

Support the worker to make a claim



Once notified that a worker wishes to make a claim, the Return to Work Coordinator should support the worker to do this promptly, and within five business days. Lodging a claim early ensures the worker receives access to necessary supports. It also ensures the employer is eligible for the financial incentive which waives the premium impact and cost of the first two weeks of income support.

To find the Claims Agent allocated to your organisation, you can scan this QR code to use the Claims Agent look up tool:



There are different ways to make a claim:



Online reporting

ReturnToWorkSA
Online services portal

Online

For employers, the quickest and easiest way to report an injury or make a claim is via the online services portal.

<https://auth.rtwsa.com/my.policy>

Need help logging into online services?

Call ReturnToWorkSA on 13 18 55.



Phone reporting

By phone

Contact your Claims Agent via phone to start the claim lodgement process. The Claims Agent will contact the worker to confirm their intent to proceed with the claim and the details provided.

EML: 1800 688 825

GB: 1800 774 177

Information you will need to support a worker to make a claim:

- your business details, employer registration number, location number, and a contact person for the claim (usually the Return to Work Coordinator)
- worker details including their name, date of birth, mobile phone number and email
- details of the injury as well as where and how the injury occurred
- information relating to the worker's employment, including their start date, job role and usual hours worked
- if the worker has lost time as a result of the injury, you will also be asked to provide information relating to the workers wages and payslips for the last 12 months - this can be provided following claims lodgement.