



Kelly & Coe Insurance
Brokers Pty Ltd
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NOTIFYING AND RECORDING AN INCIDENT OR INJURY

<https://www.workcover.nsw.gov.au/workers-compensation-claims/report-an-incident-or-injury/notifying-and-recording-an-incident-or-injury>

If there is a serious injury or illness, a death or a dangerous incident, you must report it to us immediately and notify your insurer within 48 hours.

You must also:

- provide first aid and make sure the worker gets the right care
- record it in the register of injuries
- help the worker [recover at work](#) by identifying and offering suitable employment, staying connected and planning with your worker, their doctor, and your insurer

Problems reporting a workplace injury

If you are a worker and your employer has not notified your workplace injury to the insurer or will not provide you with their workers compensation insurance policy number, our Customer Service Centre (call 13 10 50) can look up the employer details so you can call the insurer direct.

NOTIFYING US

If a notifiable incident occurs, you must notify us immediately on 13 10 50 as an urgent investigation may be needed. The incident site must be preserved until an Inspector attends (or the inspector or regulator directs otherwise).

A "notifiable incident" under the work health and safety legislation relates to:

- the death of a person
- a serious injury or illness of a person
- a potentially dangerous incident

Significant penalties apply if you fail to notify an incident.

Safe Work Australia's [incident notification fact sheet](#) provides more information about what constitutes a serious injury or illness or a dangerous incident.

Other incidents where workers compensation is payable

You must notify your insurer within 48 hours of becoming aware a worker has received a workplace injury if workers compensation is payable or may be payable (such as for time lost and/or medical expenses). You may avoid paying a claims excess if there is an injury by notifying your insurer within 48 hours.



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FURTHER INFORMATION

How to make a claim

There are a number of steps you have to take after notifying us of an injury or incident if you want to make a claim.

Some of these include:

- if time off work is needed, see a doctor and have them complete a WorkCover certificate of capacity
- provide that certificate of capacity with the worker's declaration completed to your employer or their insurer (attach any bills or receipts for treatment)
- have an injury management plan
- make all reasonable efforts to return to work as soon as possible

For more detailed information, see our [making a claim section](#).

EMPLOYERS AND CLAIMS

<https://www.workcover.nsw.gov.au/workers-compensation-claims/making-a-claim/employers-and-claims>

If a worker is injured at work, you must:

1. provide first aid and make sure your worker gets the right care
2. notify your insurer of any injury or illness within 48 hours
3. record it in your register of injuries
4. stay connected with your worker, their doctor, and your insurer to identify and offer suitable work options to help your worker recover at work

Note: If it is a serious injury, illness or fatality you must [notify us](#) immediately on 13 10 50.

You must also provide the worker with:

- the name of the insurer
- the name and contact details of the employer
- a workers compensation [claim form](#) (if requested by the worker)

UPDATE YOUR REGISTER OF INJURIES

You must record the injury in your [injury register](#) regardless of whether there has been a claim.



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NOTIFYING YOUR INSURER

If you notify your insurer within five days you may avoid paying a claims excess.

You should complete the employer injury claim form if requested by the insurer and:

- sign the employer's declaration
- attach a copy of the certificate of capacity (if available)
- keep a copy of all documents for your records
- send the form, the certificate of capacity and receipts to the insurer within seven days after receiving them from your worker
- discuss how your worker may receive weekly payments.

PROVIDE SUITABLE EMPLOYMENT

You should provide suitable employment for the injured worker wherever possible and any assistance that will help the worker to recover and return to work quickly.

You must also cooperate and participate in the establishment of injury management and return to work plans for the injured worker.

Notify your insurer if you are unable to provide suitable employment for the injured worker.