

# What To Do When A Workplace Injury Is Reported

## 1. Ensure Immediate Safety and Support The Injured Worker

- Provide first aid and arrange medical treatment if required
- Check on the worker's wellbeing
- Ask what assistance they need
- Remove or control any immediate hazards to prevent further injury
- Stop work in the affected area if there is an ongoing risk
- Contact emergency services (000) where necessary
- Report to the state regulator if it is a notifiable incident.

## 2. Record The Incident

- Record the details of the injury or illness in the workplace incident/injury register.
- Key things to document:
  - Date and time
  - Location
  - People involved
  - Description of what occurred
  - Witnesses
  - Any actions taken

## 3. Notify your Insurer

- For NSW, QLD and SA notify your insurer as soon as possible through their respective online portals (within 24 hours)
- For VIC, TAS, WA, ACT and NT, advise your worker to complete a claim form and upon receipt, provide this to your insurer
- For WA have the employee complete an informed consent
- Notify the WHS regulator if the incident is notifiable

#### 4. Support Recovery And Return To Work

- Maintain appropriate contact with the worker
- Develop a return-to-work plan
- Provide suitable duties where reasonably practicable.
- Consult with treating practitioners and rehabilitation providers as appropriate.

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#### Important Notes

- Requirements may vary between Australian states and territories
- Employers should refer to the relevant Work Health Safety (eg Safework NSW) regulator and workers compensation authority in their jurisdiction
- This document is intended as general guidance only and does not constitute legal advice.

#### Key Principle

A prompt, supportive and well-documented response helps protect workers, supports recovery, and assists employers in meeting their legal obligations.

Any questions in relation to the process or any claim that you have, please contact Jake Capes @ McLardy McShane Workers' Compensation on 0427 999 175.