

When a worker reports an injury

For managers, supervisors and HR in NSW workplaces. Work down the page in order, tick each box and write the date beside it. Keep the sheet with your injury records.

Worker _____

Date and time reported _____

Insurer _____

Claim number _____

Day 0

When it is reported

☐

Make them safe

Stop the task, give first aid, and call 000 in an emergency.

DATE _____

☐

Record it

Write down the date, time, place, what they were doing and who saw it.

DATE _____

☐

Get them medical care

Help them see a doctor. A medical practitioner writes the first certificate.

DATE _____

Within 48 hours

Tell the insurer

☐

Notify your insurer

Tell your workers compensation insurer about the injury within 48 hours.

DATE _____

☐

Give the insurer the details

The worker's name and contact details, what happened, any certificate.

DATE _____

☐

Give the worker the claim number

Tell them you've notified the insurer; share its name and the claim number.

DATE _____

First week

Certificate and duties

☐

Certificate received

File the SIRA Certificate of Capacity and share a copy with your insurer.

DATE _____

☐

Suitable duties discussed

Talk through duties that fit the certificate, and note what you agreed.

DATE _____

☐

Contact kept

Agree when you will check in, and keep in touch while they recover.

DATE _____

What the insurer does next. Provisional weekly payments begin within 7 days, for up to 12 weeks, unless the insurer has a reasonable excuse. Questions about a specific claim go to your insurer.

Need the worker seen by a doctor?

(02) 7238 7379

Doctors across our network of providers can see the worker and, where clinically appropriate, complete the Certificate of Capacity. Billed to the insurer on accepted claims.



Scan for the worker's
step-by-step guide

This checklist describes process only. It is not legal advice, and it is not a SIRA or insurer form.

Sources

SIRA, Workers compensation claims guide: www.sira.nsw.gov.au/workers-compensation-claims-guide

v1 – September 2026

WorkCover Hub · NSW