

If you have had a work-related injury, the NSW workers compensation scheme provides you with **support and assistance to recover and return to work**

Workers compensation can assist with a range of benefits to help you recover and return to work. You may be entitled to:



Weekly payments to help cover lost earnings and support your recovery at work. If you have an entitlement, payments should commence within seven days of your insurer being notified of your injury.



Medical and rehabilitation expenses that may include reasonably necessary ambulance and hospital services, medical, and other treatment. Your doctor will complete a certificate of capacity and include recommendations for treatment.



Other expenses if your property has been damaged because of your work-related incident, such as damaged artificial aids, spectacles and clothes.

State Insurance
Regulatory Authority

SIRA

A quick guide to NSW Workers Compensation

Information for workers

This publication may contain information about the regulation of workers compensation in NSW. It may include some of your obligations under some of the legislation that the State Insurance Regulatory Authority administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website legislation.nsw.gov.au

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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Website www.sira.nsw.gov.au
Catalogue no. SIRA09182
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Reporting a work-related injury or illness

You must notify your employer as soon as possible if you have a work-related injury or illness.

Once you have notified your employer, they must report your injury to their insurer within **48 hours**.

The insurer will give you a claim number and a case manager will contact you within three days of being notified.

Recovery

Your role is to focus on recovery including making reasonable efforts to return to work. People who recover at work generally have better outcomes.

Your employer must provide work that is suitable to support you to recover at work. Talk to your employer about what you can do at work and start planning for your recovery at work as early as possible. Suitable work options may include:

- Parts of your usual job
- Your usual job but on reduced hours
- Different work
- Or a combination of these.

Let the insurer know as soon as possible if you and your employer are having difficulty identifying suitable work. The insurer can provide additional assistance and support.

You should:

- **Actively participate in rehabilitation** and assessments to assist your recovery at work
- Have a **current certificate of capacity** and update it at least every **28 days**
- **Talk openly to your employer and doctor** about how they can support your recovery.
- **Notify your insurer** if your circumstances change as this may affect your earnings.

As you recover, your capacity for work will increase. You and your employer can gradually upgrade your suitable work options. Visit sira.nsw.gov.au/recoveratwork or talk to your insurer.

Further information

Contact your insurer case manager if you have questions about your claim, entitlements or recovery.



Visit sira.nsw.gov.au/workerscompensation

for further information regarding workers compensation in NSW.

If you are dissatisfied with your case manager's response or unhappy with the insurer's decision, contact the Independent Review Office (IRO). IRO provides an independent complaints resolution service. Contact IRO on 13 94 76 or via email at complaints@iro.nsw.gov.au or visit www.iro.nsw.gov.au.

For all other complaints please contact SIRA on 13 10 50.