

Claims for workers' compensation

The purpose of this fact sheet is to provide information to employees who are considering lodging a claim for workers' compensation.

Early rehabilitation and return to work has significant benefits for you and your school/work unit. Throughout the claims and rehabilitation process it is important that you work together with your Rehabilitation and Return to Work Coordinator (RRTWC), Principal/Manager, WorkCover Queensland and your treating doctor to ensure that you access appropriate treatment and support. This will help you recover faster and allow you to return to work as quickly and safely as is deemed possible.

Claim lodgement

If you intend to apply for workers' compensation, you must provide all required information to WorkCover Queensland. Your entitlement to compensation commences on the first day you are assessed by a doctor (not when the injury occurs).

You should lodge a WorkCover claim for compensation as soon as possible after seeing a registered medical practitioner, e.g. your local GP. If you lodge your claim more than 20 business days after being medically assessed, your entitlements may be affected. You can call WorkCover on 1300 362 128 to lodge a claim.

Your principal/manager will be asked by WorkCover to confirm incident details.

Wages information will be provided by regional Claims Management Officers to WorkCover.

Employee checklist

The following actions are to be taken by employees who sustain work related injury or illness:

- Verbal notification of the injury to immediate supervisor as soon as possible after occurrence.
- Record the injury or incident in MyHR WHS (department employees only) or if MyHR WHS is NOT available (e.g. system outage/camp/excursion/staff with limited access to MyHR/visitors), then complete a paper based Health and safety incident data collection form (department employees only) and hand it to your manager/supervisor.
- Seek medical attention and obtain a workers' compensation medical certificate from your doctor.
- Lodge a WorkCover claim when you incur medical expenses or have time off work.
- Provide the forms and medical certificate to school administration, your manager/supervisor or your Rehabilitation and Return to Work Coordinator.

Principal/manager checklist

The following forms (including all medical certificates) need to be completed and forwarded to the Regional/Central office for lodgement to WorkCover:

- Endorse application for leave (on MyHR ESS or paper-based)
- Finalise incident in MyHR WHS and assign Delegated Officer in Charge (DOIG) on the location page in MyHR WHS to assist in reviewing and finalising incident.
- Forward all information to the Regional Office/Central Office within eight (8) business days.
- If employee is likely to have an absence from work of more than five (5) days, a Workplace Rehabilitation and Return to Work Coordinator should be allocated to assist with the employee's safe rehabilitation back into the workplace.

If a school/workplace is concerned about the details of the claim, this should be indicated and WorkCover advised. If the supervisor/manager indicates that they are not supporting the claim, details of a contact person should be provided, with a statement requesting that WorkCover contact them to discuss their concerns.

Regional Office checklist

Once all the above information is received, the following needs to be completed by Regional Office:

- Ensure that an Injury Management record exists in MyHR WHS and make updates.
- Upload wages calculation and any other documentation to WorkCover Queensland.

Medical Certificates

WorkCover Queensland does not pay compensation benefits or medical expenses if current WorkCover medical certification is not provided. It is your responsibility to ensure that you have a current medical certificate in the approved WorkCover format from your treating doctor.

The certificate must provide a medical diagnosis ('medical condition' is insufficient) with beginning and end dates, detailing the extent of the incapacity. The certificate provides an opportunity for medical practitioners to make recommendations relating to medical treatment and/or suitable duties. Ongoing certificates (and applications for leave) should be forwarded to your principal/manager.

How will my claim be decided?

There are several issues that WorkCover Queensland considers when deciding to accept or reject a claim for compensation. These include:

- Whether you suffered an 'injury' under the [Workers' Compensation and Rehabilitation Act 2003](#).
- Whether you were a 'worker' at the time of the injury.
- Whether your employment was a 'significant contributing factor' to your injury.

Claims for psychological injury will not be accepted if they are deemed to be caused by:

- Reasonable management action taken in a reasonable way by the employer in connection with the workers' employment.
- The workers' expectation or perception of reasonable management action being taken against the worker.
- Action by WorkCover Queensland in connection with the workers' WorkCover claim.



The processing of applications for workers' compensation is completed relatively quickly, provided all information and documents (e.g. workers' compensation medical certificate) have been lodged and the information is accurate and correct.

Applications that are more complicated in nature will take longer to process, for example: psychological injuries, injuries sustained over an extended or prolonged period, and aggravations of pre-existing medical conditions. In some instances, WorkCover Queensland may talk to you, witnesses to your injury, your doctor, your principal/manager, or they may require you to submit to an independent medical assessment to reach a claim decision. You may be required to attend a WorkCover Queensland office to be interviewed in relation to your claim.

Entitlements

Upon WorkCover Queensland accepting liability for an injury, benefits that may be available include:

- Reimbursement of any paid sick leave used.
- Weekly payments of compensation if you are incapacitated for work.
- Costs of medical treatment and hospitalisation.
- Costs of rehabilitation including physiotherapy, psychology, occupational therapy and speech therapy.
- Reasonable travel expenses.
- Lump sum compensation for permanent impairment.

Access to WorkCover benefits is based on your meeting your legal obligation to participate in rehabilitation. You are legally obliged to take all reasonable steps to mitigate your injury, such as access recommended treatment and take prescribed medication.

Additional information and resources

Further information can be found on the WorkCover website and departmental Creating Healthier Workplaces website:

1. WorkCover homepage: <https://www.worksafe.qld.gov.au>
2. Worker checklist for lodging a WorkCover claim: <https://www.worksafe.qld.gov.au/claims-and-insurance/compensation-claims/make-a-claim>
3. Employer checklist for lodging a WorkCover claim: <https://www.worksafe.qld.gov.au/rehab-and-claims/injuries-at-work/making-a-claim/employer-checklist>
4. Injury Management frequently asked questions on the Creating Healthier Workplaces website: <https://education.qld.gov.au/initiatives-and-strategies/health-and-wellbeing/workplaces/injury-management/fag>
5. Confidential counselling service for employees, including those with supervisory responsibilities: [Employee Assistance Program](#)
6. Health and Wellbeing assistance: <https://intranet.qed.qld.gov.au/Services/HumanResources/payrollhr/healthwellbeing/staffwellbeing>

