

If you are injured at work

Seek medical treatment

The most important thing to do if you have a work-related injury or illness is seek appropriate medical treatment from a provider of your choice.

Tell your employer

You (or someone on your behalf) must notify your employer in writing of any work-related injury or illness as soon as possible. You need to ensure that your injury is reported within 30 days otherwise you may not be entitled to compensation.

You or your employer must then record the details of your injury in the Register of Injuries at your workplace.

Fill in and lodge a Claim Form

To claim entitlements for a work-related injury or illness you must complete a WorkSafe Victoria (WorkSafe) approved Claim Form as soon as possible and give it to your employer. If you have an incapacity for work you must also obtain a Certificate of Capacity from a medical practitioner. Your employer can't refuse your claim, and can't dismiss you for making one.

You can download a Worker's Injury Claim Form from the WorkSafe website or get one from Post Offices, WorkSafe branches or your employer's WorkSafe Agent.

If your claim includes a mental injury, the employer must provide early notification of the claim to WorkSafe within three business days.

If your claim is for weekly payments, your employer is required to forward your claim and any certificates of capacity to your WorkSafe Agent within 10 calendar days of receiving them. The Agent then has up to 28 days to accept or reject your claim.

If you disagree with a decision relating to your claim, your employer, union, WorkCover Assist or Union Assist may be able to help. You can also contact the Accident Compensation Conciliation Service on freecall 1800 635 960 or (03) 9940 1111 or conciliation.vic.gov.au

Support for mental injury

Victorian workers who have suffered from a work-related mental injury can access early treatment and support while they await the outcome of their claim. If your claim includes a mental injury, the Agent will decide if you are entitled to receive provisional payments. This decision will usually be made within five business days of you providing your claim form to your employer.

If you are entitled, the reasonable costs of treatment for your claimed mental injury can be paid. If your claim is then accepted WorkSafe will continue to cover these costs in accordance with Victorian workers' compensation legislation. If your claim is rejected, we will continue to cover these costs for up to 13 weeks.

Benefits and support

If your claim is accepted, you may be entitled to:

- reasonable costs for medical and like services
- weekly payments if you lose income or require time off work
- a lump sum payment if you have a permanent impairment
- sue for damages at common law

If your mental injury claim is rejected, your entitlement to the provisional payment of reasonable medical and like treatment costs will continue for a maximum of 13 weeks.

If you have an incapacity for work your employer must:

- appoint a Return to Work Coordinator
- make information about return to work available and plan the return to work
- provide suitable or pre-injury employment
- consult with you, your treating health practitioner and occupational rehabilitation provider.

You have a right to be represented, assisted and supported in the return to work process.

Returning to work

Getting back to work after an injury isn't always easy, but it's an important step on the road to recovery. You don't have to be 100 per cent recovered to get back to work.

Focus on what you can do, rather than what you can't. Talk to your doctor and your employer about how they can help you get back.

To find out more about your rights and obligations as an injured worker, visit Claims and recovery at worksafe.vic.gov.au or call WorkSafe's advisory service on freecall 1800 136 089 or contact your union.



For translated information and resources visit worksafe.vic.gov.au/choose-your-language,

or call 131 450 to speak to WorkSafe with an interpreter.

Your employer contact:

Phone: