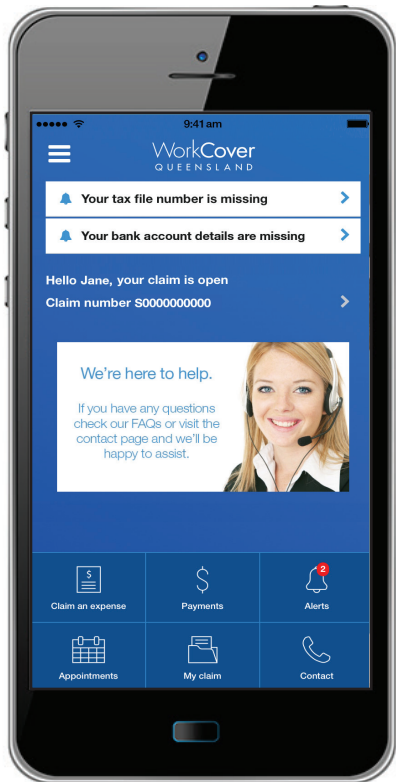


Worker Assist

Helping you track your claim anytime, anywhere.

Worker Assist is a range of convenient and secure online services giving injured workers **real-time information** about their compensation claim. Easy to use on any device, it helps workers track their claim and **connect with WorkCover Queensland** anytime, anywhere.



Simple and engaging to use

Worker Assist has been designed with a focus on you.

Based on customer research and feedback, the services give you transparent but relevant access to the most important information about your claim. Whether using on a desktop, tablet, or smartphone, easily find and do what you need to, when you need to.

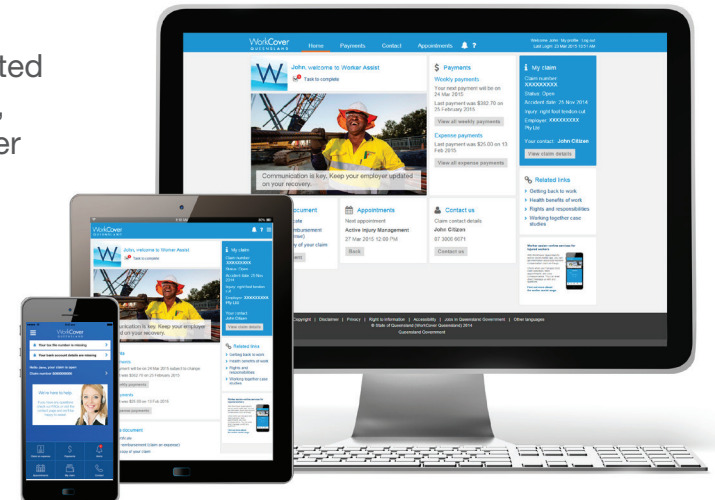
Supports you

Get updates and information about your claim in real-time, 24/7, when it suits you.

Worker Assist also gives you relevant resources and targeted material to support your recovery and return to work. And, if you need to, you can directly contact your claim manager straight from whatever device you are using.

“This is a wonderful piece of technology and I cannot fault it! Simple and easy to use and navigate. I'm sure it will be a very powerful tool for WorkCover and its users.”

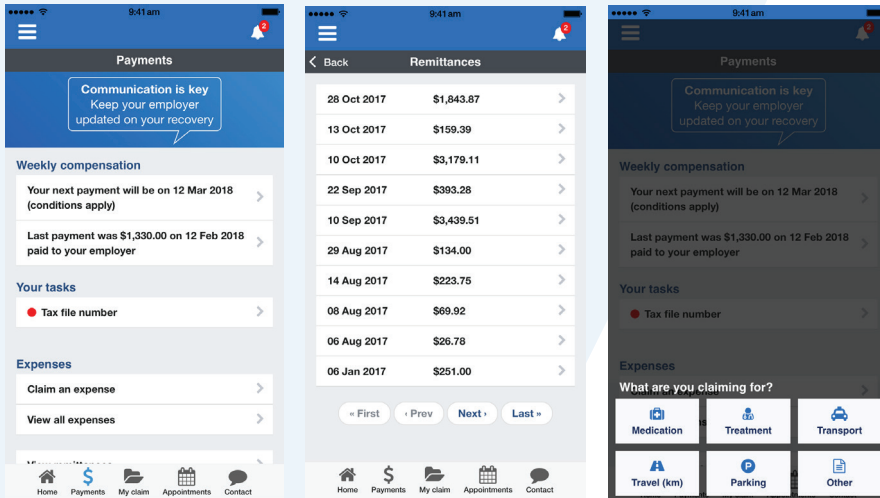
Available on



Winner of the Excellence in Innovation in Injury & Disability Management Award at the 2016 National PIEF Awards

Payments

Real-time information on upcoming payments, so you always know when you'll be paid. Plus easily send expenses to be reimbursed and track them right from your device.



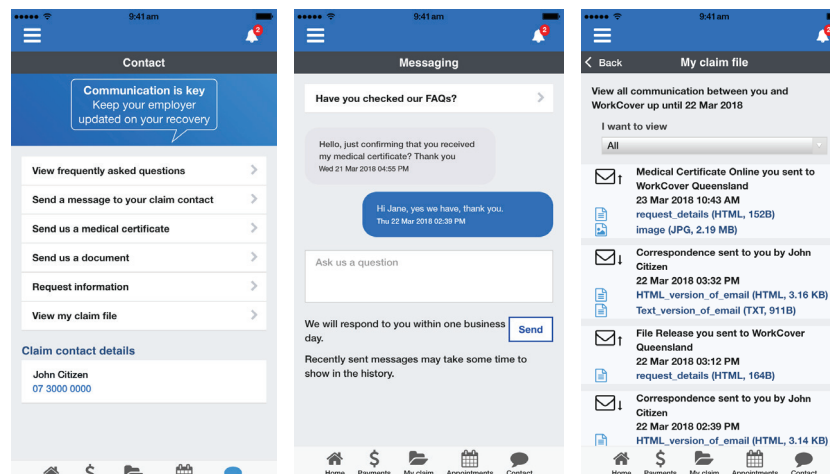
- instant access to weekly compensation payment information, including next payment and previous payment and amount
- claim an expense by taking a photo or uploading a document
- view expense and remittance records
- complete tax file declaration.

“Love this app it's so helpful especially for a person like me who is not so good at technology. So easy to use.”

Contacts

It's all about you. Frequently asked questions relevant to you, integrated messaging, and correspondence all in the one place, giving the you the choice to communicate in the way that suits you.

“Fantastic app!!!! So easy to use. Great work!!!”

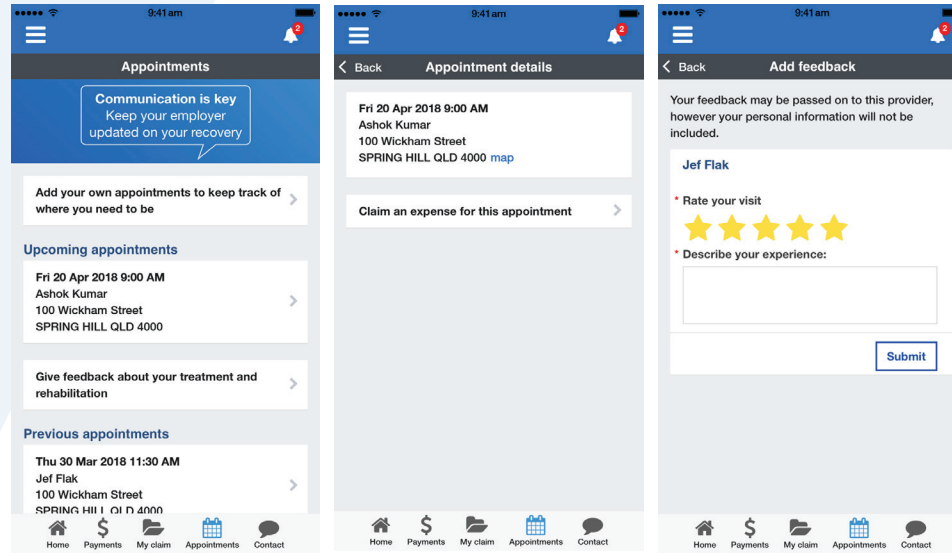


- contextual FAQs
- contact details for the claim manager, not just a contact centre
- messaging that goes direct to the claim manager
- letters, phone calls and all claim correspondence together in one place.

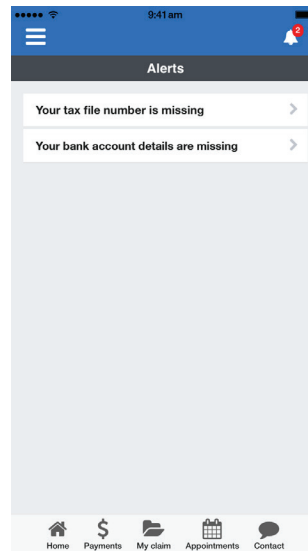
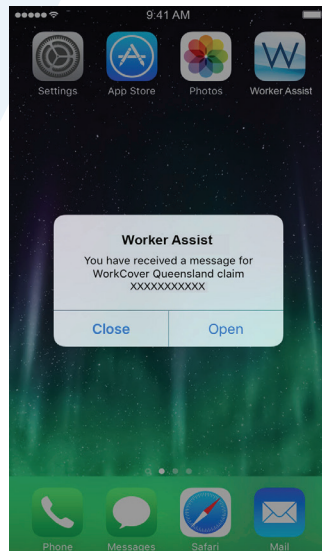
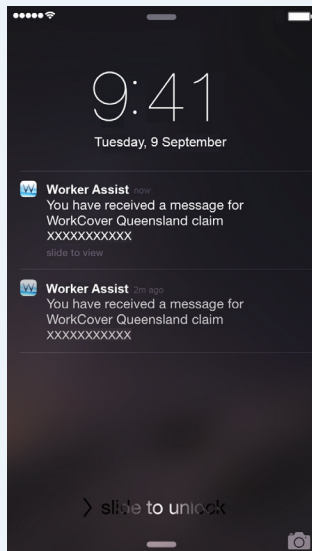
Appointments

“The app is easy to use and very helpful. It reduces some of the stress with claim process and provides quick links to information.”

One less thing to worry about. Keep track of your upcoming and past medical and allied health appointments, with reminder notifications sent to you and integrated map functionality.



- add appointments and view your next appointment date and details
- reminder notifications 24 hours before appointment
- map integration for directions to the appointment
- give feedback about treatment and rehabilitation.



Alerts and notifications

Stay up-to-date on what's happening with your claim. Alerts and notifications help you keep track appointments, tasks, and direct messages from us.

