WorkCover Hub

A member has been hurt at work. Here's the first conversation.

A two-page guide for workplace delegates. Page 1 is the first conversation with an injured member. Page 2 is what happens in the first weeks, and when to bring in your union official. It describes the process only. It is not legal advice, and it doesn't tell anyone whether a claim will succeed.

1 Listen first

Let them tell it their way before you ask questions.

- Find somewhere private and give them time.
- Check they are safe and have had first aid. If it looks serious, call 000.
- Don't decide whether it "counts". That is worked out through the claim, not by you.

2 Write down what they tell you

Their words, not yours. Date it and keep it.

- When and where it happened, and what they were doing.
- Who saw it or was nearby.
- If it built up over time, when they first noticed it.
- Give the member a copy of your notes.

3 Encourage them to report it

The process starts when the employer knows.

Help the member tell their supervisor or manager as soon as they can, and note when and to whom. Once the employer knows, it notifies its workers compensation insurer within 48 hours.

4 The certificate

Claims run on a SIRA Certificate of Capacity.

The first certificate is completed by a medical practitioner, the member's nominated treating doctor. Encourage them to see a doctor early so the certificate is in place when the claim starts.

5 Who pays

On accepted claims, treatment is billed to the insurer, not the member.

If cost is what's stopping a member seeing a doctor, tell them this. While a claim is being decided, provisional payments can also cover medical costs (see page 2).

We can see your member

Our doctors see people injured at work, can complete the Certificate of Capacity and coordinate treatment with our own physios and allied health team. Consults and treatment are billed to the insurer on accepted claims.

Call our team **(02) 7238 7379**

What happens in the first weeks

The usual order of events in NSW. Your job is to know the shape of it, not to run it.

48 hours	**The employer notifies its insurer** Once the employer knows about the injury, it tells its insurer within 48 hours.
7 days	**Provisional payments can start** The insurer starts provisional weekly payments within 7 days unless it has a reasonable excuse. They can run for up to 12 weeks, and provisional medical costs can be covered up to $10,000.
6 months	**The time limit to make a claim** A claim is to be made within 6 months of the injury, with limited relief up to 3 years.
After a decision	**Internal review exists** If the insurer declines or reduces a claim, the member can ask for an internal review by the insurer. Most disputes beyond that go to the Personal Injury Commission; from 1 July 2026 some psychological injury disputes go to the Industrial Relations Commission. The Independent Review Office handles complaints about insurers.

When to bring in your union official

Hand over early. These are signs the member needs more than a delegate.

- The insurer declines, reduces or stops payments.
- No provisional payment has arrived after 7 days and nobody has said why.
- The member is near the 6-month mark and no claim has been made.
- The injury is psychological. The NSW rules for psychological injury changed from 1 July 2026.
- Suitable duties don't match the certificate, or the member says their job is under threat.
- The member is asked to sign something, give a statement or attend an interview and is unsure.
- Anything that sounds like a legal question. You aren't expected to answer it.

Our doctors can see your member

Book with our doctors

(02) 7238 7379

Billed to the insurer on accepted claims.

Scan for a guide for your member

Sources
www.sira.nsw.gov.au/workers-compensation-claims-guide
www.sira.nsw.gov.au/workers-compensation-claims-guide/receiving-payments-while-you-recover