

CVSU FACT SHEET

Top Ten Tips for Legal Reps

The purpose of these tips is to assist legal representatives to prepare applications for financial assistance and to minimise delays in the processing of those applications

1. Complete the application in full

Ensure that applications for financial assistance are completed in full.

2. Provide evidence of injury

Provide evidence of your client's physical and/or mental injuries. Without some evidence of injury, it is unlikely that we will have your client's injury medically assessed.

3. Application for an immediate payment

If the application is for an immediate payment of financial assistance, provide evidence of the applicant's financial hardship and actual or anticipated financial loss.

4. Interpreter, support, transport, accommodation

Advise us before a medical examination is scheduled if your client requires an interpreter, a support person, transport and/or accommodation in order to attend the examination.

5. Purpose of an examination

Please explain to your client that an examination assesses rather than treats an injury. If your client requires treatment for an injury, they should contact a GP.

6. Failure to attend an examination

Advise your client that a failure to give 7 business days' notice of the cancellation of an examination may result in the deduction of the examiner's cancellation fee from any award. Failure by the legal representative to give 7 business days' notice of the cancellation of an examination may result in any cancellation fee being passed on to the legal representative.

7. Psychological injuries

If we arrange a psychological or psychiatric examination of your client, please advise your client that the examination is for the purposes of assessing and not treating the injury, that the examination can take up to 2 hours, that it can be distressing, and that there is no guarantee that an award will be made. If your client requires counselling, your client is eligible as a victim of a violent crime to receive free counselling from CatholicCare NT (tel: 1800 899 855).

8. Domestic violence injuries

If the application concerns domestic violence injuries, include all incidents of domestic violence being claimed. If exact dates are unknown, provide a date range, for example 2008-2012

Advise your client that, if his or her injuries are the result of domestic violence and your client continues to maintain a close relationship with the offender, any award will likely be significantly reduced.

9. Burns and scarring

For burns or scarring, provide colour photographs of the injury which have been taken at least 9 months after the injury occurred and which depict the following –

Face –full face/head frontal shot or full face/head side shot;

Neck –face, neck and part of the upper torso;

Torso – the whole back, front or side of the torso (wherever the scar appears);

Arms and legs – the whole upper arm (including elbow to shoulder) or lower arm (including elbow to hand) or upper leg (showing knee upwards) or lower leg (including knee and foot).

10. Client should contact legal rep

Advise your client to contact you directly for updates on their application for financial assistance rather than contact CVSU.