

## WORKSAFE – What you need to know

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When it comes to WorkSafe, we acknowledge that there is a lot to know. This information pack serves as a reference guide to help you understand the WorkSafe process. We recommend that you read this fact sheet in conjunction with the *Introducing WorkSafe – A guide for injured workers* booklet and the relevant information sheets available.

### WHO AT GALLAGHER BASSETT WILL HELP MANAGE YOUR CLAIM?

At Gallagher Bassett, we are dedicated to ensuring that you are provided with the appropriate level of support to assist in your recovery and return to work. The following information is a brief description of the team that will work with you, your employer and medical / health care professional/s to achieve this outcome.

#### Case Manager

Your case manager is responsible for the day to day management of your claim. You will have regular contact with your case manager, who will discuss what we will do to assist in your recovery and safe return to work.

Depending on the status of your claim, you may have a change in case manager. If this occurs, Gallagher Bassett will notify you.

#### Technical Manager

A technical manager provides support to your case manager by ensuring that decisions made in relation to your claim are technically and legally correct.

#### Injury Management Adviser (IMA)

An IMA is a qualified health care professional who provides support to your case manager in relation to treatment and return to work strategies.

### WEEKLY PAYMENTS

If you are claiming for weekly payments, you must provide your employer with a WorkSafe Certificate of Capacity. This certificate is issued by your medical practitioner. Enclosed in this pack is a fact sheet titled *WorkSafe Certificates of Capacity*. We recommend that you read this carefully and discuss any queries you may have with your case manager.

When submitting ongoing certificates of capacity, it is important that the patient declaration on the reverse side of your certificate is completed before it is provided to your employer. This will ensure that there is no delay in your weekly payments. For a further explanation, refer to *What do you need to do with your WorkSafe Certificate of Capacity* of the *WorkSafe Certificates of Capacity* fact sheet.

### RETURN TO WORK

Gallagher Bassett is dedicated to working with you and your employer to achieve a safe and sustainable return to work. Generally, a representative at your workplace is responsible for developing and monitoring your return to work arrangements. In some cases, however, a referral may be made to an Occupation Rehabilitation Provider (ORP), a professional who will work with you to ensure that a return to work is achieved with your employer or, if this is not possible, assist you with job seeking activities.

## Medical and Like Expenses

Your medical practitioner and health care professional(s) will recommend the most appropriate treatment for your injury or illness. We will cover the costs of reasonable medical and like services.

If you are receiving massage or acupuncture, you must obtain a referral from your medical practitioner. Each referral is valid for a total of ten treatment sessions. If you require more than the ten sessions, you must obtain a further referral. Your case manager will review this request and advise you of the outcome.

If you are purchasing medications/pharmacy items for your work related injury/illness, we strongly suggest that you read the enclosed fact sheet titled *Claiming for Medications and Pharmacy items*. This details the specific information required to allow Gallagher Bassett to make payment of these expenses. To ensure timely reimbursement to you/your pharmacy, we also request that you obtain a list of the medications/pharmacy items being prescribed to you by your medical practitioner – see fact sheet for more information.

When paying up front for medical treatment including pharmacy expenses, you need to be aware that there are maximum payable fees set by WorkSafe. If a service provider charges above the set fees, you will be out of pocket when claiming reimbursement through Gallagher Bassett. For this reason, we recommend that you have your service provider(s) invoice us directly.

## TRAVEL

You are entitled to claim for reimbursement of reasonable costs of travel to and from medical treatment or services relating to your work injury or illness.

Enclosed is a travel reimbursement form and information sheet, which details what you can claim for and any information we require to process a reimbursement. If you have any queries regarding your travel requirements, we recommend that you discuss this with your case manager.

Please note that it is a requirement that all requests for travel reimbursements must be made within six months of the date of travel.

## FEEDBACK

At Gallagher Bassett, we value feedback that will assist us in improving our service to our customers.

If you are not satisfied with the service you have received from Gallagher Bassett, we welcome your feedback. Our internal complaints handling process will ensure that your feedback is acknowledged and addressed promptly and fairly.

To provide your feedback, you may contact our Customer Feedback Coordinator on 1800 446 062 or send an email to [customerfeedback\\_vic@gbtpa.com.au](mailto:customerfeedback_vic@gbtpa.com.au).

## INFORMATION

Additional information is provided in this pack to assist you through the WorkSafe process. We welcome you to contact your case manager or our office to discuss any queries you may have.

*We look forward to working with you and assisting you through this process.*