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IMPORTANT INFORMATION FOR COUNCIL EMPLOYEES ABOUT WORKERS' COMPENSATION

This information is provided to assist an injured worker complete an LGW Application for Compensation and to understand their rights and obligations under the Workers' Compensation and Rehabilitation Act 2003 (the 'Act').

Important: Before you sign an LGW Application for Compensation, read this information.

Applying for compensation

If you sustain an injury at work you may apply for workers' compensation by completing an approved LGW Application for Compensation.

If you require assistance to complete the application, please talk to your Rehabilitation & Return to Work Coordinator (RRTWC). If you are unable to complete or sign the application, another person may complete it for you. That person must sign the form as your agent.

Lodging your application

Lodge your completed application and medical certificate with your employer. The medical certificate must be the original copy of the approved Workers' Compensation Medical Certificate, given to you by the doctor who treated you for the injury.

Your employer will send the forms to LGW.

Late lodgement

Late lodgement of your application may affect your entitlement. Your application may not be valid if lodged more than 6 months after entitlement arises. Compensation payments may be reduced if your application is lodged more than 20 business days after entitlement arises.

Decision about your application

LGW will advise you when a decision is made about your application. In some cases medical or other information may be required before a decision can be made.

Your entitlement to compensation

If your application is allowed, your entitlement to compensation arises on the day a doctor (or a dentist) assesses your injury. Your entitlement to compensation may include:

- if you are unable to work, weekly payment of compensation. In most cases you will continue to be paid by your employer. If you have any queries about your pay, you need to discuss these with your pay officer.
- if medical, hospital or rehabilitation treatment is required for the management of your injury, the cost of the treatment that LGW considers reasonable having regard to the injury and the provisions of the Act.

Conditions may be imposed on the provision of medical and rehabilitation treatment and costs will be paid under the relevant WorkCover Table of Costs.



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Return to work

The Act requires that you satisfactorily participate in a return to work program in order to resume your usual duties in the workplace as soon as practicable after injury.

Your entitlement to compensation may be suspended if you fail or refuse to participate without reasonable excuse.

False or misleading information

There are severe penalties in relation to fraud or attempted fraud. Examples of fraud or attempted fraud include:

- providing false or misleading information on the application for compensation;
- returning to work or engaging in a “calling” and not notifying your employer and/or LGW.

Please note: Written notice must be given within 14 days of return to work or engagement in a calling. The notice may be a medical certificate stating that you are fit to return to work.

Engaging in a “calling”

The Act defines calling as “any activity ordinarily giving rise to the receipt of remuneration or reward including self-employment or the performance of an occupation, trade, profession, or carrying on of a business, whether or not the person performing the activity received remuneration”. This means returning to work of any kind or in any capacity.

Right of review of decisions

The Act allows a worker the right to seek a review in relation to certain decisions made regarding their claim. The brochure entitled ‘Review and Appeals’ explains what decisions may be reviewed and what the worker has to do to seek a review of the decision. The brochure is available from LGW or the Workers Compensation Regulator.

Complaints, Compliments and Suggestions

For clarification, a complaint is “any expression of dissatisfaction with a product or service offered or provided” and may be oral or written.

LGW recognises the importance of managing any complaints from injured workers and other stakeholders and is committed to early resolution of any issues. LGW complies with the self-insurance licence conditions and maintains records of complaints and outcomes.

Seeking information by telephone about a matter does not constitute a complaint and that enquiry will be responded to firstly by the Claims Consultant allocated to your Council. Should you still be dissatisfied you should ask to speak with their manager.

Written complaints should provide the persons full name and contact details together with full details of the matter complained about. The matter will be investigated by the relevant Section Manager or the Divisional Manager Workers Compensation and during the process verbal discussion may take place to clarify matters if needed and a written response will be provided.

The complaint should be addressed to the Divisional Manager Workers Compensation, Local Government Workcare, PO Box 2321 Fortitude Valley Qld 4006.



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Privacy

JLT Public Sector in their capacity as LGW Scheme managers will collect your personal information in accordance with Workers' Compensation and Rehabilitation Act 2003 in order to assess your entitlement to compensation and manage your rehabilitation and return to work. Any information obtained by LGW will be treated with sensitivity and confidentiality and will only be used for the primary purpose of assessing your entitlements and rehabilitation.

Some of the information may be disclosed to the Workers' Compensation Regulator and other parties including but not limited to doctors, allied health providers, reinsurers, insurer, your employer and/or, other service providers during any investigation of entitlements and management of your rehabilitation.

LGW provides only relevant information to the Rehabilitation & Return to Work Coordinator (RRTWC), the person with responsibility for Council's workplace rehabilitation. The RRTWC must only use that information for the primary purpose for which it was obtained (i.e., the worker's rehabilitation). The personal information collected about an injured worker must not be used or disclosed for any purpose other than the worker's rehabilitation unless the worker has consented to the use or disclosure.

If Council want to use or disclose information from your workers' compensation and rehabilitation claim file for any purpose other than your rehabilitation it must first obtain your (written) consent allowing the use or disclosure of the information for the purpose stated in their request.

The workers written authority contained in the LGW Application for Workers' Compensation allowing LGW to request medical information will remain valid whilst the claim remains current or until the worker revokes that authority.

LGW will not provide other parties with any information without your written consent unless required by law or specifically provided for by the Workers' Compensation and Rehabilitation Act 2003. JLT Public Sector's full privacy policy can be found on the website at <https://www.jltpublicsector.com/privacy-notice.html>

Access to claim file information

The Act provides for a claimant or worker who makes written application to LGW to obtain a copy of their claim documents. LGW is then required to comply with that request within 20 business days.

LGW is required monthly to electronically submit workers' compensation claims data to the Workers Compensation Regulator's centralised database. The Database is for the collection of information relating to the injuries and payment histories of all injured Queensland workers. All Queensland Workers' Compensation Insurers must sign a Database Agreement in order to obtain access to the Database to obtain information for authorised purposes only.

Acknowledgement

When completing and signing your application for compensation you will have acknowledged that you have read this information document. Your attention is drawn to the section headed Privacy and in signing and submitting your application you understand the purpose of the collection of your personal information and the primary purpose that it will be used for and in what circumstances some information may be released to certain parties..

Should you have any questions in relation to the above information, please discuss with your Rehabilitation Coordinator or LGW telephone 07 30005530.