Guide for reps: Assaults in the Workplace

Background

The Criminal Injuries Compensation Scheme (CICS) is a government funded scheme, designed to compensate victims of violent crime. The scheme is administered by the Criminal Injuries Compensation Authority (CICA).

You can find more government information on the current scheme here.

We understand that there are issues with the way the CICS operates, mainly the onus on detailed evidence which is often difficult to collect and the lack of clarity around the scheme and how to make a successful claim.

Following concerns raised by members from across the sector at our Justice and Custodial sector conference earlier this year, as a union we have pushed for reform of the CICS, and following our complaints, a review into the process has now been opened.

However, government reviews can take a long time and in anticipation of this we wanted to implement something that could help our members right away. That’s why we have created the Assaults in the Workplace guide to give members the best chance of making a successful claim through the CICS.

The document is a step by step guide, which if followed should give members a better chance of securing CICS compensation. Throughout the guide we point members to their local reps for guidance around the process.

Helping your members as a Community rep

As the document refers your members to their Community rep for advice and guidance on making a claim through the Criminal Injuries Compensation Scheme, we wanted to provide you with a document that outlines your role so you are able to help your members.

1. Please make sure you fill in your contact details on the first page of the booklets before passing them to members so they can easily contact you.
2. Your main role is to ensure that your members stick to the guidance to ensure they have the best chance of receiving compensation. Please read through the document and familiarize yourself with it.
3. Make sure you stay in touch with members who come to you for guidance, and check in on how the case is progressing.
4. If the member is happy for you to, it may be useful for you to keep a copy of any relevant documentation as well so it doesn’t get misplaced.

Key things to remember

- Ensure you remind your members to keep all documentation about the incident as they may need it in future.
- If you have any problems or questions you can always get in touch with the service centre on: 0800 389 6332 or by emailing servicecentre@community-tu.org