



Injury or Illness

If a work-related injury or illness happens to you (if you're a worker) or to one of your workers (if you're an employer), there are certain steps you must take straight away.

If you're a worker, you should:

- see your doctor or go to the hospital immediately for initial treatment.
- get a work capacity certificate from your treating doctor.
- let your employer know what has happened as soon as you can and give them your work capacity certificate.
- lodge your claim with WorkCover (or talk to your employer if they are self-insured). We'll also need a copy of your work capacity certificate.
- begin rehabilitation as soon as you can. This will help your recovery and your employer is obligated to help you with this.

If you're an employer you should:

- make contact with your worker as early as possible after the injury.
- let WorkCover know the injury has happened. If you are self-insured, you need to let your insurer know. Find out why you need to do this.
- lodge your report within 8 business days of becoming aware of the injury or of WorkCover requesting the information from you. More information on how to report an injury can be found on the make a claim page.
- start planning your worker's return to work with them.

You'll need to report the injury to WorkCover even if your worker doesn't make a claim and even if you don't agree it may be eligible for compensation.

In some instances you may have to notify Workplace Health and safety Queensland (WHSQ) of the incident. First you'll need to confirm whether the incident is notifiable.

The sections below will help you understand how to notify WorkCover and start the claims process, whether you're a worker or an employer.

Employer Checklist

To let WorkCover know about an injury, you need to provide some simple information about your worker and what has happened. You'll need to tell us:

- your worker's full name, date of birth, and personal contact information.
- your policy number—if you aren't sure, you can give us your business name, ABN or CAN.
- the type of injury and details about how and when it happened.

You can also lodge a claim for your worker. In addition to the above, you'll also need:

- your copy of the worker's work capacity certificate



- normal weekly earnings wage figures and working hours for your worker (if they're taking time off work). You'll also need the amount payable under your worker's industrial agreement.

If you don't have some of this information, or you're not sure what information you need, call us on 1300 362 128.

Worker Checklist

The more information you can provide to WorkCover (or the self-insurer) about your injury, the faster your claim can be assessed and the sooner you can get back to work.

To make a claim, you'll need to give us (or the self-insurer):

- your full name, date of birth and personal contact information—including email address and mobile phone number.
- your employer's name and location.
- a work capacity certificate from your initial consult for this injury (your doctor will give you this).
- your bank details—BSB, account number and account name (for weekly compensation of reimbursement claims).
- a Tax File Number declaration(PDF, 0.08 MB) (for time loss claims).
- about your injury or illness, including details about how and when it happened.

If you don't have some of this information, or you're not sure what information you need, call us on 1300 362 128.

If an injury or illness occurs

Injuries or illness can happen in the workplace as a result of work-related incidents. These injuries can be serious or life-threatening. Others can be less serious but still need managing correctly.

Whether you're an injured worker or an employer, there are steps you must take if a work-related injury or illness occurs. This guide outlines the things you'll need to do, from seeking medical attention and making sure people are safe, to reporting the injury and making a workers' compensation claim.

Information in this guide is for both injured workers and employers. Simply explore the section that's relevant to you.

What to do in an emergency

People's safety and wellbeing is always the absolute priority. If someone's been seriously injured or has died, it's considered an emergency.

At your place of work, the first thing you must do is **call 000 immediately**.



What else should I do in an emergency?

- If it's safe, provide first aid to the injured person until the ambulance arrives.
- Make sure there's no danger to yourself or anybody else around the incident site.

What if it's an electrical emergency?

Electrical emergencies have a specific way of being managed to keep people safe.

- Don't touch anyone who's receiving an electric shock
- Turn off the power.

Find out more about what you should do in an electrical emergency.

Don't disturb the site of an incident.

Don't touch or move anything at the incident site, unless it's to provide first aid or stop further injury or property damage. This is because the site may need to be investigated.

Find out more about why you must make sure an incident site isn't disturbed.

After an injury has occurred

The next steps you take after an injury has happened will depend on whether you're an employer or an injured worker as well as the severity of the injury.