

CLAIMING WORKERS' COMPENSATION



GET ADVICE

FROM YOUR UNION, A SERVICE, OR LAWYER



SEE YOUR DOCTOR

AND ASK FOR A WORK CAPACITY CERTIFICATE



FILL IN A CLAIM

AND SUBMIT IT TO YOUR BOSS OR REPRESENTATIVE

FIND A CLAIM FORM HERE RTWSA.COM/MEDIA/DOCUMENTS/CLAIM-FORM.PDF

KEEP AN UP TO DATE WORK CAPACITY CERTIFICATE

KEEP SEEING YOUR DOCTOR REGULARLY TO UPDATE YOUR CERTIFICATE.

GET ADVICE BEFORE SIGNING ANYTHING

RESPOND TO REASONABLE REQUESTS

IF YOU'RE NOT SURE IF A REQUEST IS REASONABLE, ASK FOR IT IN WRITING BY EMAIL AND SEEK ADVICE.

COMMUNICATE HOW IT SUITS YOU

YOU HAVE A RIGHT TO AN INTERPRETER IF YOU NEED ONE. YOU CAN ALSO ASK TO COMMUNICATE WITH YOUR CLAIMS MANAGER BY EMAIL IF YOU FIND SPEAKING BY PHONE STRESSFUL, OR TO BE CONTACTED ONLY VIA YOUR REPRESENTATIVE.. YOU HAVE A RIGHT TO REFUSE TO BE RECORDED.

CHOOSE YOUR DOCTOR

YOU HAVE A RIGHT TO SEE YOUR OWN GP OR OTHER DOCTOR FOR TREATMENT. DON'T AGREE TO HAVE YOUR EMPLOYER ATTEND MEDICAL APPOINTMENTS OR SPEAK WITH YOUR TREATING DOCTOR. YOU MAY BE ASKED TO SEE AN UNFAMILIAR DOCTOR FOR ASSESSMENT BUT CAN SEEK A SECOND OPINION IF YOU DISAGREE WITH THEM. YOU HAVE A RIGHT TO RECEIVE A COPY OF ANY MEDICAL REPORTS MADE ABOUT YOU.

PRIORTISE SELF-CARE

THE WORKERS' COMPENSATION CLAIMS PROCESS IS STRESSFUL. CARE FOR YOURSELF BY SEEKING COUNSELLING, SUPPORT FROM FAMILY AND FRIENDS, AND TAKING TIME TO DO THINGS YOU NORMALLY FIND ENJOYABLE.

HELPFUL SERVICES

WORKING WOMEN'S CENTRE

YOUNG WORKERS' LEGAL SERVICE

PREPARE FOR CLAIM REJECTION

MOST STRESS CLAIMS ARE REJECTED IN THE FIRST INSTANCE. SEEK ADVICE WHEN YOU RECEIVE YOUR REJECTION AS THE DECISION CAN BE REVIEWED.

SPEED UP YOUR CLAIM

THE INSURER WILL ATTEMPT TO MAKE A DECISION WITHIN 10 DAYS HOWEVER COMPLEX CLAIMS CAN TAKE LONGER. IF YOU ARE NOT RECEIVING INTERIM PAYMENTS AND YOU ARE UNHAPPY WITH THE DELAY, SEEK ADVICE ABOUT EXPEDITING THEIR DECISION.

WHO'S WHO?

RETURN TO WORK SA IS AN INSURER AND GALLAGHER BASSETT AND EMPLOYERS MUTUAL ARE CLAIMS AGENTS. YOUR CLAIMS MANAGER WORKS FOR THEM.

ONLY YOU AND YOUR REPRESENTATIVE WORK FOR YOU.

YOUR UNION

THERE IS A UNION FOR EVERY WORKER IN AUSTRALIA. UNIONS CAN HELP YOU WITH A WORKERS' COMPENSATION CLAIM AND IN MANY CASES, OFFER YOU ACCESS TO A WORKERS' COMPENSATION LAWYER. CALL UNIONS AUSTRALIA ON 1300 486 466 TO FIND YOUR UNION IF YOU'RE NOT A MEMBER ALREADY.