

## **Need assistance or further information?**

The State Insurance Regulatory Authority (SIRA) is the government organisation responsible for regulating the NSW workers compensation system. Learn more about SIRA and workers compensation at [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au).

**Contact your case manager** if you have questions about your claim, entitlements or recover at work plan. They are familiar with your circumstances and trained to take action or escalate your concerns.

**Call our Customer Service Centre on 13 10 50** if you have raised an issue with your case manager and are dissatisfied with the outcome. If we are unable to assist, we will explain your options.

**Contact the Workers Compensation Independent Review Office (WIRO)** if you're unhappy with a decision made by the insurer. They provide an independent complaints resolution service as well as funding for legal advice. Call **13 94 76** or visit [www.wiro.nsw.gov.au](http://www.wiro.nsw.gov.au).

**If you need interpreting services**, please contact Translating and Interpreting Services (TIS) on **13 14 50** or visit [www.tisnational.gov.au](http://www.tisnational.gov.au).

**If you have a speech or hearing impairment**, you can use the National Relay Service. For voice calls or telephone typewriter (TTY) call **13 36 77** then ask for **13 10 50**. Visit [www.relayservice.gov.au](http://www.relayservice.gov.au) for more options.

My workers compensation claim number is:

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My case manager is:

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Their phone number is:

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Their email address is:

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My return to work coordinator is:

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Their phone number is:

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Their email address is:

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My doctor is:

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Their phone number is:

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#### Disclaimer

This publication may contain information about the regulation of workers compensation in NSW. It may include some of your obligations under some of the legislation that the State Insurance Regulatory Authority administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website [legislation.nsw.gov.au](http://legislation.nsw.gov.au)

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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**A quick guide  
to workers  
compensation.**

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*Information for workers.*



**SIRA**  
State Insurance  
Regulatory Authority

## Introduction

The NSW workers compensation system provides you with the benefits and assistance you need to recover as soon as possible from your work related injury or illness.

This pamphlet will help you understand what to expect during your recovery.

## Workers compensation claim number

When your injury has been reported, the insurer will give you a claim number. This will appear on all correspondence relating to your claim.



**TIP:** Write your claim number on the back of this pamphlet for future reference.

## Certificate of capacity

Issued by your nominated treating doctor (doctor) the *NSW workers compensation certificate of capacity* is the main way your doctor communicates with everyone. It helps inform your injury management and recover at work plans.

## Your support team

Your support team works together to help you recover at/return to work in a safe and durable way. The key members of your support team and their roles are outlined below.

Depending on your circumstances, other providers may also be part of your support team (for example – physiotherapist, workplace rehabilitation provider etc.).



**TIP:** Write their contact details on the back of this pamphlet for future reference.

## Your case manager

Your employer's insurer appoints a case manager who coordinates all aspects of your claim. Your case manager will contact you within three days of being notified of your injury.

## Your doctor

Your doctor will assess, diagnose, and treat you as usual. They will also complete your certificate of capacity, support your recovery at work and communicate with other members of your support team. You can choose your doctor.

## Your employer

Your employer must nominate a person to be responsible for supporting your recovery in the workplace; this person is often referred to as the return to work coordinator. They will talk to you, your case manager and doctor about your recovery at work plan.

## Your entitlements

### Weekly payments

If you are entitled, you will receive weekly payments to cover lost earnings and support your recovery at work. Payments should commence within seven days of the insurer being notified of your injury.

Payments are based on a calculation of your pre-injury average weekly earnings. A higher rate is paid in the first 13 weeks to support the majority of workers who return to and recover at work during this period. After 13 weeks, payments may be reduced depending on how many hours you are working.

### Medical and rehabilitation expenses

You are entitled to payments for reasonably necessary ambulance, medical, hospital services and other treatments. Your doctor will make treatment recommendations in your certificate of capacity.

### Other expenses

If your property has been damaged because of your work related accident, you can make a claim for damaged artificial aids, spectacles and clothes. Speak to your case manager for more information.

## Your responsibilities

Your role is to focus on recovery and make reasonable efforts to return to work. You should actively participate in rehabilitation and assessments that assist your recovery and return to work.

It is your responsibility to have a current certificate of capacity, and update it at least every 28 days. You must complete the declaration attached to each certificate in order for it to be valid.

You must notify your insurer if your circumstances change as this may affect your earnings. Failure to do so may result in serious penalties.

## Recovering at work

Your employer must provide work that is suitable and supports your recovery at work. You should participate in the identification of these work options.

Taking an active role in the planning process will avoid unnecessary delays and ensure you get better sooner. Suitable work options may include:

- parts of your job you were doing before your injury
- the same job, but on reduced hours
- different duties altogether
- duties at a different site
- a combination of some or all of the above.

As you recover, your capacity for work will increase. You and your employer can gradually upgrade your suitable work options by increasing your hours of work, reducing rest breaks, increasing work pace, or introducing new tasks that involve increased physical demand. Any change to your duties should be supported by current medical information.

## If you are unable to return to your pre-injury role

Your case manager and a workplace rehabilitation provider will work with you to identify suitable options for new employment. There are a range of benefits and programs available to help you secure new employment. For more information, go to [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au).