

**Injured
at work?**
What you
need to know.

CS

Coal Mines Insurance
Accountable. Committed. Efficient.

Our way of working

We are:

- Accountable
- Committed
- Efficient

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Our Customer Service Standards

We will:

- Listen to you to understand your needs and provide suitable solutions
- Respond to your enquiries and requests in a professional and timely manner
- Explain our decision making process and keep you informed
- Strive to provide a consistent, reliable and quality service
- Treat you with courtesy, respect and care

We are listening

Coal Services is committed to listening and acting on your feedback.

To share your experience with us please contact us:

Call
1800 LISTEN (1800 547 836)

Email
customerconnect@coalservices.com.au

Write to us at
GPO Box 3842, Sydney NSW 2001

Or complete a form online
www.coalservices.com.au/feedback

Call **1800 WORKER (1800 967 537)** if you need help to report an injury or if you have questions about claims.

www.coalservices.com.au



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If you have been injured at work:

Get help & report it!

- **Seek medical assistance immediately** if needed
- **Tell your supervisor or manager** as soon as you can

Report your injury **even if you don't think you will make a claim.**

If you wish to:

Make a claim

- **Tell your employer** you would like to make a claim
- See your doctor and ask for a **Certificate of Capacity**
- Fill out a **CMI claim form** (from our website or ask your employer)
- **Give the claim form** and Certificate of Capacity to your employer

Your employer must notify CMI **within 48 hours** of becoming aware of your injury.

Return to health and work

- Work with CMI on an **Injury Management Plan**
- Work with your treatment provider and employer on a **Return to Work Plan**
- Evidence shows you can **recover from an injury better at work** than being at home
- If you can, stay at work or plan how to **return to suitable duties**

You have the right to:

- Choose your **nominated treating doctor**
- Choose your **rehabilitation provider**
- Choose your **other treatment providers**
- Have a say in your **Return To Work Plan**
- **Have a support person help you** if you wish

You have a responsibility to:

- **Actively participate** in the rehabilitation process
- **Respond to all reasonable requests** from CMI, your employer and your treatment providers during your claim
- **Cooperate and comply** with your Injury Management Plan and Return to Work Plan
- **Keep CMI and your employer updated** about your condition
- **Tell CMI of any changes** to your employment

Remember:

- **Get help immediately**
- **Report all injuries** to your employer
- **See a doctor**
- **Tell your employer** you would like to make a claim
- **Ask for help** to complete the forms if you need it
- **Keep copies of all documents** and forms relating to your injury