

Essentials for Small Business Employers

ReturnToWorkSA is responsible for providing work injury insurance and regulating the South Australian Return to Work scheme.



Scan the QR code for
more information

Do I need to register with ReturnToWorkSA?

If you operate a business in South Australia that employs workers, it is likely that you will need to register with ReturnToWorkSA for work injury insurance.



What will I need to pay?

Every registered employer pays an annual premium to ReturnToWorkSA. Your premium is calculated based on your total remuneration, industry risk rating and claims experience. This premium helps protect your business from the cost of a work injury by covering the supports and services your worker may need to recover and return to work after an injury.



Who is my claims agent?

EML and Gallagher Bassett are the claims agents responsible for managing South Australian work injury claims on ReturnToWorkSA's behalf. When you register as an employer, your business is automatically allocated to one of these claims' agents. To find out whether your business is assigned to EML or Gallagher Bassett, scan the QR code.



How do I make a claim for a worker?

The quickest way to make a claim is by completing the online claim form through the online services portal or calling your claims agent. You should make a claim as soon as possible after your worker is injured to ensure they get the support they need to recover and return to work.



What are my obligations to keep workers safe & support return to work?

Employers have a responsibility to create a safe workplace that prevents physical and psychological harm. If a work injury occurs, employers have legal obligations to participate in the process, support the worker's recovery and provide suitable duties the worker can perform safely while they recover.



ReturnToWorkSA provides **free support services** to help small business employers create a safe, mentally healthy workplace, and navigate work injury claims. To learn more, see page 2.

Employer supports and services



Employer Education Service

Have you just experienced a claim and need support with guiding your worker and understanding the next steps? ReturnToWorkSA's Employer Education Service can assist by providing tailored guidance on the early steps in the claims process, clarity on your responsibilities and advice on how to support your worker's recovery, helping minimise the impact of the injury on both your worker and your business.

Phone: **08 8238 5958** | Email: coordinators@rtwsa.com



Scan the QR codes to access free tools and resources

Mentally Healthy Workplaces Service

ReturnToWorkSA's Mentally Healthy Workplaces Service provides guidance and support on creating a mentally healthy workplace, including advice around the prevention of psychological injury claims and the availability of free community mental health supports.

Phone: **08 8233 2310** | Email: mentallyhealthy@rtwsa.com



Visit the **Support for Small Business** page on our website to help you navigate work injury insurance and workplace mental health and wellbeing



Mental Health Support Services

New Access for Small Business Owners

A Beyond Blue guided self-help mental health coaching program for sole traders and small business owners (20 employees or less).

Phone: (03) 9250 8305



Beyond Blue

The Beyond Blue Service offers 24/7 free and confidential support for anyone in Australia.

Phone: 1300 22 4636 www.beyondblue.org.au

Lifeline

A national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

Phone: 13 11 14 www.lifeline.org.au

13 YARN

National crisis support line for mob who are feeling overwhelmed or having difficulty coping. Offering a 24-hour confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter

Phone: 13 92 76 www.13yarn.org.au

For assistance with registrations and premiums, contact ReturnToWorkSA

Opening hours

8:30am - 5:00pm Mon-Fri

Call us

13 18 55 (within Australia)

Email us

info@rtwsa.com

Website

www.rtwsa.com