

# Your Recovery Kit



**Typically, waiting  
for full recovery  
delays recovery.**

**Work is a  
therapeutic  
intervention. It  
is a part of your  
treatment.**

# Contents

	Page Number
1. What you need to do .....	4
2. Your recovery .....	4
3. Medical support .....	4
4. Engaging in your recovery .....	4
5. What you're entitled to .....	4
6. Frequently asked questions .....	5

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## Definitions

Certificate of Capacity	A certificate issued by a medical practitioner to establish your ability to work.
Provisionally accepted	Allows us to commence wage and medical payments on a claim whilst information for a liability decision is being gathered.
Liability decision	Notification your claim being accepted or declined.

# Your recovery kit

## What you need to do

If you suffer an injury or illness at work, there are a few things you must do.

- ✓ Seek medical attention – your first priority should always be to get yourself medical care. This may be at the local medical centre, hospital or with your GP.
- ✓ Talk to your employer – keep in touch with your employer so they know what's going on and make sure you provide them with a Certificate of Capacity, which can be completed by your GP.
- ✓ Submit a claim form – ask your employer if they have already sent Allianz a claim form.
- ✓ Keep in touch with your Allianz case manager – your case manager is available to talk through any concerns you may have about returning to work and will provide support to help you overcome these obstacles.

## Your recovery

We are committed to supporting your recovery every step of the way.

Did you know that in most cases, you don't need to have completely recovered before you can return to work in some capacity?

In fact, it is well documented that returning to work is therapeutic. Evidence shows that recovery at work leads to better health, social and financial outcomes for you. Your road to recovery will involve nominating a doctor who will provide ongoing medical support and actively engage in your recovery.

## Your ongoing medical support

You will need to nominate a doctor who will participate in planning your recovery and support your return to work and health. The doctor you nominate will:

- ✓ Provide an initial assessment and clear diagnosis of your condition.
- ✓ Continually assess your ability to participate in any type of employment over the course of your recovery.
- ✓ Offer recommendations and referrals for treatment to help your recovery.
- ✓ Discuss what you can do, not what you can't.

## Engaging in your recovery

To ensure a successful and sustainable recovery you will need to play an active role. Active involvement means making all reasonable efforts to return to work in your pre-injury employment or to other suitable employment.

### HOW TO ACTIVELY ENGAGE IN YOUR RECOVERY



Work with your Allianz case manager, your employer and your doctor to develop your personal plan for recovery at work. This may include parts of your job which you were doing before your injury, completing the same role on reduced hours or different duties altogether.



Actively participate in medical and rehabilitation assessments when required.

These help us determine what you can do and how we can help.



Let us know if any of the following things change:

- ✓ Your employment status
- ✓ Your personal details
- ✓ Your medical or treatment providers

**Take control of your recovery.  
Focus on what you can do, not what you can't.**

## Your entitlements

You may be entitled to weekly payments if your workplace injury or illness has led to a loss of earnings.

Please contact your Allianz case manager to discuss your specific circumstances – they'll be happy to help.

# FAQs

## What information do I need to provide to Allianz for my claim to be assessed?

- A completed Workers Compensation Claim Form.
- A Certificate of Capacity from your doctor, if you need time off work.

## When will I know if my claim is accepted?

We will contact you within seven days of receiving notification of your injury or illness to let you know whether your claim has been provisionally accepted.

If your claim is accepted provisionally, payments will commence as we continue to gather information to make a formal liability decision.

The formal liability decision may take up to 12 weeks and we will continue to keep you informed of progress during this time.

*If your claim is not accepted we will explain in writing the reasons why and what steps you can take if you would like to have the decision reviewed.*

## What medical expenses will Allianz cover?

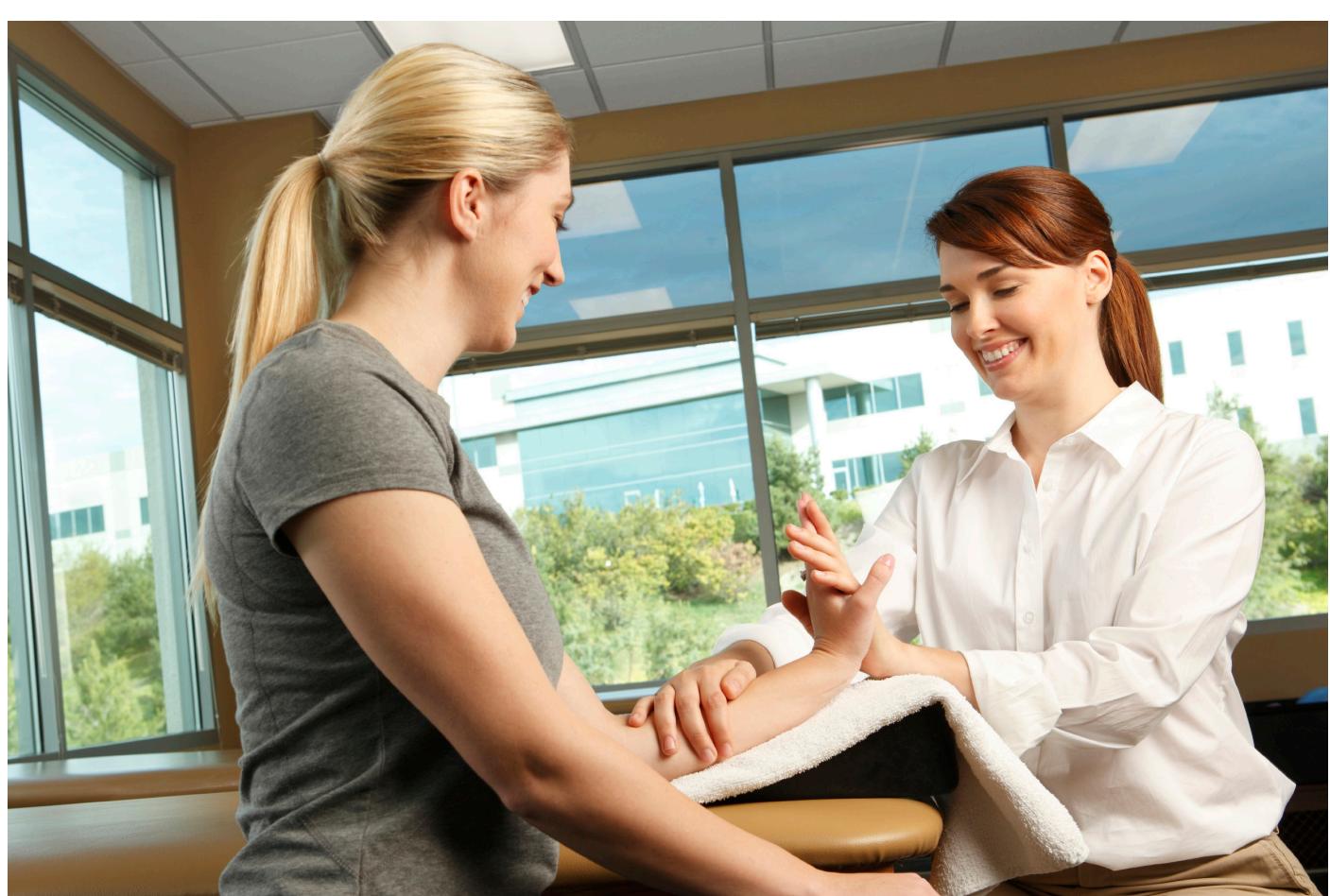
If your claim is accepted we will reimburse you for pre-approved medical and treatment expenses that are related to the injury and will progress you towards health and recovery.

Please send all treatment requests and receipts to your case manager.

## Where can I go for more information?

Our customer service team will be happy to answer any of your questions. You can call them on 1300 130 664.

For more information on the NSW Workers Compensation Scheme visit: [www.workersinsurance.icare.nsw.gov.au](http://www.workersinsurance.icare.nsw.gov.au)



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