

Hurt at work? Report it on the day it happens.

For supervisors: read the *italic* lines aloud, ask the three questions, then have everyone sign.

0–3 min

Why report on the day

"Most of us have worked through a sore back or a cut hand and said nothing. Small injuries can get worse overnight, and what you tell us today is clearer than what anyone remembers next week."

3–5 min

What to say

"Keep it simple. Tell me, or whoever is running the shift: what happened, when and where, what hurts, and who saw it. You don't need to know how bad it is yet. You can add details later."

5–8 min

What happens next

"Once we know, the business has 48 hours to notify its insurer. It can't if nobody tells us. See a doctor. The first Certificate of Capacity is completed by a medical practitioner. If the injury keeps you off work, the insurer should start provisional weekly payments within 7 days, unless it has a reasonable excuse."

8–10 min

Three questions for the crew

- 1** What stops people here from reporting a small injury? What would make it easier?
- 2** If your supervisor isn't on shift, who do you tell?
- 3** A new starter hurts their hand in their first week. What should they do, step by step?

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