

NSW WORKERS COMPENSATION CLAIM BROCHURE

Dear injured colleague,

We are sorry to hear of your recent workplace injury and are hopeful of your recovery as quickly as possible!

We appreciate that the workers compensation process can be overwhelming and as such we have compiled this resource to help with your claim journey.

CERTIS has reported your workplace injury to our insurer, QBE. A QBE Case Manager will make contact with you shortly to discuss your injury, and any potential entitlements to compensation. QBE's contact details are below:

QBE Phone: 13 44 22 **QBE Email:** qbeclaims@workerscomp.nsw.gov.au

Another key contact for you is the CERTIS Return to Work Coordinator (RTWC) who will help with your return to work:

Matt Needs: matt_needs@certisgroup.com **Ph:** 0403 882 317

As an injured worker, you have certain rights and responsibilities as noted below:

Workers are obliged to:

- notify their employer as soon as possible after a work-related injury occurs
- participate and cooperate in establishing an injury management plan
- carry out the actions such a plan requires of them
- authorise their nominated treating doctor to provide relevant information to their insurer or employer using the certificate of capacity, claim form or other form of authority;
- make all reasonable efforts to recover at work.

Workers have the right to:

- nominate their own treating doctor
- employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment
- be consulted and involved in identifying suitable work and developing their recover at work plan
- privacy and confidentiality
- access mechanisms for resolving complaints and disputes.

We have included below some links for you to various **SIRA publications** that can further assist with any queries about the workers compensation and recovery at work process. These links are:

[A quick guide to NSW Workers Compensation: Information for workers](#)

[Your nominated treating doctor – information for workers](#)

[Worker compensation roles and responsibility when planning for your recovery](#)

[Benefits of working while you recover](#)

Important Documentation Required

If you have not already done so, you will need to obtain a **SIRA Certificate of Capacity** from your treating doctor (GP). This certificate forms a key part of the claims process and will be used in considering your entitlement to any workers compensation benefits, as well as assist with your recovery at work planning.

You will also need to complete the attached **NSW Privacy Consent Form** which will allow CERTIS to discuss your injury and recovery at work requirements with your treatment providers.

If you believe your injury is likely to extend beyond 12 weeks of incapacity you should also complete the attached **Worker's Injury Claim Form**.

Please return all of the documentation referred to above to au_injuryassist@certisgroup.com as soon as possible!

Recovery at Work

As per the SIRA document **Benefits of working while you recover** ([link on previous page](#)), CERTIS is supportive of your early return to the workplace. CERTIS will support you returning to the workplace as quickly, safely and durably as possible. To this end we will ensure that, where possible and where required, suitable duties are made available for you. This may include components of your pre-injury duties, or sedentary / administrative type duties. We encourage you to confirm with your treating doctor what you CAN do, rather than what you CAN'T and to ensure the SIRA Certificate of Capacity is reflective of your capacity. The CERTIS RTWC will then work with you and your supervisor to identify any potential duties that fall within your certified capacity.

If you have any questions please direct them to au_injuryassist@certisgroup.com

We wish you all the very best for a safe and speedy recovery!