

DOCUMENT HRPR014

Procedure for Work Cover Claims

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Where an injury/accident has occurred while on shift; or while travelling to and from work which has rendered an employee unable to work, (even if it is minor,) the employee is entitled to make a Workers compensation claim.

1. Where possible the employee is required to contact the office to advise of the injury/accident.
2. The employee will be asked to complete an incident report form as soon as possible and provide this to the office
3. The employee will be asked to see an appropriate medical practitioner and obtain a “Worker’s Compensation Medical Certificate” and complete a Workers Compensation Form. The applicable form is available on the WorkCover Queensland Website, from most medical practices and from Community Connection Inc.
4. Once the employee has completed and signed the application, the employee needs to send the form, the Worker’s Compensation Medical Certificate/s and a Tax File Number Declaration (*if required) to WorkCover Queensland. The forms must be placed in the following order:
 - Workers Injury Claim Form
 - Payment Details Form (this needs to be detached from the application form)
 - The Workers Compensation Medical Certificate/s
 - Tax File Number Declaration (*if required)
5. The employer (generally the Rehabilitation Coordinator) is required to complete an “Employers Report” and send to WorkCover within 10 days of:
 - Knowing about the injury
 - The employee reporting the injury to the employer; or
 - WorkCover requesting the information from the employer
 - The employers report is available on the web at the following address;
<https://www.worksafe.qld.gov.au/Formsa362sheets/Harmempreport.pdf>
6. The employee is required to complete a Tax File Declaration Form if claiming for time off work. (Not required if only claiming for medical expenses e.g. physio etc.) The employee should lodge the application and medical certificate as soon as possible as WorkCover Queensland may only pay benefits 20 business days prior to the receipt of a valid application.