

# TRAINERS INSURANCE SUBSIDY AND WORKCOVER CONNECT PORTAL. HOW TO OBTAIN INFORMATION PROCESS

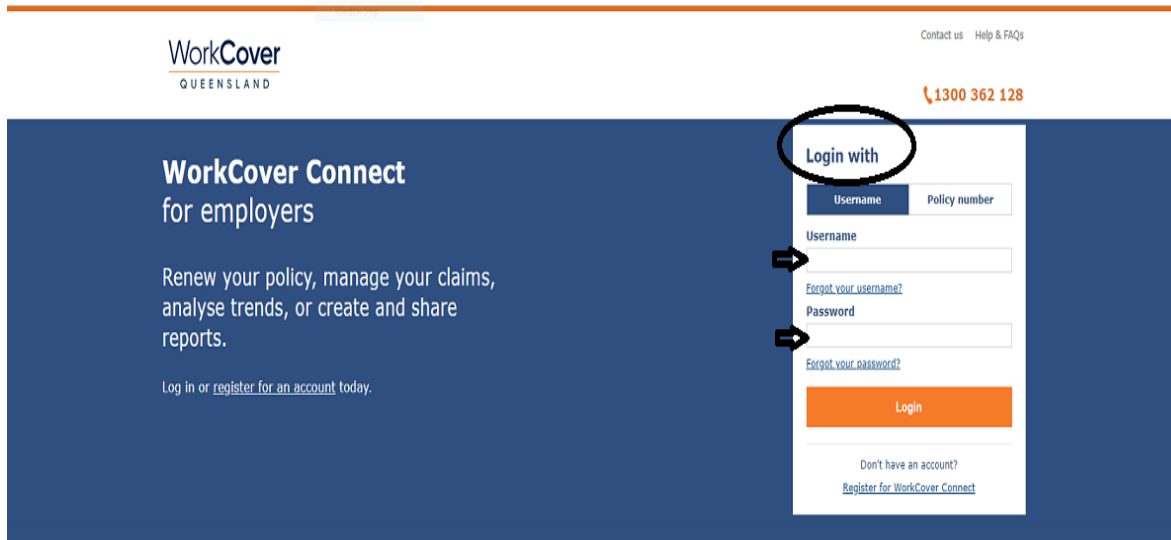
In order to complete the Trainers Insurance Subsidy Submission portal you will require access to the following information below:

- Have received a current financial and/or paid WorkCover Queensland Workers' Compensation insurance policy.
- Have access to your QLD WorkCover Connect portal for employers. (Should you not have access or do not know your username or password, please contact **WorkCover Queensland** on 1300 362 128 request access to your WorkCover Connect portal.
- once you have access you will need to **login** with your **username and password**.
- For the home screen you will be able to get your WorkCover policy number and look at your premium details.

The following will then be accessible to you. If you have any issues with accessing this information on WorkCover Queensland's website, or you are having difficulty finding the information on the WorkCover Queensland website please **contact WorkCover Queensland** on 1300 362 128 or at <https://www.worksafe.qld.gov.au/> for assistance.

## GO TO THE WORKCOVER CONNECT.

Log in page is <https://ols.workcoverqld.com.au/ols/loginEmployerOnline.wc> as shown below- Log in with your **username and password**.



### You can manage your claims and policy online with WorkCover Connect

WorkCover Connect is a free online service for all accident insurance policy holders.

Register online so you can:

- manage all elements of your claim files securely, online, 24/7
- manage claim contacts, tasks, and appointments in one place
- monitor claims with injury details, communication notes, costs to date, and more
- create and share your own reports to meet your business needs
- analyse your claims to identify patterns and target areas.

[Register now](#) [More reasons to register](#)

### Why use WorkCover Connect?



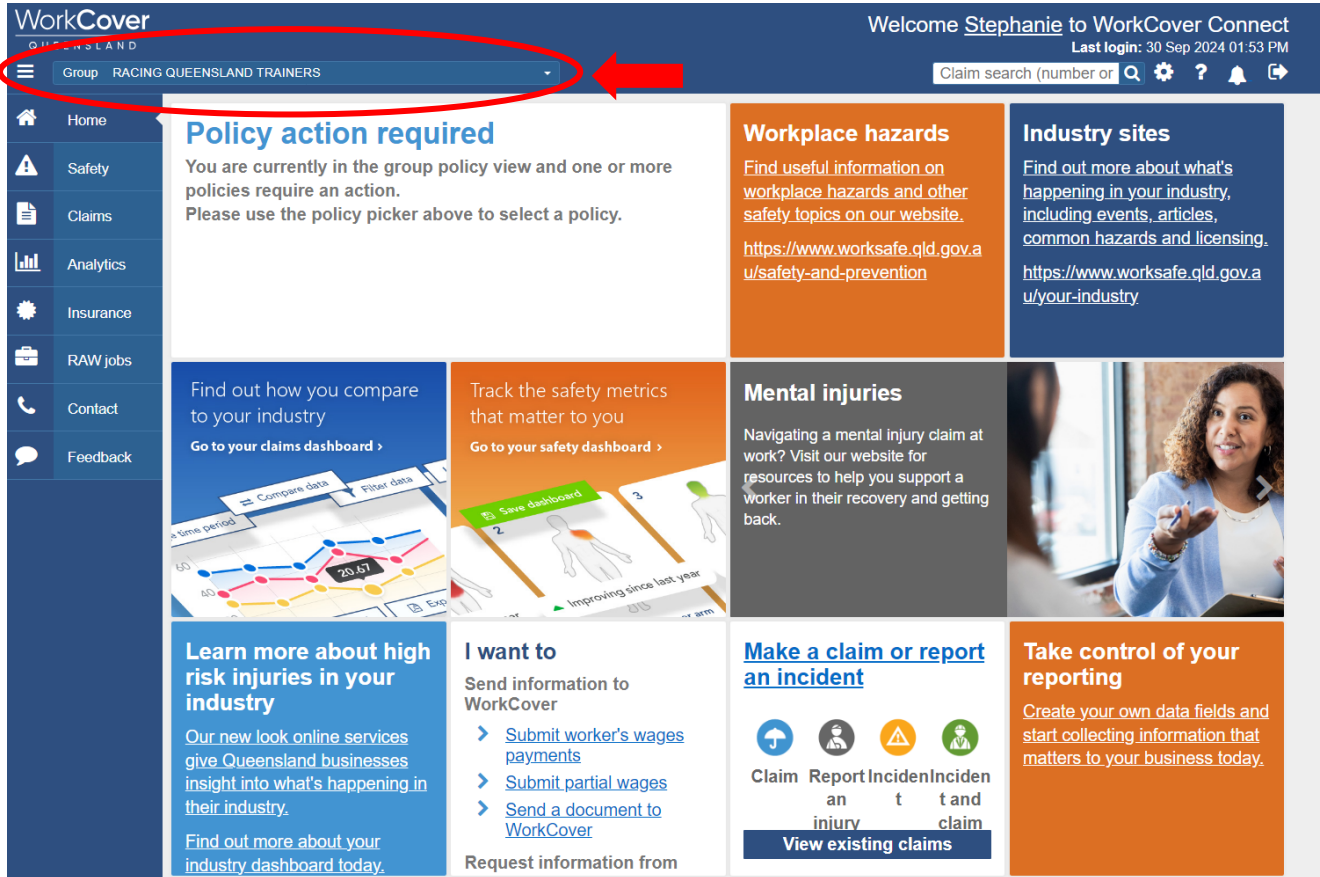
[Register now](#)



1. **INSURANCE POLICY NUMBER**

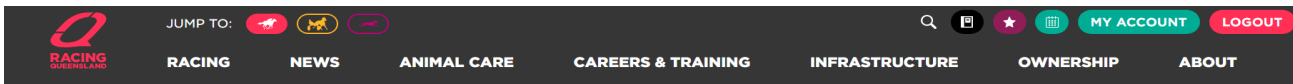
The policy number can be found on the top left-hand corner of the home page. This is usually a 12 -15 policy number starting with W followed by 2 letters then numbers.

The policy number will be required for the Racing Queensland Letter of Authority.



## 2. LETTER OF AUTHORITY

Complete this form by downloading an editable copy from the Trainer Insurance Levy website on RQ internet via this link - [Trainer Insurance Levy :: Racing Queensland](#) and save to your computer. The link is circled below on the right-hand side.



Home > Thoroughbred > Industry & Licensing > Trainer Insurance Subsidy

# Trainer Insurance Subsidy 2023 - 2024

## Trainer Insurance Subsidy- NOW CLOSED

**The Trainers Insurance Subsidy 2023 - 2024 is NOW CLOSED. Racing Queensland Letter of Authority Submission NOW OPEN till 9 October 2024.**

The submission portal will remain open, for Trainers to submit a Racing Queensland letter of authority (use template here). Any trainer who submits the Racing Queensland Letter of Authority, and who missed the September 30, 2024, submission deadline are eligible to receive a \$100 payment from the insurance levy.

Trainers who have supplied their documents for the Trainers Insurance Subsidy previously do not need to submit a new form and are ineligible for this payment. This incentive will commence from October 1, 2024, and end midnight October 9, 2024. After which time no further payments will be made.

The portal will continue to remain open for any Trainer who wishes to submit a Racing Queensland Letter of Authority.

**PLEASE NOTE:** If incorrect information is provided, RQ will not process your claim. It is the responsibility of the trainer to provide the correct information

First name

Middle name

Last name

Client Code

Enter your RQ Client Code (T-Code) which can be found on invoices and payments from RQ

Postal address

Email address

Contact phone number

Letter of Authority

No file chosen

Browse...

Upload a picture or PDF of your Letter of Authority. (Refer to the adjoining notes to download a letter of authority template).

I consent to RQ sharing my WorkCover Queensland currency status with licensed racing clubs and licensed participants in Queensland. Premium value, reimbursement value and any other further information will not be distributed

SUBMIT

## Trainer Insurance Levy 2023-24 Submissions and Information

> [Click here for a guide to the Trainer's Lodgment of WorkCover Information process.](#)

**What is the Insurance Levy?**

The levy collects 1% of all TAB thoroughbred race prize money winnings, with the goal to use the money received to support Queensland Trainers in funding rising WorkCover Queensland (WCQ) premiums, contribute towards trainers' public liability insurance (RQ funded), support improved WHS practices and assist in the management of WorkCover claims.

**How long will the Insurance Levy run?**

The Insurance Levy was introduced on 1 January 2024 and will run for an initial trial period until 30 June 2025 (18 months).

**Am I eligible to benefit from the levy?**

If you are a licensed Queensland Trainer, you will benefit from the insurance levy through the following:

- > Trainers with Queensland WorkCover policies will receive a maximum of 30% of their premium reimbursed, through the Trainers Insurance Reimbursement scheme representing approximately 80% of the total levy distribution. As the levy only ran for 6 months of this year, the reimbursement is expected to be considerably less than 30% (approximately 5-15%).
- > Racing Queensland's continued funding of Trainer Public Liability insurance through a partial subsidy through this levy (10% of levy).
- > Access to improved WHS and resources.
- > Workers Compensation, Return to Work (RTW) and injury management support for claims management.

**I have a WorkCover Queensland policy, how do I receive this year's reimbursement?**

Trainers can upload the requested documentation via the portal (refer to Uploading documents section below for guidance). The portal will be open from 1 August 2024 to Midnight 30 September 2024.

To be eligible to receive the partial reimbursement of your WCQ premium (up to 30% of policy costs), Trainers must:

Read and refer to [Trainer's Lodgment of WorkCover Information process](#) on how to access Workcover Connect portal and how to upload all documents required for eligibility. Templates for documentation needing completion are provided below.

- > provide to RQ, proof of payment of the 2023/24 WCQ premium. Proof of payment is in the form of a screen print of the Premium summary and Premium breakdown screen via WorkCover Connect.
- > provide a full copy of the 2024/25 WCQ premium notice, detailing actual premium paid for the year 2023/24. This premium notice will be issued upon renewal of the WC policy for the 2024/25 financial year, issued around July each year.
- > a Letter of Authority in the approved format, which gives RQ Workers Compensation and RTW Specialist to act on behalf of the trainer. [Click here to download a letter of authority template](#)
- > statutory declaration of truthfulness and accuracy. [Click here to download a Statutory Declaration Form](#)
- > provide this information before midnight 30 September 2024 (hard

Once all documentation has been received, checked and premium amounts collated. The reimbursement will be paid by October 31, 2024.

### 3. LETTER OF AUTHORITY FORM

Complete the form, by filling in the highlighted fields, sign the form and save the form to your computer. Employer Letterhead field must be the same name/entity name as the that shown on the workers' compensation policy documents.

## EMPLOYER LETTERHEAD

**The Claims Manager  
WorkCover Queensland  
PO Box 10119  
Brisbane Qld 4000**

RE: Letter of Authority to Act.

Policy Number (XXXXXXXXXXXX) - (Employer Name)

Dear Sir/Madam,

Please accept this letter as an authority for Stephanie McConnell who is employed by the Racing Queensland Board T/A Racing Queensland in the role of Workers Compensation and Return to Work Specialist, to act as the agent and representative of (Employer Name) in regard to all matters related to the above mentioned Workcover policy held by (Employer Name), including discussing with Workcover all current and past claims and obtaining information on premiums and claims data as required.

This authority applies to all communications with Workcover, including via the Workcover Connect employer portal.

Thank you for your ongoing cooperation and should you have any questions please do not hesitate to contact me.

Yours faithfully

(Employer Name)



4. **INPUT** The requested information into the Trainer Insurance Subsidy Portal. **UPLOAD** the completed and saved **Letter of Authority** to the field on the RQ Subsidy Page,

## Trainer Insurance Subsidy 2023 - 2024

### Trainer Insurance Subsidy- NOW CLOSED

The Trainers Insurance Subsidy 2023 - 2024 is NOW CLOSED. Racing Queensland Letter of Authority Submission NOW OPEN till 9 October 2024.

The submission portal will remain open, for Trainers to submit a Racing Queensland letter of authority (use template here). Any trainer who submits the Racing Queensland Letter of Authority, and who missed the September 30, 2024, submission deadline are eligible to receive a \$100 payment from the insurance levy.

Trainers who have supplied their documents for the Trainers Insurance Subsidy previously do not need to submit a new form and are ineligible for this payment. This incentive will commence from October 1, 2024, and end midnight October 9, 2024. After which time no further payments will be made.

The portal will continue to remain open for any Trainer who wishes to submit a Racing Queensland Letter of Authority.

**PLEASE NOTE:** If incorrect information is provided, RQ will not process your claim. It is the responsibility of the trainer to provide the correct information

First name

Middle name

Last name

Client Code

Enter your RQ Client Code (T-Code) which can be found on invoices and payments from RQ

Postal address

Email address

Contact phone number

Letter of Authority

No file chosen

Browse...

Upload a picture or PDF of your Letter of Authority. (Refer to the adjoining notes to download a letter of authority template).

I consent to RQ sharing my WorkCover Queensland currency status with licensed racing clubs and licensed participants in Queensland. Premium value, reimbursement value and any other further information will not be distributed

SUBMIT

### Trainer Insurance Levy 2023-24 Submissions and Information

> [Click here for a guide to the Trainer's Lodgment of WorkCover Information process.](#)

#### What is the Insurance Levy?

The levy collects 1% of all TAB thoroughbred race prize money winnings, with the goal to use the money received to support Queensland Trainers in funding rising WorkCover Queensland (WCQ) premiums, contribute towards trainers' public liability insurance (RQ funded), support improved WHS practices and assist in the management of WorkCover claims.

#### How long will the Insurance Levy run?

The Insurance Levy was introduced on 1 January 2024 and will run for an initial trial period until 30 June 2025 (18 months).

#### Am I eligible to benefit from the levy?

If you are a licensed Queensland Trainer, you will benefit from the insurance levy through the following:

- > Trainers with Queensland WorkCover policies will receive a maximum of 30% of their premium reimbursed, through the Trainers Insurance Reimbursement scheme representing approximately 80% of the total levy distribution. As the levy only ran for 6 months of this year, the reimbursement is expected to be considerably less than 30% (approximately 5-15%).
- > Racing Queensland's continued funding of Trainer Public Liability insurance through a partial subsidy through this levy (10% of levy).
- > Access to improved WHS and resources.
- > Workers Compensation, Return to Work (RTW) and injury management support for claims management.

#### I have a WorkCover Queensland policy, how do I receive this year's reimbursement?

Trainers can upload the requested documentation via the portal (refer to Uploading documents section below for guidance). The portal will be open from 1 August 2024 to Midnight 30 September 2024.

To be eligible to receive the partial reimbursement of your WCQ premium (up to 30% of policy costs), Trainers must:

Read and refer to [Trainer's Lodgment of WorkCover Information process](#) on how to access Workcover Connect portal and how to upload all documents required for eligibility. Templates for documentation needing completion are provided below.

- > provide to RQ, proof of payment of the 2023/24 WCQ premium. Proof of payment is in the form of a screen print of the Premium summary and Premium breakdown screen via WorkCover Connect.
- > provide a full copy of the 2024/25 WCQ premium notice, detailing actual premium paid for the year 2023/24. This premium notice will be issued upon renewal of the WC policy for the 2024/25 financial year, issued around July each year.
- > a Letter of Authority in the approved format, which gives RQ Workers Compensation and RTW Specialist to act on behalf of the trainer. [Click here to download a letter of authority template](#)
- > statutory declaration of truthfulness and accuracy. [Click here to download a Statutory Declaration Form](#)
- > provide this information before midnight 30 September 2024 (hard

Once all documentation has been received, checked and premium amounts collated. The reimbursement will be paid by October 31, 2024.

- 
5. TICK the Consent and Confirmation declaration boxes and press 'submit'. You will receive an email confirmation of lodgment once received by Racing Queensland.

I consent to RQ sharing my WorkCover Queensland currency status with licensed racing clubs and licensed participants in Queensland. Premium value, reimbursement value and any other further information will not be distributed

I confirm that the information entered in this form, including the insurance premium paid (ex GST), is truthful and correct

**SUBMIT**

#### HOW TO UPLOAD DOCUMENTATION

A single compiled document must be uploaded for each requirement. If you have multiple pages you will need to scan and save them as a single document.

**Apple:** If you have an iPhone, instructions to do this can be found here: [How to scan documents on your iPhone or iPad - Apple Support \(AU\)](https://support.apple.com/en-au/108963). Or if the link doesn't work copy and paste the following website and paste into Google: <https://support.apple.com/en-au/108963>

**Android:** If you have an Android (Samsung etc.) phone , instructions to do this can be found here: [Scan documents with Google Drive - Android - Google Drive Help](https://support.google.com/drive/answer/3145835?hl=en&co=GENIE.Platform%3DiOS&oco=0). Or if the link doesn't work copy and paste the following website and paste into Google: <https://support.google.com/drive/answer/3145835?hl=en&co=GENIE.Platform%3DiOS&oco=0>

**Office works:** If you are unable to scan multiple pages, Officeworks has a Print, Copy self-serve. Their self-serve printers can print, copy and scan directly from email, the cloud or USB. You can also scan your documents and save them to USB, cloud or email address. Print and Copy self-serve | Officeworks

