

# Claim lodgement guide

This fact sheet gives you information on lodging a claim for workers' compensation, notably through your doctor. Please read this fact sheet carefully—if you have any questions, call us on 1300 362 128.

## I have been injured at work, what do I need to do?

- seek medical assistance and get a *Workers' Compensation Medical Certificate*
- tell your employer about your injury and provide them with your medical certificate
- lodge your claim, including your medical certificate, with WorkCover as soon as possible.

## How do I lodge my claim?

WorkCover Queensland has many flexible ways for workers to lodge claims.

### Through your treating doctor

Medical practices can lodge your claim for you by supplying your medical certificate to us direct. The practice will ask you for your consent prior to providing us with this certificate.

### By phone

You, or your employer, can lodge your claim over the phone by calling us on 1300 362 128.

### Online

You, or your employer, can visit our website at [www.workcoverqld.com.au](http://www.workcoverqld.com.au) to lodge your claim online.

The above methods are the quickest way for you to get your claim to us to be decided. You can also send us a claim form (available on our website), together with your medical certificate:

### Fax to 1300 651 387

### Post to GPO Box 2459, Brisbane Qld 4001.

## What happens next?

Your claim will be registered and given a claim number. We may SMS your claim number to you when we receive the claim (if we are provided with a mobile number for you).

After this we will make a decision on your claim. While decisions can take up to 20 business days to make, WorkCover Queensland decide most claims within five days. We will also make contact with your employer, so you should let them know about the claim as soon as possible.

We will inform you when a decision is made.

If your claim is accepted and requires payments to be made to you, we will ask you for your bank details to pay you via EFT. If your claim requires ongoing management or assistance with return to work, it will be case managed by one of our customer service centres.

## What else is involved?

The information you provide to your doctor should be true and not misleading.

If your circumstances change or if you undertake any employment during your claim, you should notify WorkCover.

Doctors, health authorities, allied health and rehabilitation provider, or other insurers may disclose medical information relevant to your claim to WorkCover.

WorkCover may also be required or authorised by law to release information or documents to other parties.

## Frequently asked questions

### **What happens if I get treatment before my claim has been assessed?**

Your treatment is directed by your treating doctor. We can only cover the cost of your treatment if your claim is accepted.

### **What is the best way to get back to work?**

- keep in contact with us and your employer
- talk to your treating doctor and employer about suitable duties and a return to work program
- follow advice from your treating health provider and actively participate in rehabilitation
- if you have any concerns, call us.

## Contact us

For more information call us on 1300 362 128 or visit our website at [www.workcoverqld.com.au](http://www.workcoverqld.com.au).