

Important information about Workers Compensation claims

The information contained in this brochure is current as at March 2023.

Your compensation payments

It is important for you to understand that:

- Your weekly compensation rate noted in your acceptance letter is only payable for a period of up to 26 weeks of incapacity, at which point step down provisions may apply reducing the rate payable.
- Workers compensation medical certificates are required for periods where you are incapacitated for work. Please ensure you obtain these from a medical practitioner and provide them to your employer as soon as possible in order for your weekly payments to continue.
- You are entitled to reasonable travelling expenses incurred by you using your private motor vehicle for attendance of medical examinations and other services in relation to your claim. If you wish to claim for travelling expenses, please complete the enclosed travel claim form and provide it to your employer.

Workplace rehabilitation

It is your responsibility to cooperate with all rehabilitation efforts. It may also be necessary to engage a Workplace Rehabilitation Provider to support and facilitate your return to work. If it becomes necessary to appoint a Workplace Rehabilitation Provider, then we will contact you to discuss.

To further support your recovery and return to work, in addition to your Allianz Case Manager, an Allianz Injury Management Coordinator may be involved with your claim and the Workplace Rehabilitation process.

It is important to know that employers and workers have obligations relating to Return to Work and Injury Management under the *Tasmanian Workers Rehabilitation and Compensation Act 1988*.

Your obligations

You are required to:

- Take part and cooperate in the establishment of your *Return to Work and/or Work and Health Plan** and comply with the obligations imposed under the approved Plan, including any obligation to receive medical treatment or take part in rehabilitation or retraining- *Section 134N*.
- Attend independent medical examinations arranged and as advised by Allianz- *Section 90A*.
- Nominate a primary treating medical practitioner that is prepared to take part in the development of *Return to Work and Work and Health Plans** – *Section 143G*.
- Take all reasonable steps to ensure that attending a medical practitioner does not interfere with your employment where you are performing reduced hours - *Section 143N(4)*.

Your employer's obligations

Your employer is required to:

- Take part and cooperate in the establishment of a *Return to Work and/or Work and Health Plan** for you and comply with the reasonable obligations imposed under the approved Plan – *Section 143E*.
- Maintain and comply with an approved Injury Management Program consistent with the Allianz Injury Management Program- *Section 142*.
- Provide suitable alternate duties for you to perform, so far as reasonably practicable – *Section 143M*.
- Keep your pre-employment available to you for a period of 12 months commencing on the day on which you became totally or partially incapacitated by your workplace injury - *Section 143L*.

Failure to comply with these obligations can result in penalties.

Allianz obligations

Allianz will:

- Make timely decisions on matters of liability, funding for reasonable and necessary treatment and return to health and work;
- Ensure open communication between all parties involved in the claims process;
- Appoint an Injury Management Coordinator (IMC) to your claim;
- Assist with your return to health and work and the development of a Work & Health Plan, if applicable;
- Will make all reasonable attempts to resolve any matter/s referred to them via the Internal Dispute Resolution Process.

Additional information

*The *Work and Health Plan* constitutes an Injury Management plan in accordance with the Tasmanian Rehabilitation and Compensation Act 1988 and the approved Injury Management Program.

We recommend you visit www.worksafe.tas.gov.au or contact WorkSafe Tasmania on 1300 366 322 to access the following publications:

- Injury Management – Making it Work (Document ID: GB197)
- The Benefits of Returning to Work (Document ID: IS083).
- Workers Compensation Handbook: The Basics (Document ID: GB010)

They can be found by typing the Document ID number into the search field on the Worksafe website. If you would prefer to receive a hard copy version, please contact your Allianz Case Manager for a copy to be distributed.