

Workers Compensation Roles and Responsibilities when planning for your recovery

Your role and responsibilities

You have responsibilities you must meet if you are claiming compensation for your workplace injury including:

Choose a doctor

You must choose a doctor who will provide advice and information about your injury, treatment and recovery at work.

If you want to change your nominated treating doctor, contact the insurer who will outline the process to you.

Return to work

You must make reasonable efforts to return to suitable employment as soon as you are able to.

You may not be able to return to your usual hours or duties at first but recovering at work helps you to stay active and get better sooner. Read more about the [Benefits of working while you recover](#).

Attend treatment

You should contact the insurer about commencing treatment recommended by your doctor to help you recover. Some treatments require prior approval.

Follow the advice of your treatment providers to support your recovery and return to work.

Attend appointments

You must attend appointments made by the insurer for the purpose of understanding your injury, and how best to support your recovery and return to work.

Provide a current Certificate of Capacity

It is important to maintain a current Certificate of Capacity, and to provide this to your employer and/or insurer to assist with planning. Your certificate must be updated at least every 28 days (if you are receiving weekly compensation benefits).

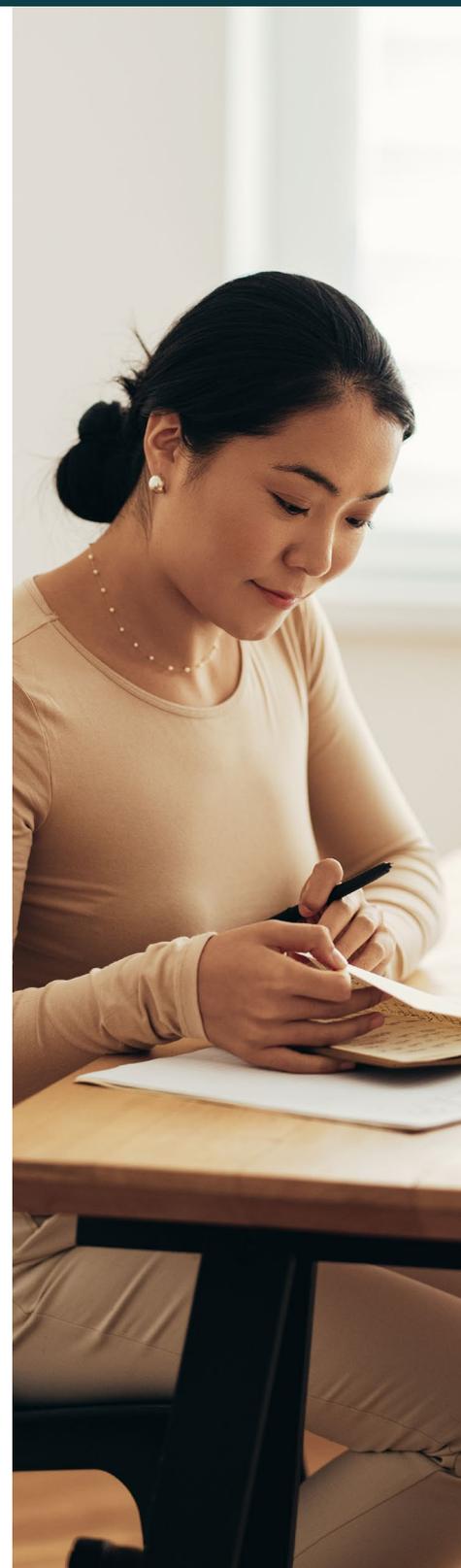
Contact

You should let the insurer know of any changes that might affect your earnings and weekly payments e.g. you return to work, upgrade your hours of work, or start work with a new employer.

You can also contact the insurer when:

- you have any concerns about any aspect of your claim, or
- if things are not progressing as expected.

These responsibilities support your recovery and return to work. You have a legal obligation to follow them and your weekly payments may stop if you do not. If you are having difficulties meeting these responsibilities contact your insurer as soon as you can.



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Roles and responsibilities of your support team

Those involved in helping you recover also have certain roles and responsibilities with the aim of helping you to recover and return to your usual activities.



Employer

- provides information about the recovery at work process
- participates in planning your recovery with you and the insurer
- provides suitable work to support your recovery (or asks the insurer for assistance if necessary)
- makes any necessary adjustments to work or the workplace (with the assistance of the insurer) eg equipment, training
- develops a recovery at work plan with you
- monitors and supports your recovery at work.



Insurer

- coordinates all parts of your claim including payments, treatment, rehabilitation and return to work
- explains the claim and return to work process to you and your employer
- explains your entitlements, responsibilities, and decisions about your claim
- helps your employer to support your recovery at work
- arranges assessments or services to help determine your capacity / fitness for work
- develops (and implements) this plan with you, your employer and nominated treating doctor including goals, actions, responsibilities, and timeframes to support your recovery.



Doctor

- assesses your injury, provides a diagnosis and recommends treatment
- completes your Certificate of Capacity
- advises on likely recovery timeframes
- advises on what you can do (including work) to stay active and help you recover.



Treatment provider

- assesses your injury and provide treatment
- advises what action you can take to get better sooner e.g. exercises, equipment
- reports your progress and sends treatment requests to the insurer.



Workplace rehabilitation provider

Workplace rehabilitation providers help address issues which may affect your ability to recover at work e.g. difficulty finding suitable work.

Read more here: [What to expect from your workplace rehabilitation provider](#)



Contact

Contact the insurer if you have questions or concerns about the role, responsibilities, or actions of those in your support team.