



Health & Welfare support information for CFA Members & their families

The Professor Joy Report

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Introduction

CFA has received the report of the Independent Investigation into the CFA facility at Fiskville (1971 – 1999) by Professor Robert Joy. It is titled “Understanding the Past to Inform the Future”, which is a challenge that we accept.

In accepting the facts, conclusions and recommendations of the Report, we are taking action to demonstrate our commitment to the health, safety and welfare of our people. The welfare of our people remains our first priority.

CFA has an existing Health & Welfare Service that provides access to health services and to a peer support program, chaplains, psychologists and counsellors. This program has been extended to take into account the outcomes of the Professor Joy Report.

Importantly the Report does not, and was not designed to; establish a link between the use of materials at Fiskville such as flammable liquids and health effects. It does however conclude that some groups of people, namely practice area drill workers and full-time instructors had high overall risk of exposure to a range of materials that contain hazardous chemicals. Trainees, other staff, residents and those who were off-site experienced low to negligible levels of exposure.

Since completion of the report by Professor Robert Joy a range of activities have occurred and further information can be found at the following website

<http://www.cfa.vic.gov.au/about/fiskville-investigation/>

The focus of the information in this package is to ensure members who are either identified as potentially at risk due to exposure to firefighting materials at Fiskville have access to the appropriate health and welfare services.

The following services are available for members;

- A comprehensive welfare program that includes access to a Peer Support Program, chaplains, psychologists and counsellors.
- Fiskville Health and Welfare Hotline provides access to up to date information on services available

- Access to medical reviews for staff & volunteers based on independent medical guidelines.
- Case management services for appropriate past and current members (and their families) including face to face, telephone contact and written communication.

We will:

- Provide and maintain packages of welfare and health services for those affected by *The Professor Joy Report*.
- Maintain a case management approach to provision of services and support, including regular communication.
- Instigate a proactive voluntary health surveillance program that will be offered to persons identified within the Report where an overall risk of exposure of groups has been rated high or medium risk and is deemed medically appropriate.
- Offer to those eligible a health check to the following groups who attended Fiskville and consider they might be at risk or have concerns:
 - Career and volunteer members involved in practical firefighting
 - Other CFA employees and residents
 - Students, teachers and trainees including personnel from organisations other than the CFA, e.g. VicSES, Parks Victoria, etc.
 - Persons from off-site including neighbours and contractors who regularly attended Fiskville
- Provide links to other identified relevant services e.g. Centrelink, DOH & Community Health Services.

If you have further questions, please contact the Fiskville Health & Welfare Hotline on 1800 628 616. The hotline provides access to up to date information on services available. If you have feedback about this information pack, please email the Fiskville Health Surveillance Coordinator Mr Andrew Dudley A.dudley@cfa.vic.gov.au or [03 9262 8836](tel:0392628836)

The Professor Joy Report

A copy of the Terms of Reference of the investigation is included as Appendix 1. Copies of the Professor Joy Report are available on the CFA public website. Visit www.cfa.vic.gov.au If you unable to access the report online, please contact A.dudley@cfa.vic.gov.au

SUPPORT SERVICES

Welfare Arrangements

The *Professor Joy Report* may cause concern for some members and their families. Some people may need additional support, whether that is from friends and family, or from CFA peers, chaplains, counsellors or psychologists.

If you think you need help, or if you think someone else needs help, assistance is available – do not hesitate to make a call or seek out more information.

CFA Welfare Support

Welfare Services are designed to provide a range of support options to meet different short term needs. If longer term needs are identified, CFA will assist with a transition to appropriate services. CFA's welfare support services are free and confidential for members and their immediate families. Information on these services and how to access these services is outlined below.

Peer Support

The CFA Peer Support Program provides support, acknowledgement, recognition, education and connection for members and their families. This service is provided by trained peers through the provision of Psychological First Aid and other support. Peers provide a crucial link to other welfare services. The role of the peer is to provide support to members and their families on issues relating to critical incidents either in an operational capacity or more generally to provide personal support to members when they are experiencing difficulties within their personal life.

The role of the peer is to listen, reflect and support the member (or family member) to develop options to deal with the issue. This may involve referring on to either a chaplain or psychologist/counsellor if necessary. The role of the peer is a facilitative role. It is not a counselling role. Peers also provide practical assistance depending on the needs of the individual e.g. organising transport to attend a medical appointment.

Chaplaincy Support

Each District/Region within CFA has a chaplain, who provides pastoral care within their allocated area. They may also be deployed to support other Districts/Regions. Pastoral care includes spiritual, physical, psychological and emotional care and wellbeing support which is not limited to a faith. All chaplains used by CFA hold qualifications relevant to counselling.

Chaplains can travel to member's homes or brigades - sometimes this can be more appealing than going to see a psychologist/counsellor. The service offered by the Chaplain can either be in the form of an informal 'drop-in' / chat on site or a separate appointment for more of a structured counselling session. Chaplains can refer onto other services if required.

Psychologist/Counsellor Support

Psychologists/counsellors provide professional and confidential mental health services to members and their immediate family. They can assist in a range of areas and provide short term interventions that build resilience and provide recovery solutions for any issue that maybe impacting upon your mental health.

Peers, chaplains and psychologist/counsellors can act as a triage service and referral point for members (and their immediate families) with more complex or long term needs.

How is support accessed?

Any member or family members can access support at any time.

- Peer support can be accessed through the Rostered Duty Officer, OIC/line manager, the Peer Coordinator or via the Fiskville info line (Phone 1800 628 616).
- Chaplains can be accessed directly or by contacting Converge International on 1800 337 068.

Psychologists/counsellors can be contacted directly by contacting The Member Assistance Program on 1300 795 711. SUPPORT SERVICES

Medical Review Process

The following information provides a summary of the medical services that are available.

Staff & Volunteers

A confidential medical review by CFA Medical Officer is available to those following groups who attended Fiskville and consider they might be at risk or have concerns:

- Career and volunteer members involved in practical firefighting
- Other CFA employees and residents
- Students, teachers and trainees including personnel from organisations other than the CFA, e.g. VicSES, Parks Victoria, etc.
- Persons from off-site including neighbours and contractors who regularly attended Fiskville 1971 & 1999.

Please note the medical review is one off review, including documentation and communication with person's own doctor if considered appropriate. The consultation process is not intended for the CFA Medical Officer to assume the role of treating doctor or in any way meant to take over the role of the person's own doctor.

Following the one off medical review the CFA Medical Officer may determine it appropriate to offer individuals access to the 5 year health surveillance program established for those in the high to medium risk groups as defined by Professor Joy.

Process:

Please register with the Fiskville Hotline on 1800 628 616 or email the Fiskville Health Surveillance Coordinator at the following address A.dudley@cfa.vic.gov to discuss the medical review.

Post review:

CFA will continue to fund the Medical Review process if deemed appropriate.

The information provided at the medical review is confidential and covered by the Health Records Act 2001. CFA's Medical Officer is not allowed to provide details of the consultation to CFA. CFA will only be provided with a register of persons attending but no medical information will be released.

Further tests and treatment:

This review program will cover medical advice and any related tests deemed appropriate by the CFA Medical Officer.

Where an identified medical condition is deemed to relate to CFA duties or service ongoing treatment would be covered by the relevant compensation scheme.

Health Surveillance Program (high or medium risk groups)

A proactive voluntary health surveillance program is available to persons identified within the Report where an overall exposure to risk that has been rated as high or medium and is deemed medically appropriate. The scope of the program is based on specialist medical advice by CFA Medical Officer and involves an annual medical assessment, which includes a health questionnaire (Medical History Proforma) and a full medical examination. In addition the following range of medical tests would be performed;

- Full Blood Examination (FBE)
- Liver function tests (LFTs)
- Renal function (Serum Creatinine, Urea and Electrolytes)
- Spirometry (Lung function test)
- Additional tests that may be deemed appropriate

These services are coordinated via the CFA Medical Officer and involve the use of pathology services and the individual's treating doctor.

The program is confidential in line with normal medical privacy arrangements.

Where appropriate individuals not identified within the initial at risk groups will be included which will be based on medical advice.

Compensation Schemes

Within CFA there are two compensation schemes covering employees or volunteers. These schemes are designed to enable individuals with a recognised work related injury or illness to access the relevant services such as medical treatment, hospital care or rehabilitation services required to manage their condition. Other available support arrangements include the provision of weekly or permanent impairment benefits for these work related conditions.

WorkSafe Compensation Scheme

WorkSafe is the Victorian Government's compensation scheme for employees who sustain an injury or illness as a result of their employment. The compensation scheme is administered by claims agents appointed by WorkSafe in line with the legislative framework.

Submitting a Claim

If you suffer a work-related injury or illness, you, or someone else if you are unable to, must report it to CFA as soon as possible. As part of this process you will need to complete the relevant WorkSafe compensation claim form, which can be obtained from CFA or a local post office.

See Appendix 2 for more information.

CFA Volunteer Compensation Scheme

Compensation is available to volunteers and auxiliary workers who sustain a personal injury or illness as a result of service as a member of CFA.

This compensation scheme is established under CFA legislation and is designed to support injured volunteers. These benefits include loss of income or earnings and reasonable medical and associated expenses such as hospital, ambulance, rehabilitation and travel costs.

Submitting a Claim

The Volunteer Compensation scheme operates under different legislation and utilises a specific claim form hence the WorkSafe / WorkCover claim form cannot be utilised. If you contact your District Office or CFA HQ, they will provide you with the correct form.

See Appendix 3 for more information about this process.

EXTERNAL SERVICES

External Welfare Support

You may of course choose not to utilize CFA's Welfare Services for a variety of reasons. The following is a list of external services that are available to you.

Service	Description	Contact
General Practitioner	For general physical or mental health issues, a GP can provide advice and guidance on physical and mental health issues.	Your local doctor
Counselling	A counsellor is a trained professional who can help you work out your personal problems. The counsellor helps you to resolve your problems in a positive way by helping you to clarify the issues, explore options, develop strategies and increase self-awareness. Counselling is usually a short-term treatment for a specific problem.	Your local doctor Visit the Psychotherapy & Counselling Federation of Australia to choose a qualified counsellor http://www.pacfa.org.au/
Psychiatrist	A psychiatrist is a qualified medical doctor who has obtained additional qualifications to become a specialist in the diagnosis, treatment and prevention of mental illness and emotional problems. Because of their extensive medical and psychiatric training, psychiatrists are able to view illness in an integrated way by taking into consideration the related aspects of body and mind.	If you feel you need to see a psychiatrist, you must first see your doctor (general practitioner) for a referral and to discuss your treatment options.
Service	Description	Contact

Psychology	<p>Everyday problems, such as work stress, relationship troubles and coping with illness, can seriously affect your life. Addressing these concerns is vital to enjoying life and good relationships.</p> <p>Psychologists can help with these situations. They equip people with the skills needed to function better and to prevent problems.</p>	<p>A GP can write you a referral to see a psychologist or psychiatrist. The GP would first determine your mental health needs and if appropriate will write you a referral under a Mental Health Plan.</p> <p>https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/mental-health-care-plans *Medicare rebate is available in certain circumstances and you should discuss this with your GP</p> <p>Visit the Australian Psychological Society web page for more information on locating a psychologist http://www.psychology.org.au/FindaPsychologist/</p>
Department of Health	<p>The department's core objective is to achieve the best health and wellbeing for all Victorians. This is accomplished through planning, policy development, funding and regulation of health service providers and activities which promote and protect Victorians' health, including health care services provided through the public hospital system, community health services, ambulance services, dental services and public mental health, drug and alcohol services</p>	<p>Phone: 1300 253 942</p> <p>http://www.health.vic.gov.au/contact.htm</p>
Service	Description	Contact
Lifeline	Lifeline is a phone service that offers confidential support and advice for	Phone: 13 11 14

	<p>people dealing with stress and personal challenges.</p> <p>Lifeline counsellors have counselling training.</p>	http://www.lifeline.org.au/
Beyondblue	<p>Beyondblue provides expert information on depression; how to recognize it, how to get help, how to help someone else and how to stay well.</p>	<p>Phone: 1300 22 46 36</p> <p>http://www.beyondblue.org.au/</p>
MensLine	<p>MensLine is a telephone support, information and referral service, designed to help men to deal with relationship problems in a practical and effective way.</p>	<p>Phone: 1300 78 99 78</p> <p>http://www.mensline.org.au/</p>
Better Health Channel	<p>The Better Health Channel provides health and medical information to help individuals and their communities improve their health and wellbeing. Fact sheets are available on a variety of topics, including trauma and stress.</p>	<p>http://www.betterhealth.vic.gov.au/</p>
Kids Helpline	<p>Kids Helpline is a free, confidential and anonymous telephone service. It also provides real time online counselling and emailing for young people aged between 5 and 25.</p>	<p>Phone: 1800 55 1800</p> <p>http://www.kidshelp.com.au/</p>
Service	Description	Contact
NURSE-ON-CALL	<p>The NURSE-ON-CALL telephone service provides immediate, expert health advice from a registered nurse</p>	<p>Phone: 1300 60 60 24</p> <p>http://www.health.vic.gov.au/nurseoncall/</p>

LOCAL COMMUNITY HEALTH SERVICES

Ballarat, Geelong & Melton Areas

Similar services are available in each municipality. Contact your local municipality and ask for the Community Health Section. They can provide you with local services.

Health Region	Purpose	Location	Contact
Melton Area	Djerriwarrh Health Services Promotes health and wellbeing in the community and provides quality and affordable health services	Bacchus Marsh & Melton Regional Hospital 29 -35 Grant Street, Bacchus Marsh 3340	Phone: 03 5367 2000 Fax: 03 5367 4537
		Melton Health 195-209 Barries Road Melton West 3337	Phone: 03 9747 7600 Fax: 03 8746 2072
		Bacchus Marsh Community Health Centre Turner Street, Bacchus Marsh 3340	Phone: 03 5367 9674 Fax: 03 5367 4274
		Caroline Springs Community Health Centre Level 1, 13-15 Lake Street Caroline Springs 3023	Phone: 9361 9300 Fax: 03 9361 9399
		Melton Community Health Centre Cnr High & Yuille Streets, Melton 3337	Phone: 03 8746 1100 Fax: 03 9743 8640
Health Region	Purpose	Location	Contact
Ballarat Area	Ballarat Health Services	Aprotech	Phone: 03 5338 4500

	Promotes health and wellbeing in the community and provides quality and affordable health services	Cnr Queen Street & Dyte Parade, Ballarat	Fax: 03 5332 1044
		Ballarat City 710 Sturt Street, Ballarat	Phone: 03 5338 4500 Fax: 03 5332 6617
		Wendouree (Cooinda) 10 Learmonth Road, Wendouree	Phone: 03 5338 4500 Fax: 03 5339 3044
		Sebastopol 260 Vickers Street, Sebastopol	Phone: 03 5338 4500 Fax: 03 5336 1613
		Wendouree (Grevillea Rd) 1223 Grevillea Road, Wendouree	Phone: 03 5338 4500 Fax: 03 5333 8412
		Smythesdale The Well 19 Heales Street, Smythesdale	Phone: 03 5338 4500 Fax: 03 5342 8693
		GP Clinic Cooinda 10 Learmonth Road, Wendouree	Phone: 03 5338 4585
		GP Clinic Sebastopol 260 Vickers Street, Sebastopol	Phone: 03 5338 4585
		GP Clinic Smythesdale The Well 19 Heales Street, Smythesdale	Phone: 03 5338 4585
Health Region	Purpose	Location	Contact
Geelong Area	Barwon Health	Various locations	Ph: 1300 715 673

	<p>Barwon Health cover the full spectrum of health services</p> <p>Promotes health and wellbeing in the community and provides quality and affordable health services</p>	<ul style="list-style-type: none">• Corio• Belmont• Newcombe• Torquay• Anglesea	
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Community Financial Services

There are a number of government programs that provide financial support and assistance in the case of proven hardship.

Service	Description	Contact
MoneyHelp	MoneyHelp offers free, confidential and independent financial information for Victorians experiencing difficulty paying their rent or mortgage or facing job loss.	Phone: 1800 007 007 http://www.moneyhelp.org.au/
Financial & Consumer Rights Council	The Financial and Consumer Rights Council can provide free, confidential and independent financial counselling that can help people to manage debts and balance their budgets. It can also assist with lodging insurance claims and can provide information on your rights dealing with banks.	Phone: 03 9663 2000 http://fcrc.org.au/
Utility relief schemes	The Utility Relief Grant Scheme and the Non mains Utility Relief Grant Scheme provides assistance for domestic customers who are unable to pay their utility bills due to a temporary financial crisis.	Phone: 1800 65 85 21 Concessions Information Line
Mortgage Relief	The Mortgage Relief Scheme is a short term interest free loan to help people keep up their home loan repayments after and unavoidable decrease in their income	Phone: 1800 13 48 72 http://www.dhs.vic.gov.au/for-individuals/housing-and-accommodation/home-owner-support/mortgage-relief
Service	Description	Contact

Centrelink	There are a range of payments and services to support you in an emergency or crisis situation.	Phone: 131 794 http://www.humanservices.gov.au/customer/subjects/crisis-and-special-help
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Appendix 1 – Professor Rob Joy’s Investigation – Terms of Reference

TERMS OF REFERENCE FOR THE INDEPENDENT INVESTIGATION INTO THE CFA FACILITY AT FISKVILLE (1971 – 1999)

1. The role of the Chair is to investigate and provide an independent report to the Board and the Chief Executive Officer (CEO) of CFA. The investigation and subsequent report is to:

- (a) examine and consider the historical facts relating to the nature, acquisition and use of liquids, gases or solids (with particular emphasis on flammable substances and extinguishing agents, including but not limited to water, foam and dry powders) for live firefighting training at Fiskville. In doing so, the report is to set out a chronology of events, reports and documents about the management of the site at Fiskville, along with a listing of the identified flammable substances and extinguishing agents;
- (b) identify and list any documents or reports that contain comments on or recommendations about the use and disposal of flammable substances and extinguishing agents used for live firefighting training at Fiskville and on the management of fire water generated in such training; to the extent that it can be determined, report on how effectively each comment or recommendation was acted upon; and, where no action was taken, comment on the reasons for and implications of such lack of action;
- (c) identify the origins of the flammable substances (paying particular attention to the likelihood of the substances being contaminated with material such as heavy metals and persistent organic pollutants, e.g. polychlorinated biphenyls); report on how they were stored, used and disposed of; and assess the likelihood of the use and management of flammable substances and extinguishing agents having led to the contamination of air, land or groundwater at, under or beyond the Fiskville facility;
- (d) identify the nature and extent of exposure to the flammable substances (and their combustion products), extinguishing agents and fire water of persons on-site and in surrounding areas that could have potentially been impacted by contaminated runoff or wind drift; and, to the extent practicable, list persons who may have been exposed;
- (e) on the basis of available information, assess the risk that there are buried flammable substances drums and/or other related contaminants on the site; where possible identify the location of such materials and make recommendations about any clean up and remediation required; identify where information is considered to be inadequate to enable a

risk assessment and recommend action to improve the information base (which may include carrying out exploratory sampling of soils).

2. The Chair will have open access to all documents, systems and studies held or accessible to CFA; access to all people employed or associated with CFA or the site, past and present (subject to their willingness to participate in the investigation); and access to all CFA resources necessary to thoroughly investigate and provide the report to fulfil these Terms of Reference (including the procurement of specialist and any other external resources as required).
3. The report is to be completed and submitted to the Board and CEO of CFA by 31 March 2012 and following consideration by the Board and the CEO of CFA, the report will be made public.
4. These Terms of Reference may be expanded to include other training sites if deemed necessary.

Appendix 2 – WorkSafe Compensation Scheme process

The following information is based on documentation available from WorkSafe and sets out the claim process for CFA employees or ex-employees to lodge a compensation claim for a personal injury or medical condition related to their employment with CFA.

WorkSafe is the Victorian Government's compensation scheme for employees who sustain an injury or illness as a result of their employment. The compensation scheme is administered by claims agents appointed by WorkSafe in line with the legislative framework.

Submitting a Claim

If you suffer a work-related injury or illness, you, or someone else if you are unable to, must report it to CFA as soon as possible. As part of this process you will need to complete the relevant WorkSafe compensation claim form, which can be obtained from CFA Regional or District Offices or a local post office.

If you require assistance in completing your claim form

If you are unsure how to complete the claim form, or if you need assistance, you can contact:

- CFA's WorkCover Officer on (03) 9262 8274
- WorkSafe Advisory Service – Freecall 1800 136 089 or (03) 9641 1444
- WorkSafe Assist – a free WorkSafe service (03) 9941 0537
- CFA's WorkSafe Agent CGU Contact details Tel (03) 8630 1000 Freecall 1800 066 204
- Your union or Union Assist – a free service set up and run by the Victorian Trades Hall Council: (03) 9639 6144

What you will need

Depending on what you wish to claim you may want to have the following information at hand as you complete the forms:

- Details about your earnings (i.e. your hourly rate, pre-tax weekly earnings, shift/overtime allowances, any other income);

- If your injury was the result of a motor vehicle accident you must report it to the police. You will be required to provide details of the police station and/or officer the accident was reported to
- If you are making a claim for weekly payments you will also be required to provide a WorkSafe *Certificate of Capacity*

If you wish to claim other benefits, more information is available from the contacts previously mentioned or from the WorkSafe website which is listed below.

How to complete the form

Please complete all questions on the claim form using a ballpoint pen.

Once it has been completed you must sign the *Authority to release medical information and worker's declaration* at the end of the form. The claim form cannot be accepted without your signature.

Where to send the form

Give the completed and signed claim form to your Line Manager as soon as possible after being injured.

After CFA has signed and dated the claim form, photocopy the form so that you can keep a copy for your own records. CFA must forward your claim to your WorkSafe Agent within 10 days of receiving it.

If you have difficulty giving your claim to CFA, you can send it directly to the WorkSafe agent or WorkSafe Victoria if the agent is not known.

The most important thing is getting appropriate medical treatment from your treating health practitioner.

You will be required to get a WorkSafe medical certificate if you are going to make a claim.

Assessing a claim

There are times when a WorkSafe claims agent will need to undertake further investigation to properly assess a claim. This includes:

- The injured worker being assessed by an independent medical examiner
- An external investigator providing a written report on the circumstances surrounding the injury including statements from the worker, employer and any witnesses.

While a claim is being assessed, the employer is under no obligation to make compensation payments.

Next steps

If the claim is accepted, CFA will be advised by the claims agent to make the relevant payments. If the claim is rejected by WorkSafe, you can have the decision reviewed.

Reviewing a decision

If you believe your claim for compensation has not been handled correctly, WorkSafe advises that in the first instance, you talk to CFA, your treating health practitioner or the WorkSafe claims agent.

WorkSafe's Advisory Service will also provide free and confidential advice to both workers and employers. You can contact the Advisory Service on (03) 9641 1444 or 1800 136 089.

WorkSafe Agent review

You can request the WorkSafe claims agent to undertake a review of a decision they have made. This review is made by a senior person at the WorkSafe agent who was not involved in the original decision.

If you are still not happy with the decision by your WorkSafe agent, you can contact the Accident Compensation Conciliation Service.

WorkCover Assist

WorkCover Assist is a free service provided by WorkSafe to help you with your dispute as it goes through the Accident Compensation Conciliation Service. They offer support and guidance and aim to simplify the conciliation process for you.

<http://www.workcoverassist.vic.gov.au>

If you cannot reach a resolution through the Accident Compensation Conciliation Service, you may be able to take your dispute to court and assistance can be sought via legal aid or a specialist compensation solicitor.

Further Assistance

While assistance can be obtained from CFA further information may also be available from the following websites:

WorkSafe Victoria

<http://www.worksafe.vic.gov.au/wps/wcm/connect/wsinternet/WorkSafe/Home/injury-and-claims/>

CGU Workers Compensation

<http://www.cgu.com.au/cgu/workers-compensation/pages/workers-compensation.aspx>

Appendix 3 – Volunteer Compensation Scheme

Compensation may be available to volunteers and auxiliary workers who sustain a personal injury or illness as a result of service as a member of CFA.

This compensation scheme is established under CFA legislation and is designed to support injured volunteers. These benefits include loss of income or earnings and reasonable medical and associated expenses such as hospital, ambulance, rehabilitation and travel costs.

To assist CFA in the management of the claim and associated injury prevention programs please ensure a full description of the circumstances surrounding the incident are provided and the claim form is properly completed.

The claim should be forwarded to your local CFA Regional or District office without delay.

Submitting a Claim

Please do not use the WorkSafe / WorkCover claim form as the Volunteer Compensation scheme operates under different legislation and utilises a specific form. Your local district office or CFA Headquarters can provide you with the correct form.

What you will need

You do not have to provide CFA with employment or earning details if you are not claiming loss of earnings.

If you are claiming loss of earnings because of your injury then you must complete the relevant section and provide CFA with a WorkCover Medical Certificate issued by your doctor, together with three (3) recent pay slips or a statement from your employer regarding your loss of earnings.

If you are self-employed you must provide copies of your tax return, PAYG assessment, BAS statement, profit and loss or trading summaries for the financial year before your injury. Alternatively, CFA can obtain this information direct from your accountant if you sign the authority on the claim form.

If you require assistance in completing your claim form

Please contact the CFA Regional or District office or the Volunteer Compensation Section at CFA HQ on 9262 8444. Forward all associated accounts to your District office.

How to complete the claim form

It is important you complete each section of the claim form, including a detailed description of the circumstances surrounding the incident and your injury, to ensure prompt action. Please print and use a ball point pen.

If you wish to provide further information to assist CFA, please attach to the claim form.

Where to send the form

Give the completed form to the Officer in Charge of your brigade to enable them to complete the relevant section. Once completed, return the form together with any additional information to your District office.

Assessing the claim

CFA is required to use a similar process to WorkSafe when reviewing a claim and at times may need to undertake further investigation to properly assess a claim. This includes:

- The injured member being assessed by an ***independent medical examiner***
- An external investigator providing a written report on the circumstances surrounding the injury including statements from the member and any witnesses.

Next Steps

If the claim is accepted, CFA will commence the relevant payments.