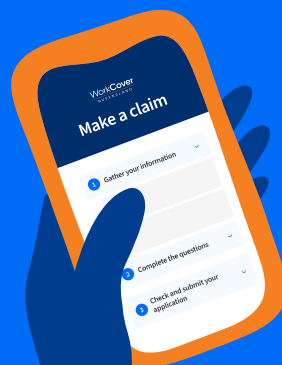


# Guide to your WorkCover claim

After your claim is accepted, we want you to be clear on what to expect, and where to get support when you need it. That way you can focus on what's important: **getting your life back on track.**



Did you receive a  
printed guide?



To access the links, go to  
[workcoverqld.co/guide](https://workcoverqld.co/guide),  
or scan the QR code.

# Stages in the claim process:

Here's an overview of a typical WorkCover claim. Each claim is unique, so your experience may be different.

## 1 Making a claim

This guide assumes you're already on your way with an accepted claim. If not, obtain a work capacity certificate from your doctor. Next, lodge your claim quickly and easily online here: [Make a claim](#)

### Worker Assist App

Easily manage your claim with Worker Assist. Go to [workcoverqld.co/workerassistguide](http://workcoverqld.co/workerassistguide) or scan the QR code.

- ✓ check your claim status and payment dates
- ✓ upload receipts and work capacity certificates
- ✓ claim for parking, medication or travel costs
- ✓ send a message to your claims contact directly.



## 2 Weekly compensation (loss of wages)

If your condition prevents you from working, you can claim weekly compensation to cover part of your wages. Your doctor will tell us if you can work on your work capacity certificate. WorkCover pays weekly compensation either through your employer, or directly to you. First, we need your wage history from your employer. Then, we calculate your weekly amount based on legislation, usually 85% of your regular wages. As you start returning to work gradually, you'll receive part of your wages from your employer and part as compensation.

Read more here: [Weekly compensation](#)

## 3 Getting treatment

Your doctor guides your treatment and will make referrals if needed. We cover necessary and reasonable treatment for your work-related injury. When possible, try to make appointments outside your working hours.

- **Your healthcare providers:** You can choose your healthcare providers. We usually pay them directly.
- **Keep your receipts:** Itemised receipts for medication or treatment you've paid for can be submitted for reimbursement via Worker Assist.
- **Travel:** If you're travelling more than 20km each way for treatment, you can claim for travel expenses too.
- **Gaps and fees:** Some providers charge above our fee limits, and there might be a gap amount. We can't reimburse this, so it's best to ask about costs up front.

Read more here: [Medical and rehabilitation expenses](#)

## 4 Getting back to life (and work)

Getting back to everyday life and routine is crucial for your mental and physical health. Easing back into work helps you regain confidence and promotes an active recovery. Your employer can help by adjusting how, when or what you do at work so you can return sooner. WorkCover will make sure there's a plan in place (you can ask for a copy). We're here to help overcome any barriers to getting back to work.

Read more here: [Suitable duties](#)

### Support for your mental health

It's important to reach out if you're finding things hard. You might benefit from additional support for your mental health. If your claim is accepted, we can pay for counselling to support your recovery, even if your injury or illness is not directly related to your mental health. Getting help early can help with your recovery and prevent things getting worse. Your GP can make a referral to a psychologist or counsellor. Read more here: [Adjustment to Injury Counselling](#)

## 5 Goodbye WorkCover

Your weekly compensation stops when you're well enough to work again. There may be a transition period while you gradually build up your working hours. We stop covering treatment when your condition isn't likely to improve with more treatment. We'll be guided by medical information and legislation to make decisions about your claim closing. If your claim closes, we can provide options for an independent review. There are other reasons a claim might stop too, such as being offered a lump sum payment. Read more here: [Weekly compensation](#)

# Roles and responsibilities:

Here's an overview of everyone's role in your claim. Getting your life back on track after an injury or illness needs **you, your employer and your doctor to work together**. WorkCover is here to **make sure this goes smoothly** and **ensure there's a plan for your recovery and return to work**.



You

- ✓ Get treatment and follow medical advice
- ✓ Talk to your doctor and employer about what work you can do while you recover
- ✓ Help in planning your return to work and go back when your doctor says it's safe
- ✓ Keep in touch with your employer and update WorkCover on any changes
- ✓ Submit updated work capacity certificates
- ✓ Ask for help if you need it

Read more here: [Worker commitments](#)

## WorkCover Queensland



- Help you get back to work safely and quickly
- Support communication and problem solving
- Work out what can be paid for and make payments for treatment and weekly compensation if you can't work
- Make timely decisions in line with legislation and guidelines
- Connect you to additional support if you're struggling

Read more here: [Payments and support](#)

## Your employer



- Stay in contact with you if you're away from work and help you stay connected
- Offer suitable work if you can't do your usual job
- Help you get back to work safely and smoothly
- Talk to WorkCover if there's a problem
- Your recovery team at work usually includes your supervisor and possibly a Rehab Coordinator or Injury Management Coordinator.

Read more here: [Employer obligations](#)

## Doctor/s



- Diagnose your condition, guide and manage your treatment
- Focus on tasks and activities you can do physically and mentally while recovering
- Provide work capacity certificates
- Sometimes request funding for treatment, such as surgery
- May refer you to allied health providers or specialist doctors

Read more here: [Rehabilitation options](#)

## Allied Health

(e.g. physiotherapist or psychologist)



- Provide tailored treatment and support
- Help set recovery goals, track your progress and assign exercises
- Talk to your doctor and WorkCover about your progress
- Get approval for treatment after the first few sessions

Read more here: [Allied health](#)

## Friends, family and community



- Provide emotional support and encouragement
- Help you stay connected to what's important
- Give practical assistance with daily tasks
- Help you navigate appointments and healthcare
- If you're struggling mentally due to an injury at work, a social worker at the Workers' Psychological Support Service (WPSS) can connect you with community services

Read more here: [WPSS](#)

## Video resource

The information on this page is also covered in this video:

[Understanding everyone's role in your claim](#)



Lined writing area for notes or details.

**WorkCover is here to help**

If you have any questions, you can find your claim contact on WorkerAssist and reach them directly. Or you can call one of our team on 1300 362 128.

