a "Browse" button.
- Date of Claim *:** A date input field showing "27/05/2019" with a calendar icon.
- Insurance Company:** A text input field containing "InsureCo".
- RTW Co-ordinator:** A dropdown menu showing "Employee".
- Award/Agreement:** A checkbox (unchecked) and a text input field containing "(ID 2640) Martin Daniel".
- ComCare:** A checkbox (unchecked) and a text input field.
- Incident related to Claim *:** A text input field containing "10801 - Lenny Summers".
- Claim No. received:** A text input field with a calendar icon.
- Status of Claim *:** A dropdown menu showing "Claim Form Sent".
- Claim sent to insurer:** A text input field with a calendar icon.
- Claim acknowledged:** A text input field with a calendar icon.
- Claim accepted by insurer:** A text input field with a calendar icon.
- Expected RTW:** A checkbox (unchecked).

A blue "Help" button with a question mark icon is located in the bottom right corner of the form.

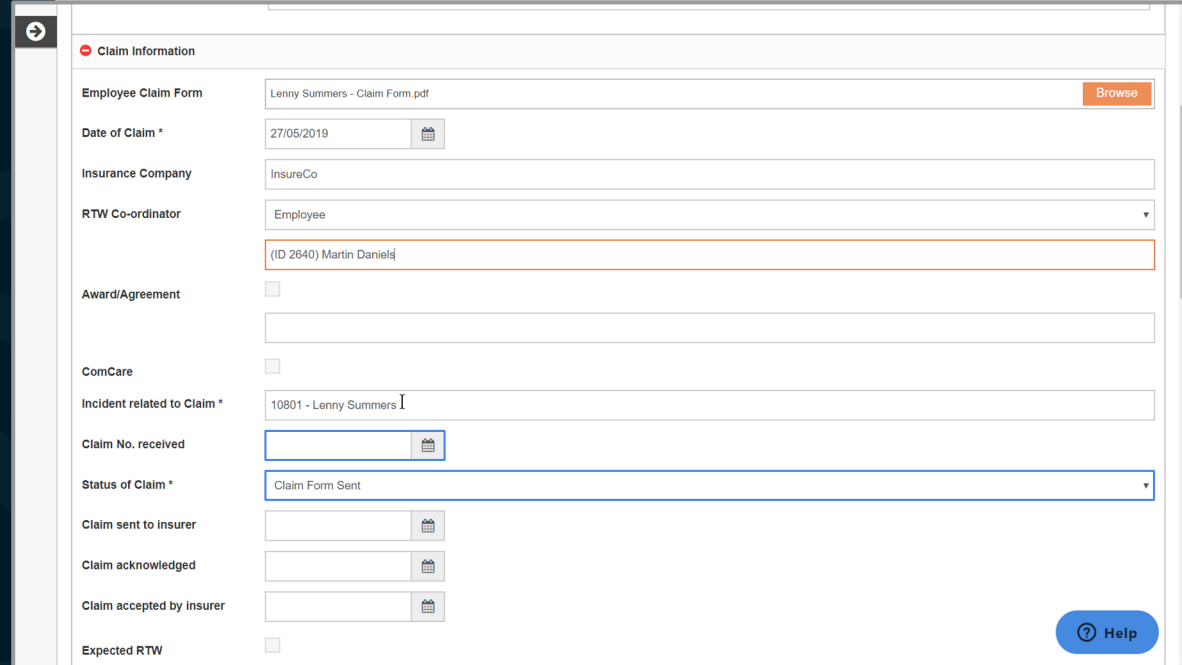
Add a Claim

Claim Information cont.

If the insurer has supplied a Claim Number, ensure that this is at the top of the record, and **enter** the date that it was received here.

The status of the Claim, as selected earlier in the procedure, will be displayed.

Keep this updated as the claim is processed through to completion, so that your system stays up-to-date.



The screenshot shows a web-based form titled "Claim Information". It contains several fields for entering claim details:

- Employee Claim Form:** A text field containing "Lenny Summers - Claim Form.pdf" with a "Browse" button to its right.
- Date of Claim *:** A date picker showing "27/05/2019".
- Insurance Company:** A text field containing "InsureCo".
- RTW Co-ordinator:** A dropdown menu showing "Employee".
- Award/Agreement:** A text field containing "(ID 2640) Martin Daniel".
- ComCare:** A checkbox that is currently unchecked.
- Incident related to Claim *:** A text field containing "10801 - Lenny Summers".
- Claim No. received:** A date picker.
- Status of Claim *:** A dropdown menu showing "Claim Form Sent".
- Claim sent to insurer:** A date picker.
- Claim acknowledged:** A date picker.
- Claim accepted by insurer:** A date picker.
- Expected RTW:** A checkbox that is currently unchecked.

A blue "Help" button with a question mark icon is located in the bottom right corner of the form.

Add a Claim

Claim Information cont.

Select:

- The date that the claim was sent to the insurer,
- The date that the claim was acknowledged by the insurer,
- and the date the claim was accepted by the insurer.

If an expected Return-to-Work date is known, **tick** the checkbox and **enter** the date.

If the date when the claimant will commence normal duties is known, **tick** the checkbox and **enter** it.

The screenshot displays a web form for adding a claim. At the top, a text field contains '(ID 2640) Martin Daniels'. Below this, there are several sections with checkboxes and date pickers. The 'Award/Agreement' section has an unchecked checkbox. The 'ComCare' section also has an unchecked checkbox. The 'Incident related to Claim *' section contains the text '10801 - Lenny Summers'. The 'Claim No. received' section has an empty text field and a calendar icon. The 'Status of Claim *' section has a dropdown menu with 'Claim Form Sent' selected. The 'Claim sent to insurer' section has a date picker set to '28/05/2019'. The 'Claim acknowledged' section has an empty date picker. The 'Claim accepted by insurer' section has an empty date picker. The 'Expected RTW' section has a checked checkbox and a date picker set to '08/07/2019'. The 'Commences Normal Duties' section has a checked checkbox. Below these sections, there is a red circle icon and the text 'Pre Injury Weekly Earnings'. Underneath, there is a section titled 'Pre Injury Weekly Earnings (average)' with two rows: 'Hours Worked' and 'Gross hourly rate', both with a value of '0.00'. A blue 'Help' button is located at the bottom right of the form.

Award/Agreement	☐
ComCare	☐
Incident related to Claim *	10801 - Lenny Summers
Claim No. received	
Status of Claim *	Claim Form Sent
Claim sent to insurer	28/05/2019
Claim acknowledged	
Claim accepted by insurer	
Expected RTW	☒ 08/07/2019
Commences Normal Duties	☒
Pre Injury Weekly Earnings	
Pre Injury Weekly Earnings (average)	
Hours Worked	0.00
Gross hourly rate	0.00

[? Help](#)

Add a Claim

Pre Injury Weekly Earnings

The *Pre Injury Weekly Earnings* section calculates what the claimant was earning prior to the claim, which will later be used in the calculation of weekly benefits.

Calculate and **enter** the average number of hours worked by the claimant per week.

You may need to consult your HR team to ensure that this figure has been correctly calculated according to legislative requirements.

Status of Claim *

Claim Form Sent

Claim sent to insurer

28/05/2019

Claim acknowledged

Claim accepted by insurer

Expected RTW

☒

08/07/2019

Commences Normal Duties

☐

Pre Injury Weekly Earnings

Pre Injury Weekly Earnings (average)

Hours Worked

40

Gross hourly rate

0.00

Weekly Earnings

\$0.00

Shift Allowance

Employee qualifies for shift allowance

☐

Overtime

Employee works overtime

☐

Overtime total

0.00

Help

Add a Claim

Pre Injury Weekly Earnings cont.

Enter the claimant's gross hourly rate.

Your system will now calculate and display the claimant's Weekly Earnings based on the values entered.

If the claimant qualifies for a shift allowance, works overtime hours or receives income from other sources, **tick** the relevant checkboxes.

The particulars for these items can be entered later in the process.

☐ Commences Normal Duties

Pre Injury Weekly Earnings

Pre Injury Weekly Earnings (average)

Hours Worked

40

Gross hourly rate

30.00

Weekly Earnings

\$1200.00

Shift Allowance

Employee qualifies for shift allowance

☒

Overtime

Employee works overtime

☒

Overtime total

\$0.00

Other Sources

Other Sources of income

☒

PWE Calculation

Base salary

\$1200.00

Overtime rate

\$0.00

Shift Allowance

\$0.00

?

 Help

Add a Claim

Standard Working Week

In the *Standard Working Week* section, **enter** the claimant's normal working hours, excluding any overtime.

This is a free-text field that can accept any format, e.g. if the claimant does not work set hours, you may type this.

Click the *Save All Claims Data* button to save the data entered so far.

The screenshot shows a web form titled 'Add a Claim' with a sub-section 'Standard Working Week'. The form is divided into two main sections: 'PWE Calculation' and 'Standard Working Week'.

PWE Calculation

Base salary	\$1200.00
Overtime rate	\$0.00
Shift Allowance	\$0.00
Other	\$0.00
PWE	\$1200.00

Standard Working Week

Exclude overtime in values (e.g) 8am-5pm

Monday	Shift work
Tuesday	Shift work
Wednesday	Shift work
Thursday	Shift work
Friday	Shift work
Saturday	
Sunday	

At the bottom of the form, there is a 'Save All Claims Data' button and a 'Help' button.

Add a Claim

Reopen Claim Item

We are now returned to the *Claims Management* Register and the new Claim item is displayed.

Open it again by **selecting** 'Actions' then 'Edit'.

The screenshot displays the DAMSTRA Claims Management interface. The header shows the DAMSTRA logo and navigation icons. The main content area is titled 'Claims / Claims Management' and features a table of claims. A search bar and filter options are visible on the left. The table lists four claims with columns for ID, Claim Number, Claim Subject, Claim Date, Status, and RTW Co-ordinator. An 'Actions' dropdown menu is open for the first claim, showing options: View, Edit, Delete, and Print. The 'Edit' option is highlighted. The bottom of the interface includes a 'Show 15 entries' dropdown, 'Apply' and 'Clear' buttons, a 'Save this filter' section, and a 'Save' button. A URL bar at the bottom shows the path: https://digitalcontent-01.vaultgrc.com/claims/claims/register#edit-42.

ID	Claim Number	Claim Subject	Claim Date	Status	RTW Co-ordinator
42		Summers, Lenny	27/05/2019	Claim Form Sent	Martin Daniels
40		Doyle, Brian R	24/05/2019	Open	Laurie Davison
39	174124	Farley, Michael	23/05/2019	Claim Form Sent	Lenny Summers
34	137335	Blake, Lawson Mark	20/03/2019	Entered	

Add a Claim

Enter Additional Earnings

Scroll down to the *Pre Injury Weekly Earnings* section. If you ticked one or more of the *Shift Allowance*, *Overtime* or *Other Sources of Income* checkboxes before, supply the details for these now.

In the *PWE Calculation* sub-section, the claimant's total pre-injury earnings are now summarised based on the previous selections.

This will be used when calculating weekly benefits, help with which is available in the support portal.

Weekly earnings: \$1200.00

Shift Allowance

Employee qualifies for shift allowance ☒

Shift allowance per week: 150.00

Overtime

Employee works overtime ☒

Average overtime per week: 5.00

Overtime rate: 40.00

Overtime total: \$200.00

Other Sources

Other Sources of income ☒

Reason: Second job (part time)

Amount: 180.00

PWE Calculation

Base salary	\$1200.00
Overtime rate	\$200.00
Shift Allowance	\$150.00
Other	\$180.00
PWE	\$1730.00

Standard Working Week

Add a Claim

Next Steps

The claim should now be managed through to closure and kept up-to-date in your system so that your view of the Organisation's available workforce via the Operational Dashboard and KPIs remains accurate.

Help with next steps in recording the Claim as it progresses including updating injury management, adding files, medical certificates, costs and benefits is available in the Support Portal.

The screenshot displays the DAMSTRA Claims Management interface. At the top, a green notification bar states "Claim Form successfully saved". The main header shows "Claims / Claims Management". On the left, a sidebar contains navigation icons and filter sections: "My Filters" (No filter saved), "Filters" (My Claims checkbox), "Status" (All selected (7)), and "Claim Date". The main area features a table with columns: ID, Claim Number, Claim Subject, Claim Date, Status, RTW Co-ordinator, and Actions. The table contains four entries. Below the table, there is a search bar, a "Show 15 entries" dropdown, and buttons for "Apply", "Clear", "Save this filter", and "Save". A "Help" button is located in the bottom right corner.

ID	Claim Number	Claim Subject	Claim Date	Status	RTW Co-ordinator	Actions
42		Summers, Lenny	27/05/2019	Claim Form Sent	Martin Daniels	Actions
40		Doyle, Brian R	24/05/2019	Open	Laurie Davison	Actions
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