



The Return to Work scheme and work injury support

ReturnToWorkSA provides insurance that protects South Australian businesses and their workers in the event of a work injury. The Return to Work scheme recognises that people who are seriously injured need different support than those who aren't.

Support for people who are injured may include:

- income support to compensate for loss of wages during a period of up to two years – generally commencing from the date of injury
- reasonable and necessary medical treatment and care for up to three years from the date of their injury
- return to work services such as job placement and retraining for up to three years from the date of their injury.

Support for people who are seriously injured may include:

- income support until retirement age
- reasonable and necessary medical treatment and care for life
- return to work services if requested.

In the event of a work injury where you are likely to be away from work for more than two weeks, your claims agent will endeavour to send a case manager to visit your worksite to meet you and your employer to connect you with treatment, care and support services as required to help you to recover and get back to work as soon as possible. These face-to-face worksite visits will occur as soon as possible after an injury notification.

What to do if you are injured

If you have been injured at work seek necessary medical treatment if required and take the following actions.

Notify your employer

Let your employer know that you've been injured as soon as possible. A representative such as a family member or friend can notify your employer if you are unable to do so.

See a doctor

The doctor will assess your injury to decide what injury you have suffered, what kind of treatment you require, including the frequency and duration of the treatment. They will provide you with a Work Capacity Certificate which you will need to give to your employer's claims agent if you require time off work and decide to make a claim.

You can start a work injury claim before obtaining a Work Capacity Certificate from a doctor.

Speak to a claims specialist

Call your claims agent or ReturnToWorkSA as soon as possible. When you call, please have the following information handy to start your claim:

- your contact details
- the date of the injury and how it happened.

The claims specialist will ask for further details if needed, depending upon the circumstances of the claim.

The earlier the claims agent knows about your injury, the earlier they can arrange for you to be connected with treatment, care and support to help you recover, and return to work as soon as possible. To make a claim either you or your employer can contact the employer's claims agent or ReturnToWorkSA on **13 18 55 Monday to Friday between 8:30am – 5:00pm**:

Claims agents

Gallagher Bassett Services Pty Ltd

Phone (08) 8177 8450 or free call 1800 664 079

Employers Mutual SA

Phone (08) 8127 1100 or 1300 365 105

Most of South Australia's largest private and public sector organisations are self-insured, managing their own workers compensation claims. If you work for a self-insured business and are injured at work, you should speak to your employer about making a claim for compensation.

More information

To contact ReturnToWorkSA in a language other than English, please ring the Interpreting and Translating Centre on 1800 280 203 and ask them to contact us on 13 18 55. This interpreting service is available at no cost to you.

Your obligations

To achieve the best recovery and return to work outcomes, we expect you to:

- notify your employer of your work injury as soon as possible (within 24 hours if you can)
- make a claim as soon as possible
- actively participate in activities designed to support your recovery and return to work
- participate and cooperate in developing a return to work plan
- comply with any obligations set out in your return to work plan
- provide current medical certificates that address your capacity for work and other relevant information
- return to suitable employment when able to do so.

Your employer's obligations

We expect your employer to support your recovery and return to work by:

- notifying their claims agent of your work injury or claim within 5 business days of receiving notice of your injury or work injury claim
- support your participation in recovery and return to work activities
- participating and cooperating in the development of your return to work plan
- complying with any obligations set out in your return to work plan
- providing suitable duties that you can perform safely as you recover from your injury
- providing suitable employment when you are fit to return to work if you cannot return to your pre-injury work.

Your support team

The following people may be involved in helping you recover from your injury and return to work and the community:

Case manager

Your case manager is your primary contact and will coordinate the support and services you need to recover from your injury and safely return to work as soon as possible. They will provide fast, personalised support to you and your employer to coordinate the support and services you need to recover from your injury and return to work as soon as possible.

They will also help you and your employer to develop and implement a return to work plan if it is likely you will be away from work for more than four weeks.

Doctor

Your doctor assesses your injury and together with you, decides what kind of treatment you require. They will help you to set treatment goals and contribute to the development of your recovery and return to work plan.

It is important to actively participate in your treatment planning to make sure that you get the best possible results. By providing feedback on how your treatment is going, you can also help your doctor work out the most appropriate treatment plan for your specific circumstances.

Allied health provider

Your doctor may refer you to an allied health provider who will provide treatment, advice and support to help you manage your injury independently and return to work and life.

Return to work service provider

Your case manager might engage a return to work service provider to assist you with job placement, training or other specialist such as an occupational therapist or a physiotherapist to get you ready to return to work.

Return to Work Coordinator

If your employer employs 30 or more employees, they must have available a trained Return to Work Coordinator to support you to recover and return to work. Your Coordinator can:

- help you complete a claim form and any other paperwork
- meet with you and your case manager
- assist you to remain at or return to work
- keep in contact with you, the claims agent and medical providers
- take steps to prevent you suffering re-injury or further injury
- assist with preparing return to work plans
- monitor the progress of your capacity and return to work.

If your workplace doesn't have a coordinator, talk to your case manager and see what they can do to help.

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