

Work Injury Management

HELPING YOU MANAGE YOUR WORKPLACE INJURIES

Get The Best Outcome **With Our Support**

Are your WorkCover claims proving too difficult to manage?

Do you need assistance reducing your premium rate?

We can help. To arrange a visit to your workplace or discuss how we can assist you, call us now on (07) 3832 3924 or email leeq@totalclaims.com.au

Be ready to respond quickly, and properly, when a work injury occurs.



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About Total Claim Solutions

Total Claim Solutions has been providing claims management services in Queensland and Victoria for more than 15 years.

Our specialised work injury management unit provides employers and their injured workers with rehabilitation and return to work services, as well as work injury support and advice.

How well are you managing your workplace injuries?

We can help by managing your workers compensation claims and working with your company to minimise the impact of workplace accidents. We can also tailor our services to suit your company's needs - working alongside your staff or managing the entire process for you. The choice is yours.

Your total claims solution

Our staff members are fully qualified claims managers with extensive experience in managing workers compensation and injured workers, working with employers to achieve the best solutions and liaising with providers.

Benefits for employers

- ▶ Immediate and effective management of injuries
- ▶ Access to dedicated rehabilitation and return to work coordinators
- ▶ Expert workers compensation advice
- ▶ A consistent, accurate and confidential approach
- ▶ Assurance of open communication ensured between all parties

Our sound knowledge of work injuries - and how best to manage them - allows us to deliver a cost effective, flexible service to employers looking to promote and manage their workplace rehabilitation.

Our staff has a sound working knowledge of workers compensation, injury management and strategies to reduce any claim costs and premiums.



A free service for BERT employers



BERT has taken the initiative to fully fund this service to all their contributing employers and their workers. So if you're registered with BERT, this service is provided to you free of charge.

Many BERT employers are now enjoying the benefit of this fully funded service.

Client Testimonials:

Linda Jones, Director, QR Concrete

"I'm very impressed with the service I have received from Total Claims Solutions since our Service Agreement came into force in August 2009.

Their expert knowledge and experience in the Queensland Workers' Compensation system has certainly made the job of handling claims easier. Their staff are able to provide information and support to our company in relation to all our Workers' Compensation and Rehabilitation enquiries.

From the moment I notify them of an incident involving one of our employees I know that it will be handled in a professional and timely manner. They handle every aspect of the process - from lodging the claim with WorkCover, making contact with the injured worker, WorkCover staff, medical professionals and myself. I have no hesitation in recommending their services to any employer."

Sue Holland, FireVac Services

"Total Claims Solutions (Brigid Rauwhero, Lee Quinn) has helped and given me so much advice on WorkCover claims and rehab and return to work programs.

The staff there have always responded promptly whenever I needed advice, taking a lot of the stress away during those really busy times. I have every confidence in what they do. I am so pleased that BERT has given employers two years of free service. Take it up for sure; you have nothing to lose but everything to gain. Thank you Total Claims for all your help so far."