

**'It's No Accident' is the WHS newsletter of the AMWU.** Feedback and story ideas to [amwu@amwu.org.au](mailto:amwu@amwu.org.au)

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#### Support



#### Join Us

AMWU closed Facebook group for AMWU HSRs:  
[www.amwu.org.au/hsrgroup](http://www.amwu.org.au/hsrgroup)

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# Hidden workers compensation benefits

**You may already know about wage replacement and medical expense benefits for those injured and on workers compensation, but is that all you are entitled to?**



Every workers compensation scheme is different, but all offer additional benefits that you should know about – they could significantly improve recovery or just help with getting the things you need done.

#### Lesser known benefits include:

- **rehabilitation services (Occupational Therapist, training, etc.)**
- **attendant care/personal services (at home or in supported accommodation)**
- **domestic assistance/household services**
- **home and vehicle modifications, aids or appliances**
- **transport (hire car)**



**Every workers compensation scheme is different, but all offer additional benefits that you should know about.**

Entitlement is normally subject to a level of need and often requires support from your doctor.

Glenn Leary is part of the AMWU National Health & Safety Committee. He shared his experience of being on workers compensation for several years with us.

"I couldn't do anything at home and that really played on my mind."

Being able to access domestic assistance and have hire cars to make appointments really made a difference for him.

He has some good advice for others, "If you don't make noise, you won't get the attention."

When dealing with insurers, Glenn suggests "sending an email with your request, then following up with a phone call to the case manager 48 hours later." ●

# IT'S NO ACCIDENT

AMWU Health and Safety News



May 2022

## Workplace injury: it's workers compensation

**Manufacturing remains a high-risk industry.**

**Every year, we hear of members struggling with the debilitating effects of workplace injury.**

Our industry has the third highest number of serious claims for workplace injuries, the second highest frequency rate (serious claims per million hours worked), and the second highest incidence rate (serious claims per thousand employees), according to Safe Work Australia.

These statistics only take accepted workers compensation claims into account, but we know that the true number of serious workplace injuries in manufacturing is more than double those recorded.

There's some simple advice injured workers should follow:

**1** Seek medical attention from your doctor as soon as you are aware of your injury. Employers cannot make you see a company doctor for treatment, and you should refuse any attempt to. Make sure to get a workers compensation medical certificate, also known as a certificate of capacity, from your doctor.

**2** Tell your employer immediately if you are injured at work. Your employer should make a record of this. Some states and territories have legal requirements for a register of injuries.

**3** Notify your HSR, so they can begin an investigation into the incident, as well as your delegate, so they can provide support.

**4** Lodge a workers compensation claim as soon as you have the workers compensation medical certificate (certificate of capacity).

If you're having difficulty getting a medical certificate, you should lodge the claim without it and provide a medical certificate within a reasonable time afterwards.

Delays in treatment and lodging compensation claims often mean delays in rehabilitation and recovery. Some heartless employers may use this as an opportunity to sack an injured worker for not being able to carry out their job.

Support is available. For assistance with a workplace injury claim, contact our Helpdesk on 1300 732 698.

The AMWU retains specialist lawyers who can assist with workers compensation claim disputes.

An insurer saying no is not the final decision. ●

### Serious claims by industry 2019-20\*

Source: Safe work Australia

\*provisional data



Agriculture, forestry and fishing

**9.6**

serious claims per million hours worked



Manufacturing

**9.1**

serious claims per million hours worked



Transport, postal and warehousing

**8.9**

serious claims per million hours worked



overall number of serious claims



FOR WORKPLACE NOTICEBOARD



# If you're injured at work:



**Tell your employer immediately.**

Your employer should make a record of this.



**See your doctor as soon as possible.**

Your employer cannot make you see a company doctor for treatment.



**Get a workers compensation medical certificate, also known as a certificate of capacity.**



**Notify your HSR and your delegate.**

Your HSR can investigate the incident.



**Lodge a workers compensation claim as soon as you have the certificate.**



For assistance with a workplace injury claim,  
contact the AMWU Helpdesk on 1300 732 698.

