

# “Return to Work” & completing your workers compensation claim form

## 10 things to know series



South Australian workers compensation claims and how to complete your claim form.

The “10 things to know series” looks at 10 of the key components of a particular section of the South Australian Return to Work scheme.

This document looks at what you should be aware of when completing your workers compensation claim form.

You may also want to look at our other “10 things to know series” including:

- ◆ Rights and entitlements during the life of your workers compensation claim
- ◆ Workers compensation and medical expenses
- ◆ Workers compensation and hearing loss



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### Report your Injury as soon as possible

Report that you have an injury as soon as you are injured at work. Although circumstances do exist that allow a later lodgement of a Claim Form it is better to complete a Claim Form as soon as you possibly can.

### Work Capacity Certificate

Your Return to Work Claim Form should be accompanied by a Work Capacity Certificate obtained from your doctor. This is a specific form filled out by your doctor confirming the nature of the injury and its likely cause.

### Claiming for loss of wages, medical and like expenses, or both

In the top left corner of the Claim Form are some boxes which are easily skipped over when filling out the form. The boxes are important because it tells the claims officer and your employer whether you actually wish to claim compensation for medical expenses, weekly payments (your wages that is) or both.

### All the sections of the Claim Form are important

Whilst it is important to be as comprehensive and accurate as possible when filling out the Claim Form, you do not need to complete 'Section 10' in order to lodge your Claim.

### Injury Details

If you have already received a Work Capacity Certificate, you should include the doctor's specific diagnosis on the Claim Form. If you have not been diagnosed, try and keep your wording as general as possible. Writing 'neck injury' is entirely acceptable. But try and avoid words like 'sprain'. Even though you may think that this term is general, a 'sprain' actually has specific medical connotations and wording like that can sometimes lead to your claim being rejected.

### Multiple injuries

It is OK to list several injuries in the "description of injury" section. For example, your fall at work may have caused a lower back injury, left knee and left ankle pain. You can submit the one Claim Form for all of these injuries.

### How did the injury occur

The Claim Form asks you to describe how the injury occurred. Keep this description brief but accurate. Writing 'tripped over box at work' is fine. But this can become complex, particularly if the injury is an aggravation of a pre-existing injury.

### Notification of Injury

At the top of the last page, there is an area that deals with notification. It is important to be accurate in relation to the date that the injury occurred and the name of the person you notified when the injury occurred.

### Claiming for a psychological injury

Psychological injuries can be just as serious as physical injuries. Whether you are anxious/depressed because of the treatment you have sustained at work (eg, high work demands, bullying/harassment, discrimination, etc), or as a direct result of your ongoing pain from a physical injury, you should seek legal advice before lodging a Claim Form for a psychological injury. Psychological injuries can be very complex and even a small error on the Claim Form can lead to your claim being rejected.

### Do not guess

If you are unsure of what to include in the Claim Form, speak to your Representative. A quick chat with an expert at the time you fill out the Claim Form can save you months or years of legal dramas in the future. Return to Work and/or your employer may look for any minor reason to reject your claim and mistakes on the Claim Form will usually create problems for an injured worker.