

Work related injury - Information for Injured Worker

What do you need to do?

- Seek first aid treatment and notify your supervisor of the work-related injury
- Attend a medical practice to obtain a work capacity certificate from your medical practitioner. An example [Work Capacity Certificate](#) is shown below
- Discuss suitable duties with your doctor and provide them the paperwork from your employer's injury information pack
- Lodge your [workers' compensation claim](#). Did you know you can download the Worker Assist App from the app store on your smart phone?
- Keep all your receipts for expenses in relation to your work-related injury
- Keep your employer updated on your progress and anticipated return to work plan
- If you are cleared for suitable duties, your employer will discuss duties available within the workplace. It is expected that you attend the duties provided by your employer. These duties may be different to your normal role
- Wherever possible, try to book your appointments outside of working hours. If this is not possible speak with your employer and WorkCover.

What does your employer need to do?

- Where possible, provide safe and meaningful suitable duties within the restrictions provided by your treating medical practitioner
- If you are deemed unfit for work, the employer must pay your first week of wages. If you are off work for more than a week, WorkCover will discuss with you about ongoing wage payments
- If you are cleared for suitable duties, generally your employer will pay your hourly rate for hours worked and WorkCover will pay a top-up for hours not worked.

What will WorkCover Queensland do?

- Make contact with yourself, your employer and your medical practitioners to discuss your work-related injury and rehabilitation
- Endeavour to make a decision on your claim within 20 business days
- Support you and your employer to ensure a safe and sustainable focus on rehabilitation and return to work

What rehabilitation costs and compensation payments are covered?

- Reasonable and necessary medical and rehabilitation costs as approved by a treating medical practitioner or registered provider (such as physiotherapist or psychologist)
- Medicines and medical supplies essential to your recovery (such as prescribed medications or bandages)
- Equipment needed for your recovery (such as crutches or a wheelchair)
- Costs for travel more than 20kms each way (when there is not a registered provider closer)
- Wages payable if deemed unfit for work or if suitable duties are not available.

What costs and compensation are not covered?

- Unreasonable and unnecessary medical and rehabilitation costs
- WorkCover is not able to fund treatment with some providers such as massage therapy, naturopaths, or relaxation therapists
- Wages if you are deemed fit for work or fit for suitable duties where you decide not to participate
- Medication or treatment for non-work related injuries.

How are your weekly compensation benefits calculated?

- A calculation called [normal weekly earnings](#) (NWE) is completed using your weekly earnings from continuous or intermittent employment during the 12 months prior to your injury. If you haven't been employed for 12 months then the earnings for the period you have been employed will be used
- Once your NWE is known, this in turn is used to calculate the weekly compensation rate payable for a claim
- For the majority of workers, the weekly compensation rate for the first 26 weeks will be paid at the greater of the following:
 - 85% of the worker's NWE; or
 - 100% of the worker's industrial instrument (most workers will be employed under an industrial instrument and this is usually obtained from your employer).

If you have any questions about your claim, please contact WorkCover Queensland on 1300 362 128.