

What is the employer's role in a WorkCover claim?

Employer resource



Watch the video

Helping your worker to get back safely after an injury or illness at work requires everyone to work together. WorkCover is here to support you and your worker in this process.

Working together leads to better outcomes, and taking the time to understand what each person does in a WorkCover claim can help things run more smoothly.

Roles and responsibilities:

Here's an overview of everyone's role in a WorkCover claim.



You (employer)

- Stay in contact with your worker if they're away from work and help them stay connected
- Find and offer suitable work to your worker if they can't do their usual job while recovering
- Help your worker to get back to work safely and smoothly
- Talk to WorkCover if there's a problem



Your worker

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



WorkCover Queensland

- Support you and your worker to help them get back to work safely and quickly
- Keep you informed along the way
- Support communication and problem solving
- Work out what can be paid for and make payments for treatment and weekly compensation if your worker can't work
- Make timely decisions in line with legislation and guidelines
- Connect your worker to additional support if they're struggling

Other key roles within the workplace:

- Your **worker's supervisor** plays an important role in their recovery by staying in touch, keeping them connected to the workplace while they're off work and helping them to settle back into work.
- If you're a larger business, you'll have a **Rehabilitation and Return to Work Coordinator**. They'll work closely with your worker and their supervisor during the recovery process.
- Some employers have an **Injury Management Coordinator**, a type of rehabilitation provider. They can do workplace assessments before your worker returns and create an Injury Management Plan.

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Your worker's doctor/s

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



Allied Health (e.g. physiotherapist or psychologist)

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



Worker's friends, family and community

- Provide the worker with emotional support and encouragement
- Help them stay connected to what's important
- Give practical assistance with daily tasks
- Help your worker to navigate appointments and healthcare

Workers' Psychological Support Service

Having a strong support circle can make all the difference. If your worker is lacking in social supports, struggling mentally due to an injury at work, or facing additional barriers, you can let us know.

The Workers' Psychological Support Service (WPSS) is a free, confidential and independent service available to Queensland workers. A social worker can connect your worker with community services such as housing assistance or counselling. Learn more at wpss.org.au or call **1800 370 732** during business hours.

Please note, this is not a crisis service. If your worker needs urgent mental health support, call Lifeline on **13 11 14**.

WorkCover is here to help

If you have any questions, you can find your claim contact on WorkCover Connect and reach them directly. Or you can call one of our team on **1300 927 928**.

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