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**Injured at work? this is what you need to do**

1. Get first aid or emergency medical treatment straight away.
2. If you have medical bills or need time off work ask your doctor for a workers’ compensation medical certificate. Keep one copy for yourself, one for your employer and one for your insurer.
3. Tell your employer so they can take steps to stop it happening again. Fill out an accident or incident report and keep a copy for your records.
4. Fill out an application for compensation(claim form) and get the claims process started.
5. Some doctors will lodge your claim for you with WorkCover Queensland. If your doctor has not lodged your claim you can lodge it in any of the following ways:
* phone WorkCover Queensland 1300 362 128
* lodge it online at [www.workcoverqld.com.au](http://www.workcoverqld.com.au) or fax to
1300 651 387
* complete an application for compensationform and send it with a copy of the workers’ compensation medical certificate to WorkCover Queensland at GPO Box 2459, Brisbane, Qld, 4001
* if your employer is self insured, lodge the claim with them.
1. You must be a ‘worker’ under the Act who has suffered an injury or illness related to your work to be eligible for workers’ compensation. Usually if you are an employee (whether casual, part time or full time) you are covered. If you are a sub-contractor you may be covered - contact the insurer to find out.
2. Focus on getting back to work and what you can do. If you have concerns about returning to work talk with your doctor and employer as soon as possible.

**Your rights and responsibilities**

You have a responsibility to:

* + report your injury or illness and get treatment as soon as possible
	+ lodge a claim if you want to be compensated for wages lost and medical expenses
	+ be actively involved in your treatment and rehabilitation
	+ do suitable duties within restrictions set by your doctor until you can resume your normal duties
	+ attend medical appointments (for assessment only) arranged for you by your insurer.

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You have a right to:

* + make a claim for compensation
	+ choose your own treating doctor
	+ have all personal information kept confidential
	+ have a representative for any meeting to talk about your claim
	+ have an interpreter or advocate
	+ be consulted about your rehabilitation and get a copy of your suitable duties plan
	+ get advice before signing anything.

You can’t be dismissed for making a workers’ compensation claim. You can’t be dismissed within 12 months after having an injury solely because you are unfit for employment because of the injury.

Your entitlement to compensation stops when your condition has reached maximum medical improvement regardless of whether you have returned to work or not.

**Where can you go for more information?**

For claims enquiries contact WorkCover Queensland on 1300 362 128 or contact your employer if they are self insured.

If you disagree with certain decisions made by an insurer you can apply in writing to
Q-COMP for a review of them. Contact the Q-COMP Review Unit on 1300 739 021 for advice.

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# Claims process flow chart

Claim finalised when worker’s condition is stable and stationary

Employer continues to monitor worker, liaises with insurer. Employer can ask for support if necessary

Insurer continues to manage overall coordination of claim and return to work

Employer continues to manage return to work at the workplace and liaise with insurer as necessary

Insurer decides claim (this can take up to 20 working days but is usually less)

Worker lodges claim with insurer

Employer gets worker’s authority to liaise with doctor if necessary, advises insurer of suitable duties & worker’s rate of pay

Employer lodges employer’s report

Worker completes application for compensation

If indicated on medical certificate, suitable duties plan is developed (also known as alternate duties or light work)

Injury occurs

Worker gets medical treatment. Doctor issues worker’s compensation medical certificate which shows if worker can go back to work