

DVD Training Material – Ch 2 – Managing the Work Cover Claims Process



Overview

Accidents and illnesses that occur in the workplace can be stressful, and the subsequent process may seem quite daunting and uncertain to many. This guide will outline the claims process to ensure that your school is prepared for such an event.

Step 1 - If your employee has a work-related illness or injury?

- Seek appropriate treatment
- If there has been a serious incident, notify WorkSafe Victoria immediately on 13 23 60
- Ensure the Register of Injuries is completed
- Communicate regularly with the ill or injured employee while they are off work
- Start planning for the employees return to work.

Step 2 - Lodging a claim

- Acknowledge that you have received the claim
- Complete an Employer Injury Claim Report
- Lodge the claim online within 10 calendar days
- Co-operate with a Circumstance Investigator, if required
- Your staff member may be required to attend an examination
- Appoint a Return to Work Coordinator (if required)
- Develop a return to work plan
- Stay in contact with the ill or injured employee while they are absent from the school.

Step 3 - After the claim has been assessed

- Continue to plan for the return to work of your employee
- Ensure the employee continues to be paid if they lose income
- Forward any Certificates of Capacity to your WorkSafe Agent
- Pay any medical excess or expenses
- Comply with your obligations.



Step 4 - The next steps of the accepted claim

- Keep in regular contact with the employee while they are off work
- Be aware of the change in weekly payments at 13 and 52 weeks
- Be aware of accident make up pay (of up to 26 weeks) if they are covered by the VCEMEA.

You should also continue to do the following:

- Forward any invoices or receipts for treatment that you receive directly to your WorkSafe Agent
- Pay the employee weekly payments for loss of income if they are unable to do their normal work
- Forward any Certificates of Capacity to your WorkSafe Agent
- Continue to comply with your return to work obligations.

CHECKLIST	YES	NO
Does your school display an 'If you are Injured' poster?		
Does your school have an injury register		
Is your school required to have a Return to Work Coordinator?		

Where to get more information

- Catholic Education Melbourne – (03) 9267 0431
- Catholic Education Office Ballarat – (03) 5337 7135
- Catholic Education Office Sale – (03) 5622 6600
- Catholic Education Office Sandhurst – (03) 5443 2377
- WorkSafe Advisory Service – Tel (03) 9641 1444 or Freecall 1800 136 086 **OR**
- Email info@worksafe.vic.gov.au