

Track Injury Claim Policy



Department	Office of the General Counsel
Responsible Person	Strategic Policy Manager
Developed By	Strategic Policy
Reviewed By	Executive Management Team
Approved By	GRV Board
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Changes Approved	

Purpose	The purpose of this Policy is to explain how a claim for a greyhound race injury, that occurs because of the acts or omissions of an official or race track item, is processed through Greyhound Racing Victoria (GRV).
Scope	This policy applies to all owners of registered greyhounds
Policy	
	<p>The Rules provide that GRV, Clubs, GRV officers, officials or Steward are not liable to any person for any loss or damage sustained by that person as a result of or in any way arising out of the exercise of any right, privilege, power, duty or discretion conferred or imposed (See Rule 3(3)).</p> <p>Further, as a condition of nominating and racing a greyhound, the Participant agrees that neither GRV nor the Club is liable for any injury incurred by the greyhound during the Event (see Local Rule 27(1)(d)).</p> <p>In some circumstances, and on application, GRV may agree to assist an Owner meet the medical or other injury related expenses occurring because of an on-track injury suffered by a greyhound during an Event.</p> <p>GRV reserves the discretion as to whether any amount may be paid prior to treatment or by reimbursement after the treatment.</p> <p>Claims for injury made in accordance with this policy are limited to circumstances in which a greyhound is injured as a result of the actions of an official or race track items (such as mechanical lures or starting box gates).</p>
Limitations	<ol style="list-style-type: none"> 1. Only the Owner of an injured greyhound may make a claim for an on-track injury. 2. Only one claim may be made for any incident and may include multiple injuries as a result of the same incident, including any reoccurring or compounded injury. 3. GRV may pay the medical or other expenses directly related to the injury if:

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	<ul style="list-style-type: none"> a. the injury occurred during an Event as defined in the Local Rules; and b. the injury was as a result of the actions of an official or race track items (such as mechanical lures or starting box gates); and c. the procedure was necessary and suitable for the alleged injury and the cost of the procedure is reasonable; and d. claims are made and determined in accordance with the process set out in this policy e. the owner provides all necessary information required under this policy, in any forms (as amended by GRV from time to time) and any additional information reasonably requested by GRV. <p>GRV will not consider any claims related to alleged loss of earnings, speculation of winnings, or loss of enjoyment.</p>
<p>Putting in a Claim</p>	<p>The claim must be made in writing, using the prescribed Claim Form, and must provide the Claim Material, which is:</p> <ul style="list-style-type: none"> • the owner’s membership details; • identification details for the greyhound including names and ear brand; • trainer’s membership details; • details of the race in which the injury is said to have occurred including the details of the on-track Veterinarian; • information about what the participant believes caused the injury; • evidence of the injury, including x-rays and any reports prepared by a Veterinarian; • evidence the expenses (or anticipated expenses) being claimed; • reasons why the owner believes that GRV should contribute to the expenses. <p>The written claim should then be forwarded by</p> <ul style="list-style-type: none"> • email to - claims@grv.org.au with a subject line of “Track Injury Claim and [the greyhound’s name]” <p>or</p> <ul style="list-style-type: none"> • mail to: GRV, Claims, 46-50 Chetwynd Street, West Melbourne, VIC 3003
<p>Initial assessment</p>	<p>The Owner will receive an acknowledgement from GRV that it has received the claim.</p> <p>No further action is required by the Owner until they have been contacted again by GRV. If Owners would like an update about the status of a claim they should contact Racing Advisory Services on 8329 1100 who will take the message.</p> <p>Owners must provide any information that is reasonably requested by GRV to make an appropriate assessment of the claim, including but not limited to the Claim Material (listed above) and information in the Claim Form.</p>

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	<p>GRV will refuse to consider any claim that relates to an injury for which there has already been a claim, regardless of whether that claim resulted in a payment from GRV or a Club.</p> <p>GRV will undertake an initial assessment of the claim, and will contact the Owner if GRV has concluded that, after the initial assessment, it will not consider the claim.</p>
Investigating the Claim	<p>If GRV is willing to consider the claim, GRV will investigate the claim, this may include a review of the race recording, speaking to race stewards, and reviewing the Claim Material. GRV may also seek information from other GRV staff, club officials, Participants, veterinarians or others.</p> <p>To assess a claim GRV may seek further information from the Owner. GRV may refuse to consider any claim if the Owner fails to fully cooperate with GRV's inquires.</p> <p>Participants must fully cooperate with GRV's investigations to ensure that claims are finalised promptly.</p> <p>GRV may refuse a claim after 30 days from the last date that GRV has requested information from the Owner that is reasonably required for GRV to make an appropriate assessment of the claim and the participant has failed to provide that information.</p> <p>If Owners would like an update about the status of a claim during the investigation, they should contact Racing Advisory Services.</p>
Notification of outcome	<p>The Owner will be informed by GRV of the outcome of the claim assessment.</p>
Appealing a decision - GRV Compensation Review Panel (CRP)	<p>If the Owner does not agree with the outcome of the claims assessment, the Owner may appeal, in writing, to GRV claims@grv.org.au or GRV, Claims, 46-50 Chetwynd Street, West Melbourne, VIC 3003.</p> <p>The appeal must be received by GRV within 7 days of the Owner receiving the claim assessment.</p> <p>The Owner must provide details of why they believe the assessment is unreasonable in the circumstances.</p> <p>The GRV Compensation Review Panel (CRP) will review the GRV assessment and consider whether, on balance, the assessment appears to be reasonable.</p> <p>The CRP cannot approve any claims that do not fall within the scope of this policy, such as claims related to loss of earnings, loss of enjoyment or pain and suffering etc.</p> <p>The Owner will be informed of the CRP's decision.</p> <p>Decisions of the GRV CRP in relation to claims appeals are final and no further correspondence will be entered.</p> <p>The GRV CRP will be constituted by at least two General Managers, nominated by the Chief Executive Officer.</p>
Confidentiality of claims	<p>When dealing with a claim GRV may, in certain situations, provide information to a law enforcement agency (such as Victoria Police), an animal welfare organisation (such as the RSCPA), a Veterinarian, a participant, or another person.</p>

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	GRV will comply with its obligations regarding confidentiality, use and disclosure of personal information.
Contact details	<p>To obtain a copy of the claim form, contact Racing Advisory Services.</p> <p>Submission of Claims</p> <ul style="list-style-type: none">• email to - claims@grv.org.au with a subject line of “New Claim and the greyhound’s name” <p>or</p> <ul style="list-style-type: none">• mail to: GRV, Claims, 46-50 Chetwynd Street, West Melbourne, VIC 3003 <p>Questions about the claims process</p> <ul style="list-style-type: none">• Email to - claims@grv.org.au <p>or</p> <ul style="list-style-type: none">• Call Racing Advisory Services – 8329 1100. <p>Appeals</p> <ul style="list-style-type: none">• Email to GRV claims@grv.org.au <p>or</p> <ul style="list-style-type: none">• Mail to: GRV, Claims, 46-50 Chetwynd Street, West Melbourne, VIC 3003.