

Information for a Worker



How will I be supported in my recovery and return to work?

What happens after I report a work injury or illness?

- Your Manager or Return to Work Coordinator can help arrange the necessary medical treatment and assist with transport if required
- Your doctor will assess your injury or illness and will provide you with a Work Capacity Certificate. A Work Capacity Certificate should contain information regarding recommended treatment and your capacity for work which you provide to your employer
- If you choose to make a claim, your Manager or Return to Work Coordinator can assist you to lodge the claim
- Your Manager, Return to Work Coordinator and Claims Manager will assist you and coordinate supports and services to aid your recovery and return to work.

What is the role of the Claims Agent/ Claims Manager?

Your employer has insurance with ReturnToWorkSA.

Your work injury claim will be managed by the Claims Agent allocated to your employer which will be either Employers Mutual (EML) or Gallagher Basset (GB).

The Claims Agent is responsible for all claims decisions and for supporting access to identified supports and services to assist you during your recovery and return to work. If you are unlikely to make a full return to work within two weeks, a mobile Claims Manager may be allocated to provide further support and will meet with you and your employer as soon as possible. Your Claims Manager will also:

- liaise with you and your treatment team to understand what supports and services you may need
- help monitor your capacity for work and work closely with you, your Return to Work Coordinator and/or Manager to identify suitable return to work options
- assess the need for more complex treatment, such as surgery, and approve appropriate treatment options.

Self-Insured employers have their own claims management processes for managing workplace injuries and illnesses. If you work for a self-insured employer, speak to your Manager or Return to Work Coordinator for clarity about these processes.

What is the role of my Manager or Supervisor?

Your Manager or Supervisor has an important role in your recovery and return to work and should:

- Participate in meetings with you, your Return to Work Coordinator and/or Claims Manager to identify workplace supports that may be appropriate during your recovery and return to work
- Identify safe and suitable duties that you can perform during your recovery
- Help you continue to feel connected to the workplace through regular contact and support.

What benefits may I receive if I have an accepted claim?

- Income support to cover your wages when you cannot return to work.
- Reasonable and necessary medical treatment and expenses.
- Access to a wide range of supports and services designed to assist you throughout your recovery and return to work, which includes the Low Intensity Mental Health Coaching program and ReCONNECT. Both these services are available whilst your claim is being determined, ensuring you receive support early to help keep you on track with your recovery.



What obligations does my employer have?

Your employer has key obligations to support your recovery and return to work, which include:

- reporting your work injury claim to the Claims Agent / self-insured employer within five business days of receiving notification that you wish to make a claim
- assisting in the development of your recovery/return to work plan and complying with any obligations outlined in the plan
- providing a safe and supportive return to work environment
- providing you with suitable employment that you are fit to perform whilst you recover. This includes alternate duties or work arrangements if you cannot return to your pre-injury work
- provide you and the Claims Agent/ReturnToWorkSA with at least 28 days notice of termination of your employment, where applicable, and include details of the reason for termination.

What if I am a labour hire employee?

If you are a labour hire employee, your employer remains responsible for employing and supporting you after your injury. To support your return to work, your labour hire employer should also:

- collaborate with the pre-injury host employer or other host employers to find suitable employment opportunities for you
- continue to pay your remuneration and support you if you have an accepted claim.

