

Assessment Services Division

Christmas / New Year Closedown Period

What is the Government Christmas closedown period?

The NSW Premier has issued a Memorandum to State Government agencies advising that there will be a Christmas closedown period, from Monday 22 December 2014 to Friday 2 January 2015, which says:

“The Christmas closedown is designed to encourage public sector agencies not involved in the delivery of front line services to shut down over the Christmas/New Year period.

As well as enabling employees to enjoy valuable time off with family and friends over the peak holiday period, the closedown is an important part of the NSW Government’s strategy to reduce recreation leave and accrued work time liabilities throughout the public sector.”

Which assessment services are affected?

During the closedown, the Assessment Services Division at Level 19, 1 Oxford St, Darlinghurst will maintain front line services by operating with a skeleton staff and, opening our registry counter for reduced hours for all the dispute services we deliver including the:

- **Medical Assessment Service (MAS)** - CTP Medical Disputes - MAA
- **Claims Assessment & Resolution Service (CARS)** - CTP Claims Disputes - MAA
- **Merit Review Service (MRS)** - Work Capacity Merit Reviews - WorkCover
- **Lifetime Care & Support Reviews** - Eligibility, Treatment and Motor Accident Reviews - LTCSA

What if something is due to be lodged at the registry during the closedown period?

If you have an application, reply, or document which is due to be lodged at the registry during the Christmas closedown period (Monday 22 December to Friday 2 January), the days during the closedown period will not be counted, and so effectively the lodgement period is extended to Monday 5 January 2015.

As long as the information is lodged by Monday 5 January, it will be treated as if it was lodged on time.

This extension of time over the Christmas closedown period applies for the purposes of the Medical Assessment Service (MAS) and the ‘Medical Assessment Guidelines’, the Claims Assessment & Resolution Service (CARS) and the ‘Claims Assessment Guidelines’, the Merit Review Service (MRS) and the ‘Guidelines for work capacity decision Internal Reviews by insurers and Merit Reviews by the Authority’ and Lifetime Care & Support Reviews and the ‘Lifetime Care and Support Guidelines’.

If you have been directed by a CARS Claims Assessor (including the Principal Claims Assessor) to do something by a certain date which falls within the closedown period, you should still comply with the Claims Assessor’s direction, unless the Claims Assessor advises you otherwise.

In the interest of the expeditious resolution of disputes, we would prefer it if, wherever possible, any documents are sent in and exchanged with any other parties before their due dates.

Any application, reply, or document which is lodged during the two week Christmas closedown period may not be able to be acknowledged by us until after we return to full staffing.

If you have any application, reply, or document you would like to have acknowledged before the closedown period, we recommend that you lodge it with us before Friday 12 December 2014, to allow time for it to be registered and acknowledged before the closedown period starts.

When will the registry counter be open?

We will operate with a skeleton staff, maintaining frontline services to accept documents and deliveries, and open our registry counter for reduced hours on Level 19, 1 Oxford Street, Darlinghurst, as follows:

- Monday 22 December Open (8:30am to 4:00pm)
- Tuesday 23 December Open (8:30am to 4:00pm)
- Wednesday 24 December Open Christmas Eve (8:30am to 12:30pm)
- **Thursday 25 December Closed Christmas Day**
- **Friday 26 December Closed Boxing Day**
- **Monday 29 December Closed Public Sector Holiday**
- Tuesday 30 December Open (9:30am to 4:00pm)
- Wednesday 31 December Open New Years Eve (9:30am to 4:00pm)
- **Thursday 1 January Closed New Years Day**
- Friday 2 January Open (9:30am to 4:00pm)

On behalf of all of the staff in the Assessment Services team and our external Assessors, we would like to take this opportunity to offer you and your family and friends our very best wishes for the festive season and a safe and productive New Year.



Cameron Player

Director, Assessment Services