

What to Do When a Workplace Incident or Injury Occurs (Employer Checklist)

Immediate Response

<input type="checkbox"/>	Ensure the worker's safety and arrange first aid or emergency care.
<input type="checkbox"/>	Do not disturb the site unless necessary to prevent further injury.

Record and Report

<input type="checkbox"/>	Record the incident in your Register of Injuries and complete your internal incident report.
<input type="checkbox"/>	Notify your internal WHS lead or RTW Coordinator, if you have one.
<input type="checkbox"/>	Gather key information: what happened, who was involved, when, where, witnesses, and any photos or evidence.
<input type="checkbox"/>	<p>If the injury is serious (likely to involve more than one day off work), notify your state or territory safety regulator. Check the specific requirements for notification with your state regulator.</p> <ul style="list-style-type: none"> You must inform the worker they have the right to lodge a worker's compensation claim. You must not attempt to induce, persuade or coerce the worker not to lodge a claim. Take the reference to NSW out and replace with Check the requirements with your state or territory regulator. Take the reference to NSW out of the Cooperate with your insurer section.

Provide Claim Information to the Injured Worker

<input type="checkbox"/>	You must inform the worker that they have a right to lodge a workers' compensation claim.
<input type="checkbox"/>	<p>Provide:</p> <ul style="list-style-type: none"> Your workers' compensation insurer's contact details The Claim Form Instructions on obtaining a Certificate of Capacity from their treating doctor

If a Claim Is Lodged

<input type="checkbox"/>	Keep copies of the completed Claim Form and Certificate of Capacity.
<input type="checkbox"/>	Complete the Employer Section of the form accurately.

If a Claim Is Lodged (cont.)

<input type="checkbox"/>	Forward all documentation to your insurer within legislated timeframes (e.g. within 48 hours in NSW — check your state's rules).
<input type="checkbox"/>	Late notification can result in penalties or excess payment obligations.

Cooperate With Your Insurer

<input type="checkbox"/>	Respond promptly to insurer requests (e.g. rosters, timesheets, duty statements).
<input type="checkbox"/>	Be aware that provisional liability may apply — in some states, insurers must start medical or wage payments before a final decision.
<input type="checkbox"/>	Expect a decision on liability (accepted, declined or pending) within statutory timeframes (e.g. 14 days in NSW).

Facilitate Return to Work (RTW)

<input type="checkbox"/>	If the worker has any certified capacity, consult with: <ul style="list-style-type: none">• Their treating doctor• Your RTW Coordinator (if applicable)• The insurer and any rehab provider
<input type="checkbox"/>	Identify and offer suitable or modified duties that are safe and appropriate.
<input type="checkbox"/>	Document and monitor a Return to Work Plan.

Keep Accurate Records

<input type="checkbox"/>	Maintain secure records of: <ul style="list-style-type: none">• All claim documents and medical certificates• Return to Work plans and communications• Insurer correspondence and actions taken
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Important Considerations:

- **State and Territory Variations:** Workers' compensation schemes and regulations differ across Australia. It is essential to consult the specific guidelines of the relevant authority for your state or territory (e.g., WorkCover WA, icare NSW, WorkSafe Victoria).
- **Self-Insured Businesses:** If your business is self-insured, the process for managing claims will be handled internally or by an approved claims management provider, as regulated by the Safety, Rehabilitation and Compensation Commission (SRCC).
- **Legal Advice:** If the claim is complex, involves disputes, or you are unsure about your obligations, consider seeking legal advice from a workers' compensation lawyer or your insurer.

