

# Total Claims Solutions

## Experts in Injury Management

# BERT

## Work Injury Management Service



*Exceptional Experience  
Hands-on Approach  
Helping People*

**Total Claims  
Solutions**

# A Dedicated Service for BERT Members

Employers and workers are often overwhelmed when a workplace injury occurs and affects one of their staff. Employers must ensure their injured worker receives the best care, support and assistance as soon as possible, but is often unsure of exactly what to do and how to do it. The injured worker is also suffering from the physical injury as well as trying to understand the whole WorkCover claims process and the rehabilitation and return to work options. The financial and emotional distress is never far behind a workplace injury.

BERT engaged Total Claims Solutions in 2009 to partner with us and provide a Work Injury Management Service that ensures injured workers and their employers in our industry are supported and guided through the workers' compensation process. Their care and attention has reduced the anxiety and provided genuine support to everyone involved.

This core benefit from BERT is highly valued by everyone who has been involved in the process. The feedback from employers and injured workers has been extremely positive. I would like to encourage all registered employers who contribute into BERT to find out about this great service and make the whole experience of managing injured workers better for everyone.



John Crittall  
Chair  
BERT

*“It is reassuring to know we have their support and guidance every step of the way throughout the injury management process.”*

Michelle Thomas, Administration, Endfire Engineering



*“...Darleen was the link between me, my employer and Workcover...”*

Injured Worker

*“Their efficiency ensures that each individual is attended to with a high level of care and support, providing peace of mind during the rehabilitation process.”*

Robbie White, Placecorp

## The Work Injury Management Service

Your injury management coordinator will work with you to ensure that your workplace injuries are managed effectively. We help you:

- Understand the WorkCover process
- Encourage free-flowing communication between everyone involved
- Get the best treatment for injuries
- Ensure a safe return to work for injured workers
- Create a positive workplace culture
- Manage workers compensation costs



## EMPLOYER RESULTS

### CARPENTRY INDUSTRY

↙ 'Average first return to work days' **reduced** from 44 to 14.20\* [Industry average is 19.85]

↗ 'Stay at work %' **increased** from 57.14% to 69.57%\* [Industry average is 50.69%]

SOURCE: EMPLOYER DATA AND INDUSTRY AVERAGE FROM WORKCOVER CONNECT DATA, DECEMBER 2016. \*RESULT FROM 2013/14 TO 2015/16

# 94.5% OF INJURED WORKERS RETURN TO FULL-TIME WORK\*

\* AVERAGE PERCENTAGE CALCULATED FROM CLAIMS RECEIVED JAN '13 - JAN '16

*"...Had it not been for Total Claims Solutions [TCS], I can't imagine how we would have coped. TCS has always handled our claims quickly and professionally. TCS really goes above and beyond..."*

Lydon Nelson, WHSE Rep., Sartors Brisbane Concrete Services

## EMPLOYER RESULTS

### PLASTERING & CEILING INDUSTRY

↙ 'Average first return to work days' **reduced** from 45.50 to 22.33\* [Industry average is 24.79]

↗ 'Stay at work %' **increased** from 57.14% to 71.43%\* [Industry average is 51.17%]

SOURCE: EMPLOYER DATA AND INDUSTRY AVERAGE FROM WORKCOVER CONNECT DATA, DECEMBER 2016. \*RESULT FROM 2013/14 TO 2015/16

*"...Sandra was so easy to talk to and gave me direction and confidence..."*

Injured Worker

## In Good Hands



Grant Galvin  
CEO  
MASTER BUILDERS QLD

Master Builders Queensland is proud to support the great service Total Claims Solutions provides many of our employers in the construction industry through the Work Injury Management Service. This service is available to Employers contributing to BERT on behalf of their workers at no additional cost.

It can be incredibly difficult as an employer to manage the needs of an injured worker adequately. Total Claims Solutions assists employers by helping them understand the process of working with WorkCover, the expectations around rehabilitation and returning to work for both the worker and the employer, assist in the management of the workers compensation costs and provide extensive experience in dealing with claims management.

The results speak for themselves with Total Claims Solutions assisting many workers in returning to work full-time through their collaborative, professional and prompt approach. You can ensure your workers are in good hands when engaging the services of Total Claims Solutions.

## We are here to help.

### Respect, Trust and Dedication

Our work injury management service assists employers and workers in the event of a workplace injury. Over the past 6 years, we have seen the positive impact and successful results of early intervention and open communication.

However, the key to our success is based on earned trust and respect from both employers and injured workers. Respect – built from our knowledge and hands-on approach. Trust – by the way we communicate, care and guide employers and injured workers through the WorkCover process from start to finish.

Our dedicated injury management coordinators have extensive experience in managing workplace injuries in the building and construction industry, and have over 40 years of combined experience in workers' compensation.

If you currently have any WorkCover issues or concerns, please call us on (07) 3230 9300 to discuss how we can help you.

**Brigid Rauwhero**  
Manager  
Total Claims Solutions



*“Best part of my job is that it’s not a job, it is a passion. A passion for helping people.”*

Sandra Long, Injury Management Coordinator



*“I enjoy providing support, peace of mind and achieving good outcomes for all parties”.*

Darleen O'Rourke, Injury Management Coordinator

## Experts in Injury Management

*Working together for a common goal*

[www.totalclaims.com.au](http://www.totalclaims.com.au)