QBE Connect®

Factsheet VIC

WorkCover Certificate of Capacity

Invalid WorkCover Certificate of Capacity Delays Weekly Compensation

Employers and injured workers often experience delays in weekly compensation payment reimbursements because of an invalid WorkCover Certificate of Capacity.

What makes a WorkCover Certificate of Capacity invalid?

Any omission of the following details on any Certificate of Capacity can render the certificate invalid, as per Section 105(1) of the Act.

Take care to ensure a WorkCover Certificate of Capacity contains the following information:

- The injured workers full details, including name, date of birth and address.
- The diagnosis of injury/disease.
- Details of the injured workers capacity for work, including:
  - The dates the certificate is valid from and to.
  - If the injured worker is fit for modified or alternative duties.
  - Any restrictions applicable.
- The doctor's name, address and WorkCover provider number.
- The date of examination and date the certificate was issued.
- A completed Patient Declaration on the back of the certificate, including:
  - Information regarding whether the injured worker has been engaged in any employment for the period covered by the previous certificate.
  - The signature of the injured worker and a witness, ensuring it is dated.

What employers can do if they receive an invalid Certificate of Capacity from an injured worker.

Weekly payment of compensation must only be made upon receipt of a valid WorkCover Certificate of Capacity.

Where an invalid WorkCover Certificate of Capacity is received from an injured worker, employers can return the certificate. The returned certificate should be accompanied with a letter advising the injured worker why the certificate is invalid and that weekly compensation payment will not be made until a valid certificate is provided.

Important Note: Any additions or alterations made to the certificate should be initialled and dated by the treating doctor making the changes.

Help us to help you.

An injured worker's continuing entitlement to weekly compensation and occupational rehabilitation is determined upon a valid Certificate of Capacity.

If unsure about the validity of any Certificate of Capacity received from a treating doctor, contact your QBE Case Manager to determine its validity.

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