

UNION FACT SHEET 3 - NSW

Workers Compensation



Injury Management Disputes

WorkCover has established the Claims Assistance Service (CAS) to help resolve any problems that may arise during the workers compensation claims process.

CAS provides injured workers, employers and insurers with assistance about:

- payment of benefits
- delays concerning decisions about treatment and medical expenses
- reporting of injuries
- disputes about suitable duties.

Disagreements about Suitable Duties

Disagreements about suitable duties may arise when, for example:

- the injured worker refuses an offer of suitable duties
- the employer does not offer duties
- the treating doctor is reluctant to agree to suitable duties
- the injured worker doesn't progress through the duties provided to return to pre-injury duties.

In these cases, an [injury management consultant](#) or an [approved workplace rehabilitation provider](#) can help. Disputes about suitable duties may be lodged with the [Workers Compensation Commission](#).

Disagreements about Medical Treatment

A second opinion can be requested from another independent doctor.

The insurer can also refer the injured worker to one of WorkCover's approved independent consultants for a review about, for example, physiotherapy, osteopathic, chiropractic, remedial massage therapy and psychological / counselling treatment.

If the dispute cannot be resolved the matter may be referred to the [Workers Compensation Commission](#).

Further information can be found in the guidelines or by calling WorkCover's Claims Assistance Service on 13 10 50.

Contact us on 1800 060 556 Free call

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