



Frequently asked questions for injured workers

I have injured myself at work, what do I do?

Report the injury to your employer immediately.

This will enable you to receive treatment and income support if necessary. You may not receive compensation if you resign prior to reporting the injury. Your employer, on request, must give you the name and address of their insurer.

See the doctor. You have a right to nominate your own treating doctor. The doctor reviews the injury/illness and completes a WorkCover medical certificate, which indicates if you are fit for work.

Put in a Workers Compensation Claim. Ask your employer for a claim form, fill it in and give it back to the employer with your medical certificate. Keep a copy of all documents, including claim forms, receipts, etc.

Contribute to your Injury Management Plan.

This plan must be developed with you, your employer, the insurer and your treating doctor. This plan should then be followed. An Injury management Plan outlines how services and employment will be coordinated and provided to achieve the best outcome for the injured worker. Strategies and goals for your return to work will be included. Your employer is required to provide you with duties that are safe and suitable for you. If not, your union can assist.

For more details please refer to: I've been injured at work leaflet provided in Information kit.

Can I choose my own Rehabilitation Provider?

Workers have a right to nominate their own provider as part of current workers compensation legislation.

Can I make a referral to have a rehabilitation provider involved?

Yes any person can make a referral for services. An Insurer will review an injured workers case and in consultation with relevant parties determine if a rehabilitation provider is required. Workers Health Centre will discuss

with your Insurer and Employer to follow up approval for services.

What is a Rehabilitation Provider and how can they help me?

Accredited Rehabilitation Providers are organisations accredited by WorkCover to offer specialised services to help injured workers to return to work. Accredited rehabilitation providers:

- Assess the needs of the injured worker and the workplace requirements to develop a rehabilitation plan of action, listing the services needed to return the injured worker to work
- Employ different health professionals, such as occupational therapists, physiotherapists, psychologists and rehabilitation counsellors
- Are referred to by the employer, insurer or the treating doctor to help in complex cases
- Are nominated by the employer in the return-to-work program.

Your Employer, in consultation with you and your union, may be able to identify suitable duties and compile a Return to Work – Suitable Duties Plan obtaining agreement from you, your Union and your Treating Doctor. If this is the case, a rehabilitation provider may not be required.

How can the Workers Health Centre help me?

- Assess your individual needs
- Provide information about your injury and recovery
- Maintain regular contact with you and all parties involved in your rehabilitation to ensure a safe return to work.
- Facilitate treatment services to enhance your recovery.
- Provide ongoing support throughout your recovery and rehabilitation
- Provide advice about modifications to your job.
- Establish programs to gradually increase your hours and duties at work
- Provide information about aids and equipment

- If necessary we will assist you to find new employment (this may include vocational counselling and retraining).

Does the Union remain involved in my rehabilitation?

If you choose to have your Union involved, Workers Health Centre will maintain regular communication with you and your union delegate, and will communicate with your Employer any concerns you may be having with your rehabilitation.

How can I make a referral to the Workers Health Centre?

You must have a claim number; you can obtain this from your Employer if your Insurer has not notified you already.

Inform your Employer and Union your desire to have a Workers Health Centre as your Rehabilitation Provider. Complete the Nomination Form and send to Workers Health Centre as well as providing a copy to your Employer. Workers Health Centre will contact you, your Employer, Insurer and Union.

Services cannot commence without Insurer or employer approval. Should an Insurer or Employer not approve rehabilitation services and/or your employer has insisted on engaging their preferred provider not nominated by you, you should contact the WorkCover Assistance Line (13 10 50) and advise them of this. WorkCover will review the circumstances and may contact the relevant parties on your behalf.

How can I change my current Rehabilitation Provider?

- Your Insurer will require documentation as to why you would like to change and to whom you would like to change to.
- Once you have forwarded your documentation to the Insurer, complete the Workers Health Centre Nomination Form and provide a copy to your Employer and to Workers Health Centre. Workers Health will then contact the Insurer.
- If an Insurer does not approve a change in rehab provider, you may discuss this with WorkCover Claims Assistance on 13 10 50.
- Provide a copy of nomination form to your Employer, Insurer, and Union.

What is a return to work plan?

When a worker returns on suitable duties with restrictions, the employer / return to work coordinator or rehabilitation provider must write a Return to Work Plan. This plan must be regularly monitored by the return to work coordinator or rehabilitation provider. Physical

restrictions, suitable duties, hours worked, supervision arrangements, and treatment times and dates must be clearly outlined in the Return to Work plan. The Return to Work Plan needs to be compiled in consultation with you, your Employer, Union and Treating Doctor. Parties must sign the Return to Work Plan.

For more information please refer to *Guidelines to RTW Plans*, April 2003. This document can be downloaded from the WorkCover website: www.workcover.nsw.gov.au

Who do I contact if I need assistance?

1. Let your Employer know

Speak with your employer and let them know of any issues you may be having with your rehabilitation and return to work plan, you may want to have your union present to assist in outlining your issues. Best outcomes come through effective consultation, often times rehab providers are not required should you, and your union and your employer have a cooperative and supportive working relationship.

2. Let your Union delegate know.

3. Contact Workers Health Centre.

4. WorkCover Assistance Service: 13 10 50.

Should I inform my union if I am injured at work?

Most definitely, your union can help by assisting in identifying suitable duties and ensuring parties are adhering to any return to work arrangements. Unions can be an advocate on your behalf, if you are having difficulty with your return to work plan.

How can I get more information?

Contact Workers Health Centre, we welcome enquiries and will endeavour to answer your questions and/or direct to how you can obtain further assistance.



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