

Fact Sheet

NT Workers Compensation



Making a Claim - What you need to know

Injured Worker Responsibilities

As an injured worker you need to do the following.

- Complete the Incident/Injury Register at your work, recording full details of your accident.
- Lodge your claim as soon as possible after your accident.
- Obtain from your employer and complete a Workers' Compensation Claim Form available on the [NT WorkSafe website](#).

Employer Responsibilities

As an employer you must provide each worker with a Workers' Compensation Claim Form regardless of your views on the accident experienced by your worker. As such you need to do the following.

- Provide your worker with a Workers' Compensation Claim Form upon worker's request. Claim forms are available online on the [NT WorkSafe website](#).
- Ask your injured worker to complete and return their Workers' Compensation Claim Form to you as soon as possible.

Once the worker lodges the Workers' Compensation Claim Form with you please make sure the following items on the form are completed.

- All questions on page one and two have been answered by the worker.
- The Medical Authority on the lower section of page two has been signed and dated twice by the claimant.
- The Declaration on page two has been completed with the correct date of the accident.

- Make sure you (the employer) complete and sign page three of the Employers' Report on Incident within the Workers' Compensation Claim form.
- Lodge the Workers' Compensation Claim Form with QBE within three days of receiving it from the worker.
- Forward all accounts to our office for payment. For example, medical consultations, hospital, physiotherapy or ambulance.

Do not pay wages to the injured worker for days taken off due to the accident post injury until the following has occurred.

1. QBE receives all relevant documentation.
2. You receive **written confirmation** from QBE that the liability is accepted or deferred.
3. QBE confirms the weekly.

Any claim for reimbursement of wages in relation to time taken off work due to the injury must be supported by a Northern Territory Workers' Compensation First Medical Certificate. Please do not pay wages to an injured worker where no certificate has been provided.

The employer is responsible for paying the injured worker for the full day's pay on the date of the accident, regardless of what time during that day the worker stopped work.

QBE Insurance (Australia) Ltd will reimburse you for any subsequent time taken off work due to the accident.



When a worker is injured we all have responsibilities. It is important that we all understand what each of us needs to do.

Here are the steps required to making a claim in the Northern Territory.

In cases where you want to pay wages to an employee, where confirmation of liability status has not yet been confirmed, please pay the employee using any accrued annual or sick leave. Once liability status has been confirmed, any annual or sick leave used should be reinstated. Your payment of standard wages to an employee in the absence of confirmation of liability status may be construed as being an admission of liability on your part.

Part 3 of the Work Health and Safety (National Uniform Legislation) Act 2011, requires that certain notifiable incidents be reported to NT WorkSafe. Please refer to the NT WorkSafe information bulletin – ‘Notification of Incidents’ for details.

QBE responsibilities

Once QBE receives all relevant documentation we will do the following.

- Confirm receipt of claim within three days of receiving the Workers Compensation Claim form.
- Provide advice on the outcome of the claim to all stakeholders.

QBE complies with its obligation in regard to management of the claim and is legally entitled to hold the employer fully responsible for the cost of the claim. It is therefore essential that you forward the completed Workers’ Compensation Claim Form to QBE within three days of receipt from worker.

Useful Hints

- Develop an internal procedure for the reporting of claims in your workplace. Ensure that all employees know the importance of reporting any injury immediately.
- Ensure that your employees are aware of the procedures for reporting injuries.
- Do not adopt a ‘wait and see’ approach to any reports of injury – be proactive and notify QBE as soon as possible.
- Injury notification can be made via QBE Connect First Contact online reporting tool at www.qbe.com/australia/wc

Encourage safe work practices and ensure that employees are aware of and practise good Work Health and Safety (WHS).

Workers Compensation Claim forms can be obtained from the following organisations.

QBE INSURANCE (AUSTRALIA) LTD	NT WORKSAFE
Darwin Branch Tourism House 43 Mitchell Street DARWIN NT 0800 Ph: 08 8982 3877 Fax: 08 8941 1510 Website: www.qbe.com.au/workerscompensation	Ground Floor, The Green Well Building 50 Bath Street Alice Springs NT 0871 Ph: 1800 019 115 Fax: 08 8951 8618 Website: www.worksafe.nt.gov.au
NT WORKSAFE OFFICES	
First Floor Darwin Plaza Building 41 Smith Street The Mall Darwin Ph: 1800 019 115 Fax: 08 8999 5141 Website: www.worksafe.nt.gov.au	

Claim form:
www.worksafe.nt.gov.au/Forms