

## Support guide for injured workers and their families



When preparing a workers compensation claim or getting ready for a conciliation meeting, it's helpful to collect as much relevant information as you can. This information can support your claim and make it easier to avoid any disputes.

Below is a checklist of documents that may help. If you can, we recommend that you keep a copy of your submitted documentation for your reference.

### Workplace incident injury report

**This is a formal report made after something goes wrong at work. It may include:**

- What happened (accident, physical or psychological injury, near miss, damage)
- Date, time, and place of the incident
- Names of the people involved or who saw it happen
- Description of injuries
- What medical aid was given (including first aid)
- What equipment was involved (if any)
- Any photos taken
- Any unsafe conditions that contributed to the incident

### Medical Reports

**These include:**

- Your Certificate of Capacity (certificate from your doctor)
- Copies of test results (X-rays, scans, lab reports)
- Clinical notes or letters from your treating doctor or specialists

**You will need a Certificate of Capacity from your doctor if you are unable to work and want to claim wage replacement payments.**

### First Aid Report

Details of any first aid you received at work.

### Police Report

Useful if police were involved – for example, in a car accident or after an incident involving violence at work.

### Risk Assessment

A document that identifies hazards in your workplace and how they were managed. A job safety analysis, for example, outlines potential hazards and control measures of a task ahead of the work commencing. It may help show that your injury was work-related.

### Health & Safety Representative report

if a HSR looked into the incident, their report can help show what happened and what was done. It might include:

- Meeting notes
- Provisional Improvement Notices (PINs)
- Workplace consultations

### Incident Notification

If your employer reported a notifiable incident to WorkSafe or SafeWork, this can be used to confirm the incident happened

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### Maintenance Reports

Useful if faulty equipment or machines played a role in your injury.



### Hazard Reports

These reports show if your employer was aware of a safety issue before the incident occurred.



### Workplace Inspection Records

Reports from regular safety checks, showing any problems found and if they were fixed.



### Workplace Investigation Reports

These may be available in cases involving bullying, harassment, or misconduct.



### Training Records

These records help show whether you were properly trained for your job and any safety risks involved.



### Written Statements

Written accounts from you and any witnesses can support your version of events.



### Minutes of meetings

Notes from team or safety meetings that may show previous discussions about hazards or risks.



### Emails

Copies of emails between you and your employer may help show what happened and how your situation was handled.

## What to Do with Your Documents?

Once you have gathered your documents:

Submit them with your **Worker's Injury Claim Form** to your employer.

Your employer is responsible for forwarding everything to the workers' compensation insurance agent

**OR**

If you are receiving help from a support person, advocate, union or community organisation, they may be able to assist you with submitting the claim and supporting documents.

The exact process for claim submission may vary depending on the state or territory you live in.

**Having the right information can make a big difference in your recovery and your claim.**

