



Policy and Coverage Cancellation **Guidelines**

1. The *Policy and Coverage Cancellation Guidelines* (Guidelines) inform and guide employers, insurance brokers, employer authorised representatives and insurers of the processes and steps to request approval to cancel a policy or employer coverage, where a joint policy holder arrangement exists.
2. These Guidelines should be read in conjunction with the *Workers Compensation and Injury management Act 2023* (the Act).
3. Terms used interchangeably throughout this guide include:
 - a. employer, employing legal entity and policy holder
 - b. workers compensation insurance policy, policy, coverage or insurance period
 - c. statement/declaration of estimate/actual remuneration/wages paid or payable with respect to a coverage/insurance period.
4. Insurers are not permitted to remove an employer's coverage during a current policy period, through the cancellation of the policy or the removal of an employer from a WCN, unless a request to do so has been approved by a WorkCover WA inspector.
5. **Employers may seek to cancel their policy or be removed from a joint policy holder policy if they are no longer employing or have alternate coverage, including insured with a different insurer.**
6. Employers apply for policy or coverage cancellation by giving their insurer a completed Policy Cancellation - Employer Request Form.
To ensure the current form is used, always download the form from the WorkCover WA web site. The use of out-of-date forms may lead to the request being rejected, due to missing information.
7. The insurer lodges the policy cancellation or employer coverage request through WorkCover Online.
8. WorkCover WA will validate the following matters and errors and omissions will result in the request being refused.
 - a. Employer request form provided.
 - b. Insurer lodgement information matches employer request form information.
 - c. All request form information is completed.
 - d. If the reason for seeking cancellation is "insured elsewhere", the employer will need to provide new policy details, along with the new Certificate of Currency.

- e. If the policy holder is still trading and not currently employing, but likely to employ again during the remaining coverage period, consideration must be given to a premium adjustment in lieu of cancelling the policy.
 - f. If the employer has sold the business, the business's new owner details must be provided.
9. If the policy to be cancelled covers more than one policy holder (ABN):
- a. the same request form can be used for all, provided the reason for cancellation is the same for all, and a list of the policy holders (ABNs) is annexed.
 - b. a request form is required for every different reason for cancellation, with relevant policy holders list annexed.
10. WorkCover WA will contact the employer directly if the investigating inspector determines the need.
11. Following investigation WorkCover WA will determine if the request is approved and notify the insurer.
12. Insurers will ensure the employer is notified of the cancellation within 14 days after the cancellation has effect, through the employer's registered business address.
13. If Policy or coverage cancellation is not approved, the inspector will give notice, through WorkCover WA Online, of the reason, and following advice from the insurer, the policy holder may reapply if the issue can be and is remedied.
- 14. Insurers may seek to cancel a policy based on the non-payment of premium.**
15. The request is lodged through WorkCover WA Online.
16. WorkCover WA will validate the following matters and errors and omissions will result in the request being refused.
- a. Evidence the insurer has given the employer adequate notice of the premium due. Insurers should confirm details of all instances of contact including phone number, email and address details.
 - b. WorkCover WA Online will not accept requests where the number of days the premium remains unpaid, beginning on the day on which the policy period commences, is less than 91 days.
17. Insurers will use a multi-channel communication strategy to reach employers, including phone calls, texts, emails or written notices, to ensure the employer is adequately informed of the premium due.
Keeping a record of all communication is essential in demonstrating compliance with notification requirements.

18. When seeking cancellation for non-payment of premium, the insurer should deal directly with the policy holder. This should be evidenced through documents provided as part of the request.
19. WorkCover WA may contact the employer directly if the investigating Inspector determines the need.
20. Following investigation WorkCover WA will determine if the request is approved and notify the insurer.
21. Insurers will notify the employer of the cancellation within 14 days after the cancellation has effect, through the employer's registered business address.
22. If policy or coverage cancellation is not approved, the inspector will give notice, through WorkCover WA Online, of the reason and the insurer may reapply if the issue can be and is remedied.