Student Accident Claims are managed by the insurer Chartis Australia Insurance Limited

Complete claim forms and supporting documentation should be submitted, preferably by email, to the following address – Please keep a copy of documents submitted:

Email: WillisPA@chartisinsurance.com

Alternatively by mail to:
Chartis Australia Insurance Ltd
Claims Department
GPO Box 4363
Melbourne Vic 3001

Please Note (in relation to Non Medicare Medical and Dental Expenses):

Before returning the completed claim form with attachments all invoices must be presented to Medicare and/or Private Health Fund, or other applicable insurance (Registered Club or Association) before you present the invoices to the Student Accident insurer, via Acclaim.

Health Insurance Act (Cth) 1973 prevents insurers from paying medical expenses which are subject to full or partial rebate from Medicare, including the Medicare Gap.

Legislation (Private Health Insurance Act 2007) means that insurers can only pay Non-Medicare Medical Expenses (including Dental Expenses) resulting from injuries to Students who are:
- Taking part in organised sporting and youth activities
- Participating in activities organised and supervised by the school

The Policy provides cover for expenses incurred for a period of 24 months from the date of the accident / injury.