

Who's Who in workers' compensation?

KEY INFORMATION FOR WORKERS

Navigating workers' compensation can be confusing with many different people involved. This guide explains who does what in your recovery journey – these are your key contacts.

WORKPLACE	<p>Your manager or supervisor should explain the process, stay in touch with you during your recovery and help you plan your return to work when the time is right. They're often your first point of contact at work.</p> <p>You can also contact your workplace HR team or Health and Safety Representative.</p>
CASE MANAGER	<p>The case manager works for the insurer handling your claim. They coordinate between all parties, make decisions about your claim and organise payments and services you're entitled to.</p>
RETURN TO WORK COORDINATOR	<p>The Return To Work Coordinator is based in the workplace, if it is large enough to have one. They help injured workers plan for a safe return to work, identifying suitable duties and workplace adjustments that can support you. In smaller workplaces your manager may do this role instead.</p>
DOCTOR & HEALTHCARE PROVIDERS	<p>Your doctor and other healthcare providers treat your injury, provide Workers' Compensation Capacity Certificates and advise what work activities you can safely perform. You have the right to choose your own treating doctor.</p>
UNION	<p>Your union can help if you are experiencing issues with your claim or your return to work.</p>

MORE INFORMATION

The It Pays To Care website has a list of key contacts for workers who have been injured including workers' compensation authorities, mental health services and financial support services. Visit www.itpaystocare.org/workers/worker. It Pays To Care publishes independent information for everyone involved in work injuries, from workers to employers to insurers and regulators.

Please note that It Pays To Care not a support service.