

Claims Portal How-to guide

Helping you get the most out of the Workers Compensation Claims Portal.

Select your role

Click the option below that best applies and go directly to the section most relevant for you.



Injured person

Pages 3 to 22

[Click here](#) →



Employer or authorised representative

Pages 23 to 45

[Click here](#) →



NSW Government agency

Pages 46 to 65

[Click here](#) →

Injured person



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Getting started

Registration

To request access to the portal, contact your case manager.

If eligible, you will receive an email containing a registration link and invited to set your password and a secret question.

The registration link is valid for 30 days and can only be clicked once. If your link has expired, you can [request a new link](#).

Login

To login to the Claims Portal, you will need to enter the email address we have in our records and the password you set when activating your account.

If you enter incorrect login details more than 3 times, your account will be temporarily locked.

Forgotten password

If you've forgotten your password or your registration link has expired, click [Forgot password](#) on the login page and enter your email address. We'll send instructions on how to reset your password.

Forgot password

If you've forgotten your password, please enter your email address and we'll send instructions on how to reset.

Email address*

Cancel

Send



If you have a single claim with icare

Claims dashboard

If you only have one workers compensation claim with icare, your home page provides a preview of your claim details.

To find more information about your claim, access tailored resource articles, and to complete self-service tasks, click **View details**.

The screenshot shows the icare Workers Compensation dashboard for Jane Smith. The header includes the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, Home, Profile, and Log out. A purple banner greets Jane and says 'Welcome to your claims dashboard'. Below this, the 'Your claims' section displays details for Claim 1234567 - Jane Smith, Company A - Policy 123456789. A table shows the claim status as 'Open', the date of injury as '01/01/2024', and managed by 'CSP'. The liability status is listed as '-'. A 'View details' button is at the bottom. On the right, two teal boxes offer to 'Notify us of an injury' and provide a 'How to use the Claims Portal' guide.

Claim status	Date of injury	Managed by
Open	01/01/2024	CSP

Liability status
-

[View details](#)

Notify us of an injury

[→](#)

How to use the Claims Portal

Read our how-to-guide to get the most out of your online experience.

[→](#)



If you have multiple claims with icare

Claims dashboard

If you have more than one workers compensation claim with icare, your home page will show you the number of open claims and give you the option to **View all open claims**.

Alternatively, you can use the shortcuts under **View claims**, to view draft and closed claims

Under **What you can do**, you can start a new claim or search for one using the claim number, name or date of birth of the injured person.

Your claims

Open claims

3

[View all Open claims](#)

Stay up to date with your claims. You can lodge, search and view claims, view health and recovery plans, and manage your documents.

View claims



Total claims

View all Claims which are in Open, Closed or Draft form.



Draft claims

View all initiated claims that are not submitted.



Closed claims

Claims which are no longer Active.



Claims made in last 30 days

Claims made in last 30 days. [View all recent claims](#).

What you can do



Notify icare of an injury

Let us know if there's been an injury at work.



Search claims

Search claims. Look for claims by name or claim number.



If you have multiple claims with icare

Search all claims

If you have more than claim, you can search for the one that you want by using the claim number, first name, last name, and date of birth of the injured person.

You can also apply filters and sort the results to refine your search.

Once you have found the claim that you're looking for, **click on the claim number** to view the details and access all the self-service features.

The screenshot shows the icare Workers Compensation portal. At the top, there's a navigation bar with the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, Home, Profile, and Logout. Below this is a search bar with 'Search claims' and a magnifying glass icon, and a 'Notify us of an injury' button with a plus icon. The main section is titled 'Search all claims' and contains a search form with fields for Claim number, First name, Last name, and Date of birth, followed by a magnifying glass icon. Below the search form, it says 'Found 3 results'. There are two dropdown menus: 'Filter results' and 'Sort results'. The results are displayed in a table-like format with two visible rows:

Claim 7698814 - Injury Test	Managed by GIO	
TestInj - Policy 254234501		
Open	16/01/2025	Provisional treatment can start
Claim 7699218 - Multi_Claim1_IW LN	Managed by EML	
TestInj - Policy 254234501		
Open	13/02/2025	Injury notified



Claim overview

View claim details

On this page, you can view important information about your claim, including:

- Claim status
- Date of injury
- Company managing your claim
- Liability status
- Injury description
- Works status and start data

You can also navigate to other sections using the drop-down menu at the top of the page.

The screenshot displays the 'icare' Workers Compensation portal. At the top, there's a navigation bar with the 'icare' logo, 'Workers Compensation' text, and links for 'Accessibility', 'Contact us', a home icon, a user profile icon, and a 'Log out' button. Below this is a header for 'Claim 1234567 - Jane Smith' with a 'Notify us of an injury' button. A dropdown menu shows options: 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. The main content area is titled 'Claim overview' and lists the following details:

Claim status	Date of injury
Open	01/01/2024
Managed by	
CSP	
Liability status	
-	
Injury description	
Lifted a 15kg box and hurt back	
Work status	
Is unable to work	
Work status start date	
01/01/2024	

On the right side, there are two callout boxes: 'Correspondence' (View all letters, decisions and related notes.) and 'How to use the Claims Portal' (Read our how-to-guide to get the most out of your online experience.). Both boxes have a right arrow icon.



Claim overview

View your claim details and add further information

You can view the responses to the claim lodgement form by clicking **Expand all**.

If you need to change or add further information about your claim, you can upload documents via the link **complete the claim information form**.

Claim details

Below are the details we've captured about your claim so far. Please review your details.

If you'd like to change or add further information **complete the claim information form**.

Expand all 

Your details



Injury details



Your work details



Employer's details





Claim overview

Care and support

Further down the page, you can view the contact details of the **Claim Service Provider** (who manages your claim on behalf of icare).

You can also see the contact details for your **nominated treating doctor**, if one has been assigned.

Care and support

Claim service provider

CSP name

Phone: 123 123

Email: csp@csp.com.au

csp.com.au 

Nominated treating doctor

John Smith

Phone: 0400 123 456

Email: John@doctor.com.au



Claim enquiries & updates

About your claim

You can contact your case manager by submitting an enquiry form with additional information about your claim.

Once we receive your enquiry, your case manager will contact you.

The screenshot displays the icare Workers Compensation portal. At the top, the header includes the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, and a Logout button. Below the header, a pink navigation bar shows the current claim: 'Claim 7698814 - Injury Test'. To the right of this bar are links for 'Search claims' and 'Notify us of an injury'. A secondary navigation bar contains links for 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. The main content area is titled 'About your claim' and contains the following form elements:

- Claim number:** 7698814 - Injury Test
- What's your enquiry about?***: A text input field.
- How can we help?***: A larger text input field with a character count of 1333.
- Would you like to provide any supporting documents?**: Radio buttons for 'Yes' and 'No'.
- Disclaimer:** 'By selecting 'Submit' I declare that the information provided is true and correct.'



Correspondence

View correspondence

You can view all letters, decisions and related notes regarding your claim.

The screenshot displays the icare Workers Compensation portal. At the top, the header includes the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, and a Logout button. Below the header, a pink banner shows 'Claim 7698814 - Injury Test' and a 'Search claims' button. A navigation bar contains links for 'Claim details' (highlighted with a green box), 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. Below this, a sub-navigation bar highlights 'Correspondence' (also highlighted with a green box). The main content area is titled 'Correspondence' and includes the text 'View all letters, decisions and related notes regarding your claim.' It lists three documents: 'IMP information - 7698814.pdf' (uploaded 24 Feb 2025), 'New injury management plan - Employer - 7698814.pdf' (uploaded 24 Feb 2025), and 'IMP information - 7698814.pdf' (uploaded 05 Feb 2025). A purple sidebar on the right contains the text 'Contact us about this claim' and a right-pointing arrow icon.



Injury management & return to work plans

View health management and return to work plans

In this section, you can view the injury management and return to work plans, including approved treatments and recovery goals.

The screenshot shows the icare Workers Compensation portal. The top navigation bar includes 'icare', 'Workers Compensation', 'Accessibility', 'Contact us', a home icon, a user icon, and a 'Logout' button. Below this, a claim identifier 'Claim 7699010 - i19_IW_User01 LN1' is displayed. A 'Notify us of an injury' button with a plus icon is on the right. The main menu has tabs for 'Claim details', 'Health & recovery plans' (which is highlighted with a green box and an upward arrow), 'Wage payments', 'Medical & other payments', and 'Manage documents'. At the bottom, there are two sub-tabs: 'Injury management plan' and 'Return to work plan'.

Injury management plan

An injury management plan documents an injured person's treatment and recovery goals.

Download current injury management plan

[New injury management plan - Employer - 7698814.pdf](#)
[APPLICATION/PDF] | Uploaded on 24/02/2025

Wage payments history

View wage payments history


On this page, you can view all previous wage reimbursements made for this claim.


icare™

Workers Compensation

Accessibility


Contact us








Logout


Claim 7698814 - Injury Test


Notify us of an injury 

Claim details 

Health & recovery plans 

Wage payments 

Medical & other payments 

Manage documents 

Wage payments history

PAYG Summary Documents

Wage payments history

View all previous weekly wage reimbursements made for this claim.

Last payment made
- on 08 August 2024

Payment history

Here's a list of payments which have previously been made. If you'd like to know more about the pre-injury earnings provided for your claim, you can find this information on the [claim details overview page](#) within the 'Injured person's work details' section.

Paid on 08/08/2024	Pay period 01/08/2024 - 07/08/2024	SNTQ-T	-	View
Paid on 08/08/2024	Pay period 08/08/2024 - 14/08/2024	SNTQ-T	\$ 1187.50	View



Wage payments history

PAYG Summary

If you have received weekly benefit replacement payments directly from icare workers compensation, you can access a copy of your PAYG Summary Statement.

The screenshot shows the icare Workers Compensation portal. The top navigation bar includes links for Accessibility, Contact us, a home icon, a user profile icon, and a Logout button. Below this, a claim identifier 'Claim 7699010 - i19_IW_User01 LN1' is displayed next to a 'Notify us of an injury' button with a plus icon. A horizontal menu contains several tabs: 'Claim details', 'Health & recovery plans', 'Wage payments' (which is highlighted with a green box), 'Medical & other payments', and 'Manage documents'. Under the 'Wage payments' tab, there are two sub-items: 'Wage payments history' and 'PAYG Summary Documents' (also highlighted with a green box). The main content area is titled 'PAYG Summary' and contains two paragraphs of text. The first paragraph states that if the user has received weekly benefit replacement payments directly from icare workers insurance, they will receive a copy of their PAYG Summary Statement on or before the 14th July. The second paragraph states that icare holds PAYG Summary Statements for a period of 5 years from the year of issue, and if the user requires earlier statements, they should refer to the Australian Taxation Office (ATO). On the right side of the main content area, there is a purple sidebar titled 'Understanding PAYG Summary' which contains a brief explanation of the statement and a link to the Australian Taxation Office. At the bottom of this sidebar is a right-pointing arrow icon.

icare™ Workers Compensation

Accessibility Contact us Home User Profile Logout

Claim 7699010 - i19_IW_User01 LN1 Notify us of an injury +

Claim details Health & recovery plans Wage payments Medical & other payments Manage documents

Wage payments history PAYG Summary Documents

PAYG Summary

If you have received weekly benefit replacement payments directly from icare workers insurance we will provide a copy of your PAYG Summary Statement on or before the 14th July.

icare holds PAYG Summary Statements for a period of 5 years from year of issue. If you require earlier Summary Statements please refer to the Australian Taxation Office (ATO).

Understanding PAYG Summary

icare holds PAYG Summary Statements for a period of 5 years from year of issue. If you require earlier Summary Statements please refer to the Australian Taxation Office link below.

→



Medical and other payments history

View medical and other payments history

On this page, you can view all previous medical reimbursements made for this claim.

icare[™]

Workers Compensation

Accessibility

Contact us

Logout

Claim 7699010 - i19_IW_User01 LN1

Notify us of an injury

Claim details

Health & recovery plans

Wage payments

Medical & other payments

Manage documents

Medical and other payments history

View all medical and other payments that have been reimbursed for this claim.

Last payment made

Request new reimbursement

We have not processed any payments yet

We have not processed any medical and other payments for this claim. If you have received a reimbursement that you think should be showing here, please [contact us](#).



Request new reimbursement

Request a reimbursement

On this page, you can submit a request for reimbursement for expenses related to your claim, including pre-approved medical treatment and other costs.

You can also review your bank details on this page to ensure the payment is made to the correct account.

Claim details

Health & recovery plans

Wage payments

Medical & other payments

Manage documents

Medical payments history

Request new reimbursement

Request a reimbursement

Here's where you can request a reimbursement for any expenses related to your claim, including pre-approved medical treatment and other costs.

Bank details

Reimbursements will be paid into the bank account below. If we don't have your account details, you can add them to your [profile](#) or give us a call.

Account Name
XXXXXXXXXX

BSB
XXXXXX

Account Number
XXXXXXXXXX

WBC

Upload your receipts

Please provide a copy of your receipt for reimbursement. The receipt should show the date, invoice number, and a description of the services or product provided.

Drag and drop or select a file

Upload

By selecting 'Submit' I declare that the information provided is true and correct.

Cancel

Submit



Upload documents

Upload your documents

Providing the right documentation can help ensure the right level of support is provided.

On this page, you can upload:

- Certificate of capacity
- Medical-related documents
- Wage-related documents
- Injury management
- Other types of documents

Check the size of your document.
It should be under 10 MB. The upload
can take 24 hours to process.

Claim details ▾Health & recovery plans ▾Wage payments ▾Medical & other payments ▾Manage documents ▴

Upload documents | Certificate of capacity | Wage payments | Medical payments | Health & recovery | Other documents

Upload your documents

Providing the right documentation throughout the course of a claim can help us ensure the right level of support is provided to an injured person.

Please upload documents in PDF, JPEG, Powerpoint, Word, Excel formats. We also accept RTF, TXT, TIF and BMP documents, up to 10MB in size (per document). Please press Submit button at the end of the page once you have uploaded your documents.

Certificate of capacity

A report from your nominated treating doctor outlining the injured person's treatment needs and capacity for work.

Drag and drop or select a file

Upload ↗



Contact details

Update your contact details and preferences

On this page, you can manage your preferred contact number, contact type and change password.

To change your email address, you must contact icare or your case manager.

The screenshot shows the 'Manage your profile' page on the icare Workers Compensation portal. The page has a header with the icare logo, 'Workers Compensation', and links for 'Accessibility', 'Contact us', a user profile icon (highlighted with a green box), and a 'Logout' button. Below the header, there are two main sections: 'Your details' (highlighted in pink) and 'Bank details'. The 'Your details' section contains a form with the following fields: 'First name' (i19_IW_User01), 'Last name' (LN1), 'Contact email address' (iw_testuser01@yopmail.com), a note about updating name or email, 'Best contact number' (01234567890), and 'Phone type' (Mobile). At the bottom of the form are 'Save' and 'Change Password' buttons.



Bank details

Update your nominated bank account for reimbursements

Manage your bank details, so that reimbursements can be paid into your nominated account.

icare | Workers Compensation

Accessibility Contact us Logout

Manage your profile

Your details
Contact details and contact preferences

Bank details
Your nominated bank account for reimbursements

Bank details

Reimbursements will be paid to the financial institution account details shown below. Please keep these account details up to date so that reimbursements can be paid. If you change your account details, please allow a few days for changes to take effect.

Account name (e.g. Albert Smith)*

BSB (eg. 123 456)*

Account number (e.g. 111122222)*

Save



Need assistance or want to provide feedback?

Contact icare

At the top of each screen, you should see **Contact us** next to the Home icon.

The contact us button will direct you to the Workers Compensation Claims contact us page on icare's website.

On this page you can find the contact number and email address of icare customer support centre for any workers compensation claims enquiries.

The screenshot shows the icare website interface. At the top, there is a navigation bar with the icare logo on the left and links for About us, News, Contact, Languages, Accessibility, and a Login button on the right. Below this is a secondary navigation bar with dropdown menus for Employers, Injured or Ill People, Practitioners and providers, Builders and Home Owners, and Government Agencies. A horizontal menu below the navigation bar contains several options: Workers Compensation Claims (highlighted in pink), Workers Compensation Policy, Home Building Compensation Fund, Dust Diseases Care, Lifetime Care and Workers Care, and Feedback and complaints. The main content area is titled 'Contact us' and 'Workers Compensation claim enquiry'. It features two columns of information, each with a pink telephone icon. The left column is titled 'Claim enquiries' and provides contact details for claim-related queries, including a link to the Claim Service Provider and instructions on how to update a claim or request reimbursement. The right column is titled 'New claim notification' and provides contact details for new claims, including a phone number, hours of operation, and a link to the Workers Compensation Portal.

icare

About us News Contact Languages Accessibility Login

Employers ▾ Injured or Ill People ▾ Practitioners and providers ▾ Builders and Home Owners ▾ Government Agencies ▾

< **Workers Compensation Claims** Workers Compensation Policy Home Building Compensation Fund Dust Diseases Care Lifetime Care and Workers Care Feedback and complaints >

Contact us

Workers Compensation claim enquiry

Claim enquiries

For enquiries related to your claim, contact your [Claim Service Provider](#).

To update your claim or request a reimbursement, you can [upload supporting documents](#).

For general claim enquiries
Call: [13 77 22](#)
Hours: 8:30am–5pm, Monday to Friday

New claim notification

Call: [13 77 22](#)

Hours: 8:30am–5pm, Monday to Friday

Web: [Workers Compensation Portal](#)

**Employer or
authorised representative**

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- View medical payments history
- Request medical reimbursements

[Manage documents](#)

- Upload your documents

[Manage profile](#)

- Update your contact details
- Update your team



Getting started

Registration

To request access to the portal, email supportPIPortal@icare.nsw.gov.au

Next, you will receive an email containing a registration link and invited to set your password and a secret question.

The registration link is valid for 30 days and can only be clicked once. If your link has expired, you can [request a new link](#).

Login

To login to the Claims Portal, you will need to enter the email address we have in our records and the password you set when activating your account.

If you enter incorrect login details more than 3 times, your account will be temporarily locked.

Forgotten password

If you've forgotten your password or your registration link has expired, click [Forgot password](#) on the login page and enter your email address. We'll send instructions on how to reset your password.

Forgot password

If you've forgotten your password, please enter your email address and we'll send instructions on how to reset.

Email address*

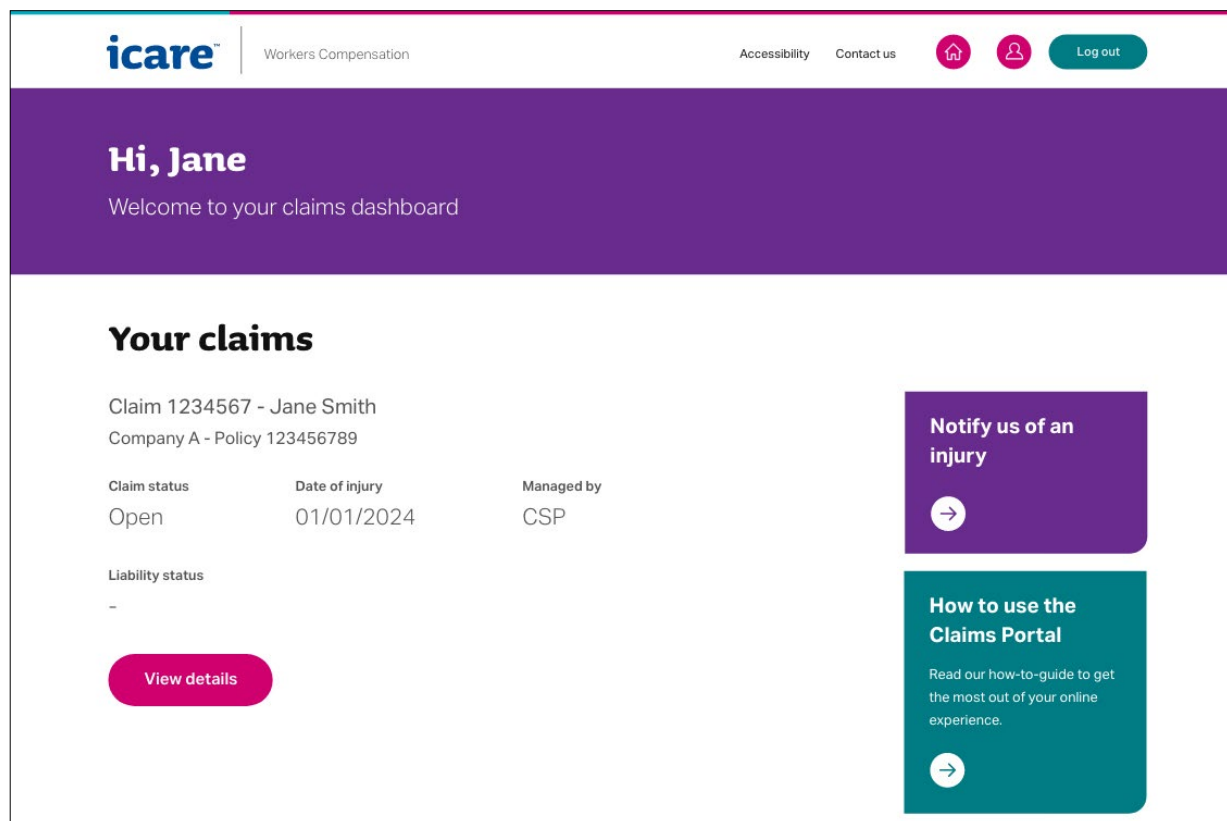
[Cancel](#) [Send](#)

If you have a single claim with icare

Claims dashboard

If you only have one workers compensation claim with icare, your home page provides a preview of your claim details.

To find more information about your claim, access tailored resource articles, and to complete self-service tasks, click **View details**.



The screenshot shows the icare Workers Compensation dashboard. At the top, the icare logo is on the left, and navigation links for Accessibility, Contact us, Home, Profile, and Log out are on the right. A purple header bar contains the greeting "Hi, Jane" and "Welcome to your claims dashboard". Below this, the section "Your claims" displays details for Claim 1234567 - Jane Smith, Company A - Policy 123456789. A table shows the claim status as "Open", the date of injury as "01/01/2024", and the manager as "CSP". The liability status is listed as "-". A "View details" button is at the bottom. On the right, two teal call-to-action boxes are present: "Notify us of an injury" with a right arrow icon, and "How to use the Claims Portal" with a brief description and another right arrow icon.

Claim status	Date of injury	Managed by
Open	01/01/2024	CSP

Liability status
-

[View details](#)

Notify us of an injury
→

How to use the Claims Portal
Read our how-to-guide to get the most out of your online experience.
→

If you have multiple claims with icare

Claims dashboard

If you have more than one workers compensation claim with icare, your home page will show you the number of open claims and give you the option to **View all open claims**.

Alternatively, you can use the shortcuts under **View claims**, to view draft and closed claims

Under **What you can do**, you can start a new claim or search for one using the claim number, name or date of birth of the injured person.

Your claims

Open claims

3

[View all Open claims](#)

Stay up to date with your claims. You can lodge, search and view claims, view health and recovery plans, and manage your documents.

View claims



Total claims

View all Claims which are in Open, Closed or Draft form.



Draft claims

View all initiated claims that are not submitted.



Closed claims

Claims which are no longer Active.



Claims made in last 30 days

Claims made in last 30 days. [View all recent claims](#).

What you can do



Notify icare of an injury

Let us know if there's been an injury at work.



Search claims

Search claims. Look for claims by name or claim number.

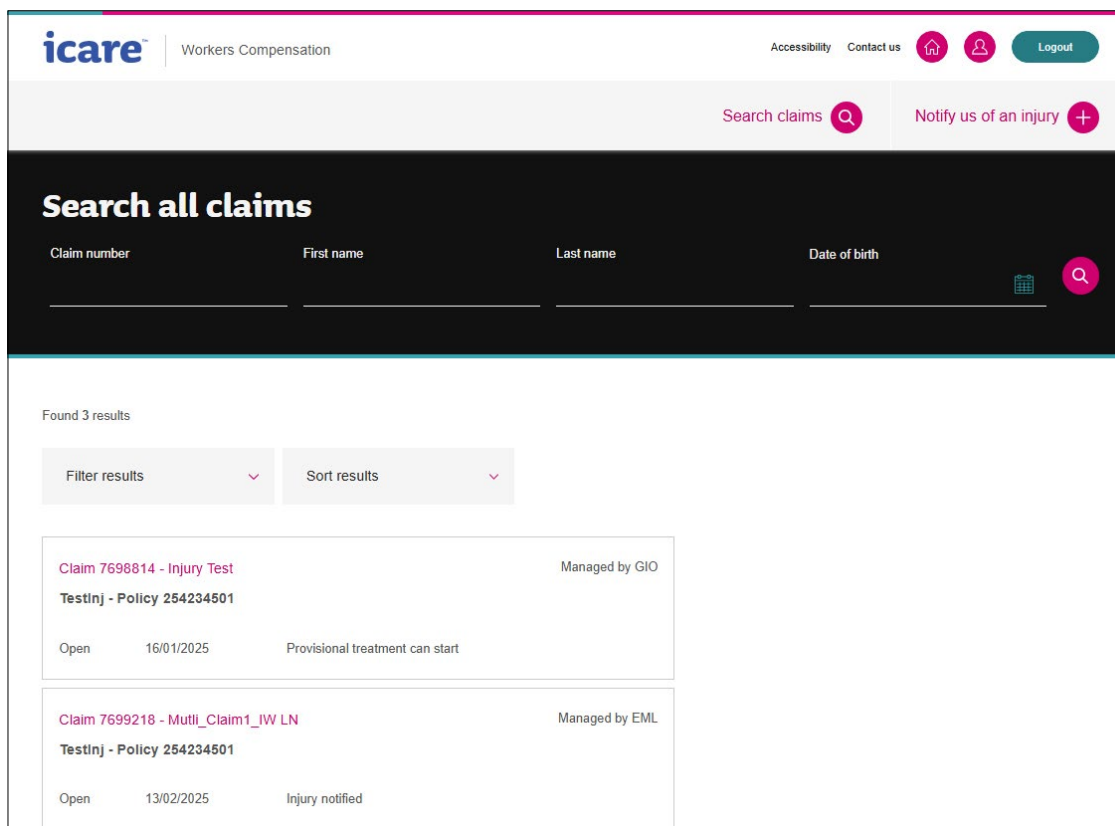
If you have multiple claims with icare

Search all claims

If you have more than claim, you can search for the one that you want by using the claim number, first name, last name, and date of birth of the injured person.

You can also apply filters and sort the results to refine your search.

Once you have found the claim that you're looking for, **click on the claim number** to view the details and access all the self-service features.



The screenshot shows the icare Workers Compensation portal. At the top, there's a navigation bar with the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, Home, Profile, and Logout. Below this is a search bar with 'Search claims' and a magnifying glass icon, and a 'Notify us of an injury' button with a plus icon. The main section is titled 'Search all claims' and contains a search form with fields for Claim number, First name, Last name, and Date of birth, followed by a magnifying glass icon. Below the search form, it says 'Found 3 results'. There are two dropdown menus: 'Filter results' and 'Sort results'. The results are displayed in a table-like format with two entries:

Claim number	First name	Last name	Date of birth	Managed by
Claim 7698814 - Injury Test	Testinj	Policy 254234501	16/01/2025	GIO
Claim 7699218 - Multi_Claim1_IW LN	Testinj	Policy 254234501	13/02/2025	EML

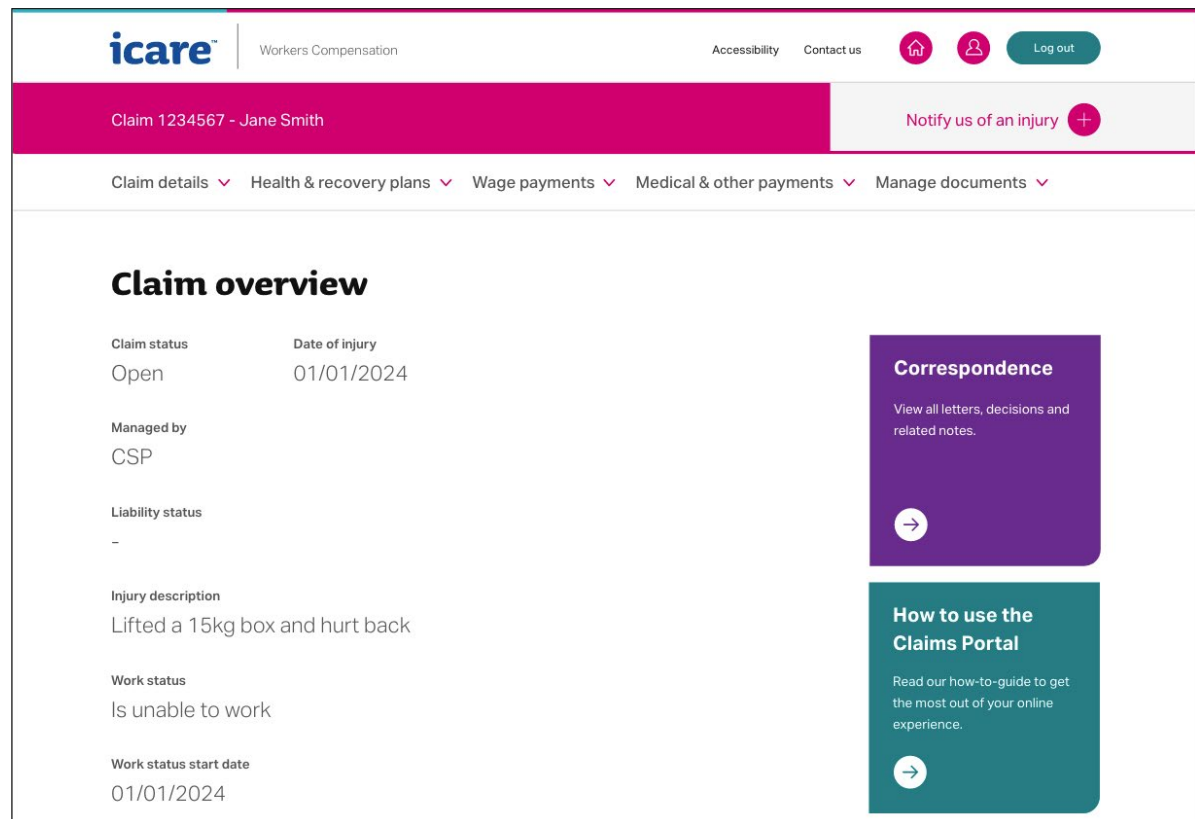
Claim overview

View claim details

On this page, you can view important information about your claim, including:

- Claim status
- Date of injury
- Company managing your claim
- Liability status
- Injury description
- Works status and start data

You can also navigate to other sections using the drop-down menu at the top of the page.



The screenshot displays the 'icare' portal for 'Workers Compensation'. The top navigation bar includes links for 'Accessibility', 'Contact us', and a 'Log out' button. A pink header bar shows the claim number 'Claim 1234567 - Jane Smith' and a button to 'Notify us of an injury'. Below this is a dropdown menu with options: 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. The main content area is titled 'Claim overview' and lists the following details:

Claim status	Date of injury
Open	01/01/2024
Managed by	
CSP	
Liability status	
-	
Injury description	
Lifted a 15kg box and hurt back	
Work status	
Is unable to work	
Work status start date	
01/01/2024	

On the right side, there are two call-to-action boxes: 'Correspondence' (View all letters, decisions and related notes.) and 'How to use the Claims Portal' (Read our how-to-guide to get the most out of your online experience.). Both boxes include a right arrow icon.

Claim overview

View your claim details and add further information

You can view the responses to the claim lodgement form by clicking **Expand all**.

If you need to change or add further information about your claim, you can upload documents via the link **complete the claim information form**.

Claim details

Below are the details we've captured about your claim so far. Please review your details.

If you'd like to change or add further information, [complete the claim information form](#).

[Expand all](#) 

Employer's Details



Injured Person's Details



Injury details



Injured person's work details





Claim overview

Care and support

Further down the page, you can view the contact details of the **Claim Service Provider** (who manages your claim on behalf of icare).

You can also see the contact details for the injured person's **nominated treating doctor**, if one has been assigned.

Care and support

Claim service provider

CSP name

Phone: 123 123

Email: csp@csp.com.au

csp.com.au 

Nominated treating doctor

John Smith

Phone: 0400 123 456

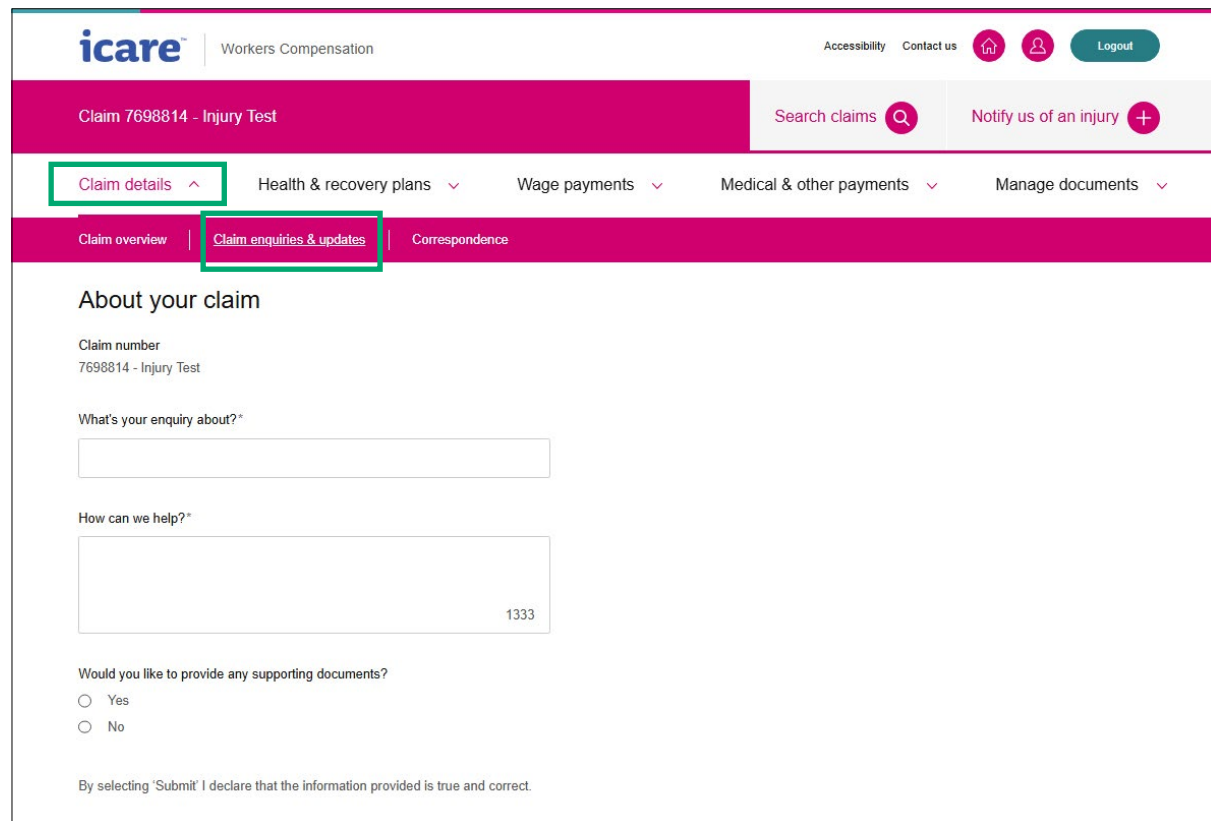
Email: John@doctor.com.au

Claim enquiries & updates

About your claim

You can contact your case manager by submitting an enquiry form with additional information about your claim.

Once we receive your enquiry, your case manager will contact you.



The screenshot shows the icare Workers Compensation portal. The top navigation bar includes links for Accessibility, Contact us, Home, Profile, and Logout. The main header displays the claim number 'Claim 7698814 - Injury Test' and options to 'Search claims' and 'Notify us of an injury'. A secondary navigation bar lists 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. Below this, a third navigation bar highlights 'Claim overview', 'Claim enquiries & updates', and 'Correspondence'. The 'About your claim' section shows the claim number and asks for the enquiry details. It includes two text input fields: 'What's your enquiry about?' and 'How can we help?'. Below these is a radio button question: 'Would you like to provide any supporting documents?' with 'Yes' and 'No' options. A footer note states: 'By selecting 'Submit' I declare that the information provided is true and correct.'

icare™ Workers Compensation

Accessibility Contact us Home Profile Logout

Claim 7698814 - Injury Test Search claims Notify us of an injury

Claim details Health & recovery plans Wage payments Medical & other payments Manage documents

Claim overview Claim enquiries & updates Correspondence

About your claim

Claim number
7698814 - Injury Test

What's your enquiry about?*

How can we help?*

Would you like to provide any supporting documents?

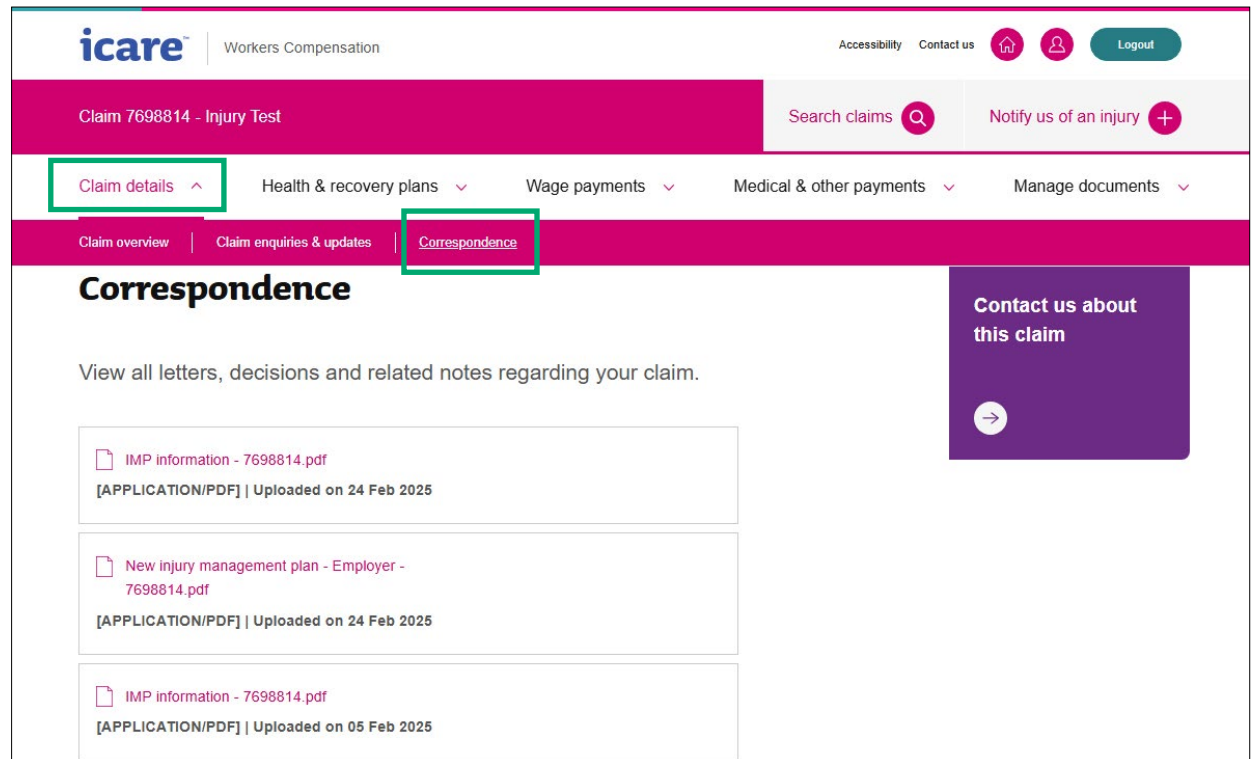
☐ Yes
☐ No

By selecting 'Submit' I declare that the information provided is true and correct.

Correspondence

View correspondence

You can view all letters, decisions and related notes regarding your claim.



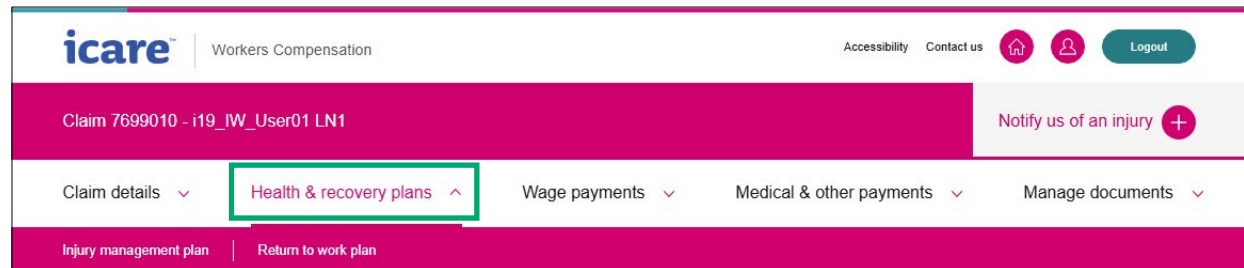
The screenshot displays the icare Workers Compensation portal. At the top, the header includes the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, a home icon, a user profile icon, and a Logout button. Below the header, a pink bar shows the claim number 'Claim 7698814 - Injury Test' and buttons for 'Search claims' and 'Notify us of an injury'. A navigation bar below this contains links for 'Claim details' (highlighted with a green box), 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. A secondary navigation bar shows 'Claim overview', 'Claim enquiries & updates', and 'Correspondence' (highlighted with a green box). The main content area is titled 'Correspondence' and includes the text 'View all letters, decisions and related notes regarding your claim.' Below this, three document entries are listed: 'IMP information - 7698814.pdf' (uploaded 24 Feb 2025), 'New injury management plan - Employer - 7698814.pdf' (uploaded 24 Feb 2025), and 'IMP information - 7698814.pdf' (uploaded 05 Feb 2025). On the right side, a purple box prompts the user to 'Contact us about this claim' with a right arrow icon.

Injury management & return to work plans

View health management and return to work plans

In this section, you can view the injury management and return to work plans, including approved treatments and recovery goals.

You can also upload return to work plans, add suitable work activities recommended by the injured person's nominated treatment provider, and download a return-to-work template.





The screenshot shows the icare Workers Compensation portal. The top navigation bar includes links for Accessibility, Contact us, Home, User profile, and Logout. The main header displays the claim number 'Claim 7699010 - i19_IW_User01 LN1' and a 'Notify us of an injury' button. Below this is a menu with tabs: Claim details, Health & recovery plans (highlighted with a green box), Wage payments, Medical & other payments, and Manage documents. At the bottom of the menu are two sub-tabs: Injury management plan and Return to work plan.

Injury management plan

An injury management plan documents an injured person's treatment and recovery goals.

Download current injury management plan

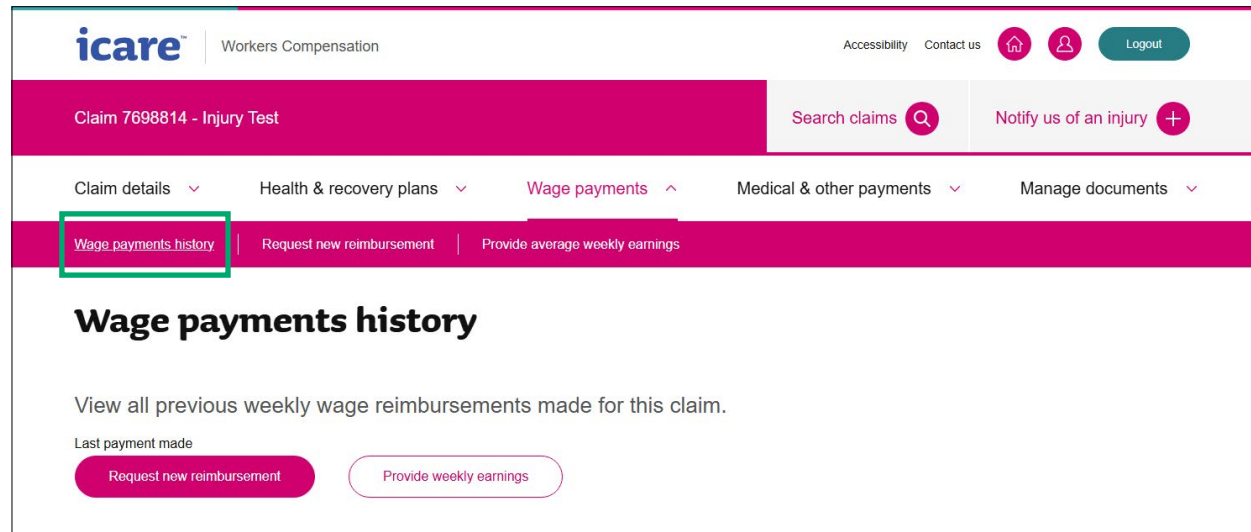
 [New injury management plan - Employer - 7698814.pdf](#)
[APPLICATION/PDF] | Uploaded on 24/02/2025


Wage payments history

View wage payments history

On this page, you can view all previous wage reimbursements made for this claim.

You will also see additional links to request a new reimbursement and provide weekly earnings information (also available through the drop-down navigation).



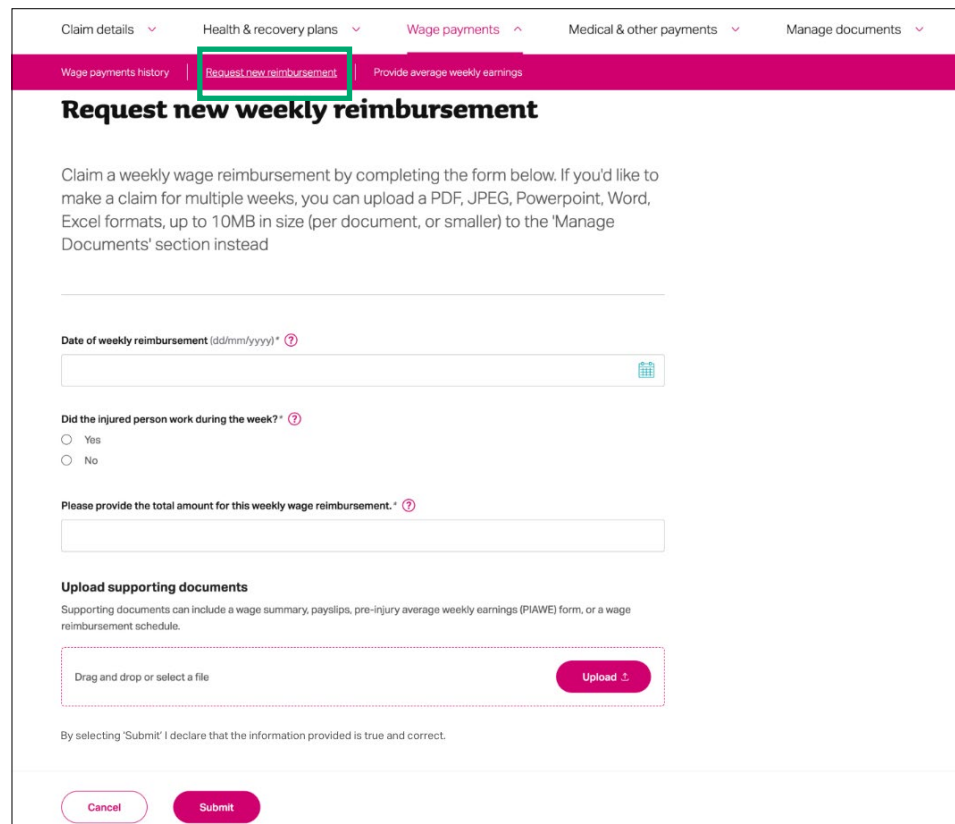
The screenshot shows the icare Workers Compensation portal. The top navigation bar includes the icare logo, "Workers Compensation", and links for Accessibility, Contact us, Home, User profile, and Logout. Below this is a header for "Claim 7698814 - Injury Test" with a search claims button and a "Notify us of an injury" button. A secondary navigation bar contains "Claim details", "Health & recovery plans", "Wage payments" (highlighted with a green box), "Medical & other payments", and "Manage documents". Under the "Wage payments" section, there are three links: "Wage payments history" (highlighted with a green box), "Request new reimbursement", and "Provide average weekly earnings". The main content area is titled "Wage payments history" and includes the text "View all previous weekly wage reimbursements made for this claim." Below this, it says "Last payment made" and provides two buttons: "Request new reimbursement" and "Provide weekly earnings".

Request new reimbursement

Request new weekly reimbursement

You can complete the online form and upload supporting documents to claim a wage reimbursement from icare.

Once completed, click **Submit**.



The screenshot shows the 'Request new weekly reimbursement' form within the icare system. The top navigation bar includes links for Claim details, Health & recovery plans, Wage payments (highlighted), Medical & other payments, and Manage documents. Below this, a sub-navigation bar shows Wage payments history, Request new reimbursement (highlighted), and Provide average weekly earnings. The main heading is 'Request new weekly reimbursement'. The form instructions state: 'Claim a weekly wage reimbursement by completing the form below. If you'd like to make a claim for multiple weeks, you can upload a PDF, JPEG, Powerpoint, Word, Excel formats, up to 10MB in size (per document, or smaller) to the 'Manage Documents' section instead'. The form fields include: 'Date of weekly reimbursement (dd/mm/yyyy) *' with a calendar icon; 'Did the injured person work during the week? *' with radio buttons for 'Yes' and 'No'; 'Please provide the total amount for this weekly wage reimbursement. *' with a text input field; and 'Upload supporting documents' with a description: 'Supporting documents can include a wage summary, payslips, pre-injury average weekly earnings (PIAWE) form, or a wage reimbursement schedule.' Below this is a file upload area with the text 'Drag and drop or select a file' and an 'Upload' button. At the bottom, there is a declaration: 'By selecting 'Submit' I declare that the information provided is true and correct.' and two buttons: 'Cancel' and 'Submit'.

Provide average weekly earnings

Provide average weekly earnings

You can provide information on an injured person's average weekly earnings.

This will determine how much can be paid in weekly wage reimbursements during a claim and ensure the injured person receives the right payments as soon as possible.

Claim details ▾

Health & recovery plans ▾

Wage payments ▲

Medical & other payments ▾

Manage documents ▾

Wage payments history | Request new reimbursement | **Provide average weekly earnings**

Provide average weekly earnings

An injured person's average weekly earnings determine how much can be paid in weekly wage reimbursements during a claim. Please provide us with the information below so that we can ensure they start receiving the right payments as soon as possible.

Please note

If you have updated the information below, it can take up to 48 hours to appear online.

How much does the injured person earn in a week? (eg. 100) ⓘ

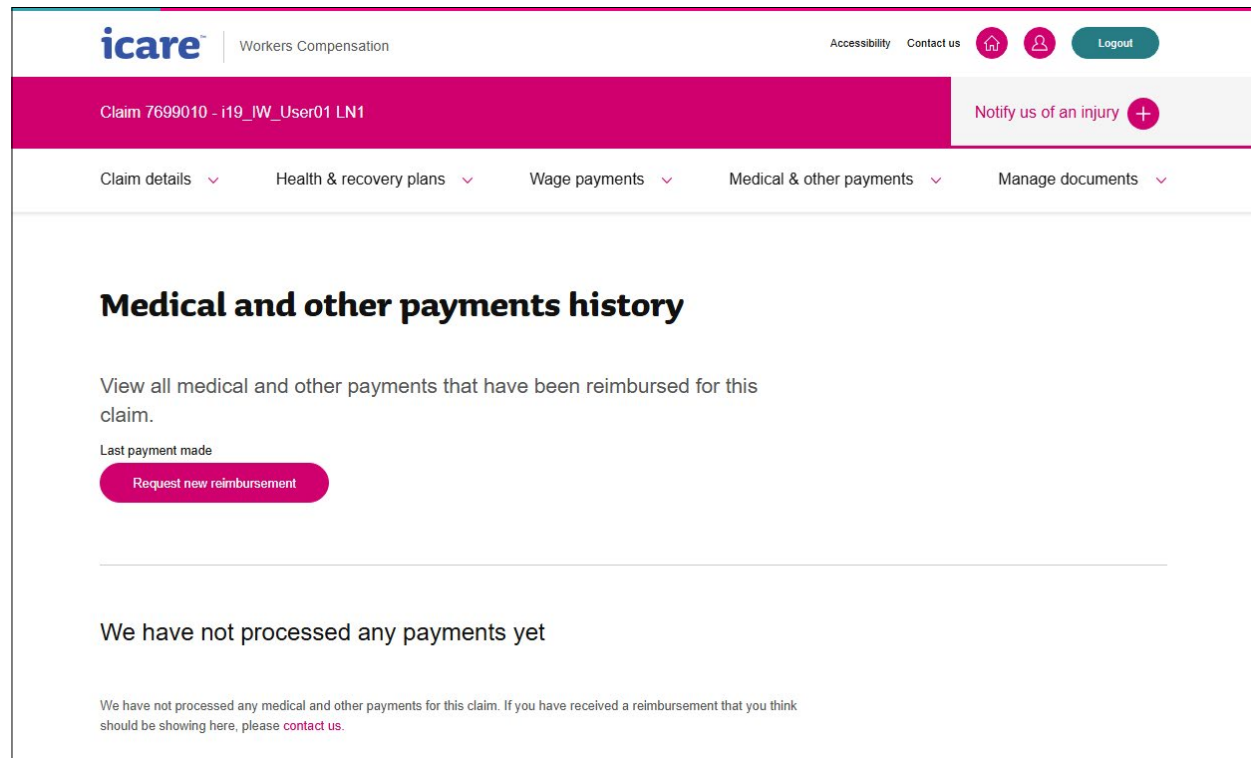
How many hours does the injured person work in a week on an average? (e.g. 35)* ⓘ

Calculating PIAWE
Learn more about how to calculate an injured person's pre-injury average weekly earnings (PIAWE)
[→](#)

Medical and other payments history

View medical and other payments history

On this page, you can view all previous medical reimbursements made for this claim.



The screenshot shows the icare Workers Compensation portal. The top navigation bar includes the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, Home, Profile, and Logout. A pink banner displays the claim number 'Claim 7699010 - r19_IW_User01 LN1' and a 'Notify us of an injury +' button. Below the banner is a menu with options: Claim details, Health & recovery plans, Wage payments, Medical & other payments (selected), and Manage documents. The main content area is titled 'Medical and other payments history' and includes the text: 'View all medical and other payments that have been reimbursed for this claim.' Below this, it says 'Last payment made' and features a 'Request new reimbursement' button. A message states: 'We have not processed any payments yet'. At the bottom, a note explains: 'We have not processed any medical and other payments for this claim. If you have received a reimbursement that you think should be showing here, please [contact us](#).'



Request new reimbursement

Request a reimbursement

On this page, you can submit a request for reimbursement for expenses related to your claim, including pre-approved medical treatment and other costs.

Claim details ▾

Health & recovery plans ▾

Wage payments ▾

Medical & other payments ▴

Manage documents ▾

Medical payments history | Request new reimbursement

Request a reimbursement

Here's where you can request a reimbursement for any expenses related to your claim, including pre-approved medical treatment and other costs.

Upload your receipts

Please provide a copy of your receipt for reimbursement. The receipt should show the date, invoice number, and a description of the services or product provided.

Drag and drop or select a file

Upload ↗

Cancel

Submit

Upload documents

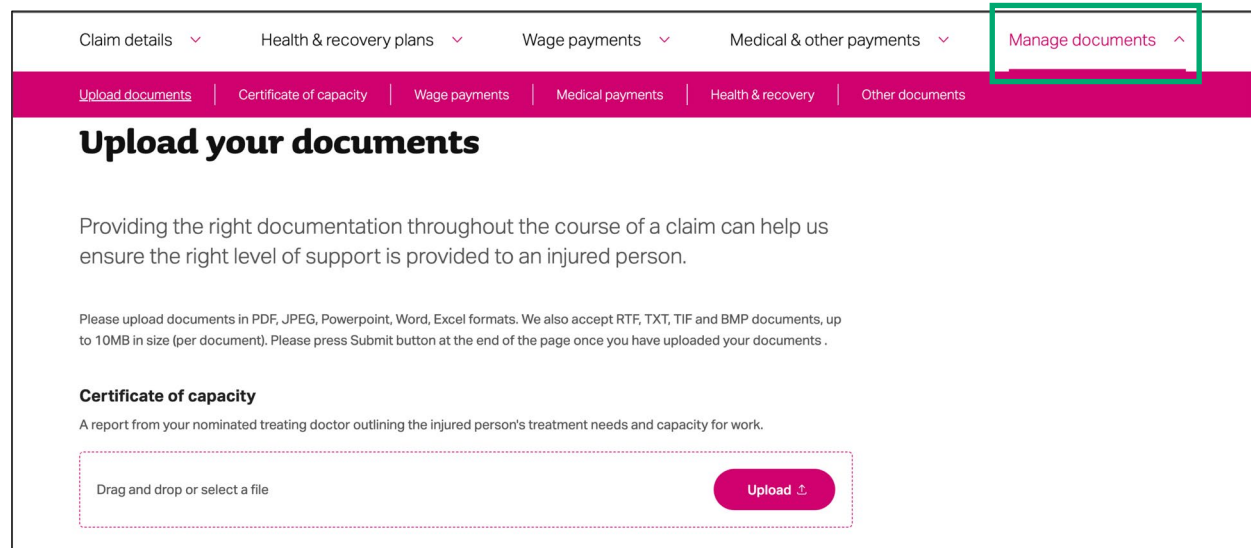
Upload your documents

Providing the right documentation can help ensure the right level of support is provided.

On this page, you can upload:

- Certificate of capacity
- Medical-related documents
- Wage-related documents
- Injury management
- Other types of documents

Check the size of your document.
It should be under 10 MB. The upload
can take 24 hours to process.



Claim details ▾ Health & recovery plans ▾ Wage payments ▾ Medical & other payments ▾ **Manage documents ▴**

[Upload documents](#) | Certificate of capacity | Wage payments | Medical payments | Health & recovery | Other documents

Upload your documents

Providing the right documentation throughout the course of a claim can help us ensure the right level of support is provided to an injured person.

Please upload documents in PDF, JPEG, Powerpoint, Word, Excel formats. We also accept RTF, TXT, TIF and BMP documents, up to 10MB in size (per document). Please press Submit button at the end of the page once you have uploaded your documents.

Certificate of capacity

A report from your nominated treating doctor outlining the injured person's treatment needs and capacity for work.

Drag and drop or select a file Upload ↗



Contact details

Update your contact details and preferences

On this page, you can manage your preferred contact number, contact type and change password.

To change your email address, you must contact icare or your case manager.

You can also view your policy number and your role (admin or return to work user).

icare | Workers Compensation

Accessibility Contact us **Contact us** Login

Manage your profile

Your details
Contact details, contact preferences, role and policies

Your team
Edit roles, modify access rights or add users

Your details

First name
i19_IW_User01

Last name
LN1

Contact email address
iw_testuser01@yopmail.com

If you'd like to update your name or email address, please [contact us](#).

Best contact number (eg. 02 9999 1111)*
 ✓

Phone type*
 ▼

[Save](#) [Change Password](#)

Your role in managing the employer's claims

Users can lodge and access claims information for the following policies.

Business Name	Policy Number	Role
Policy_119	254234501	Claims Admin
119_Policy2	254234501	Claims Admin

If your policy is listed incorrectly, or is missing, please contact your claims administrator shown on the [Your team tab](#).

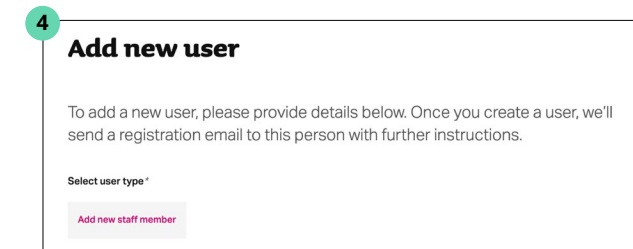
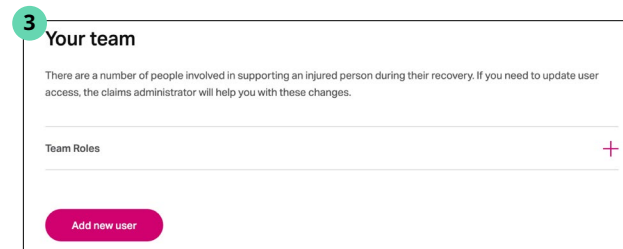
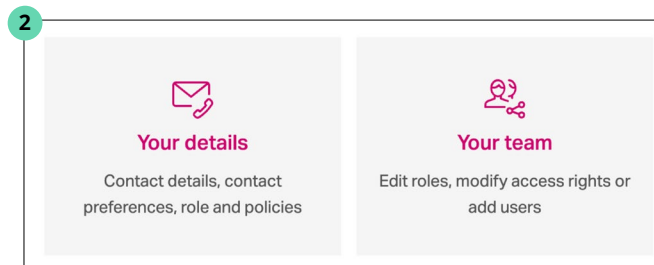


Your team

Edit roles, modify access rights or add users

1. Select the **profile** icon in the top of the screen
2. Click **Your team**
3. Click **Add new user**
4. Click **Add new staff member**

Note: Only admin users will have the right to edit, modify or add other users





Your team

Edit roles, modify access rights or add users

5. Enter the user's details in the
Add new user form

6. Select the **User roles**

7. Click **Edit role** to determine what
the user can see

Note: Only admin users will have the right to edit,
modify or add other users

5 Add new user

To add a new user, please provide details below. Once you create a user, we'll send a registration email to this person with further instructions.

Select user type*

[Add new staff member](#)

First name*

Last Name*

Best contact number*

Phone Type*

Mobile

Email Address (eg. email@email.com)*

6 User roles

Role 1 - Claims Admin (0 policies)

Role 2 - Return to work coordinator (0 policies)

7 User roles

Role 1 - Claims Admin (0 policies)

You have not assigned any policies to this role.

[Edit role](#)

Role 2 - Return to work coordinator (0 policies)

You have not assigned any policies to this role.

[Edit role](#)



Your team

Edit roles, modify access rights or add users

8. Confirm which policies the user can access
9. Click **Add user** to complete the process.

Note: Only admin users will have the right to edit, modify or add other users

8

Edit user role

Search for a policy

Policies

☐ Select all 1 policy (0 selected)

☐ 251883801 - Jamel

Cancel Save changes

9

User roles

Role 1 - Claims Admin (0 policies)

Role 2 - Return to work coordinator (0 policies)

Cancel Add user

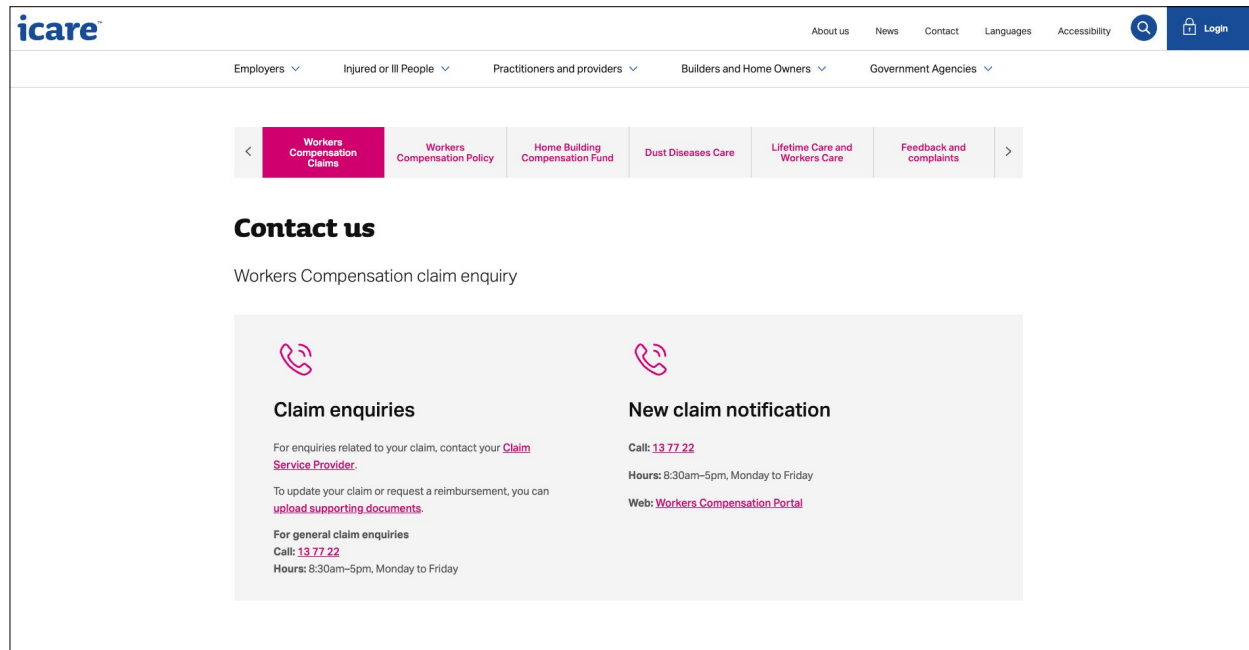
Need assistance or want to provide feedback?

Contact icare

At the top of each screen, you should see **Contact us** next to the Home icon.

The contact us button will direct you to the Workers Compensation Claims contact us page on icare's website.

On this page you can find the contact number and email address of icare customer support centre for any workers compensation claims enquiries.



The screenshot shows the icare website interface. At the top, there is a navigation bar with the icare logo on the left and links for About us, News, Contact, Languages, Accessibility, and a Login button on the right. Below the navigation bar, there is a horizontal menu with dropdown arrows for Employers, Injured or Ill People, Practitioners and providers, Builders and Home Owners, and Government Agencies. A secondary menu below this highlights 'Workers Compensation Claims' in a pink box, with other options like 'Workers Compensation Policy', 'Home Building Compensation Fund', 'Dust Diseases Care', 'Lifetime Care and Workers Care', and 'Feedback and complaints' visible. The main content area is titled 'Contact us' and 'Workers Compensation claim enquiry'. It features two columns of information, each with a pink telephone icon. The left column, 'Claim enquiries', provides contact details for claim-related inquiries, including a link to the 'Claim Service Provider' and instructions on how to update a claim or request reimbursement. The right column, 'New claim notification', provides contact details for new claims, including a phone number (13 77 22), hours of operation (8:30am-5pm, Monday to Friday), and a link to the 'Workers Compensation Portal'.

Claim enquiries

For enquiries related to your claim, contact your [Claim Service Provider](#).

To update your claim or request a reimbursement, you can [upload supporting documents](#).

For general claim enquiries
Call: [13 77 22](#)
Hours: 8:30am-5pm, Monday to Friday

New claim notification

Call: [13 77 22](#)
Hours: 8:30am-5pm, Monday to Friday
Web: [Workers Compensation Portal](#)

**NSW Government
agency**



Contents

[Getting started from ifNSW Portal](#)

- Applications and agencies
- Accessing the claims portal
- Select agency

[Claims dashboard](#)

- View your dashboard
- Search for a claim

[Claims details](#)

- Claim overview
- Correspondence

[Health & recovery](#)

- View injury management plan
- View return to work plan

[Wage payments](#)

- View wage payments history
- Request wage reimbursements
- Provide average weekly earnings

[Medical & other payments](#)

- View medical payments history
- Request medical reimbursements

[Manage documents](#)

- Upload your documents

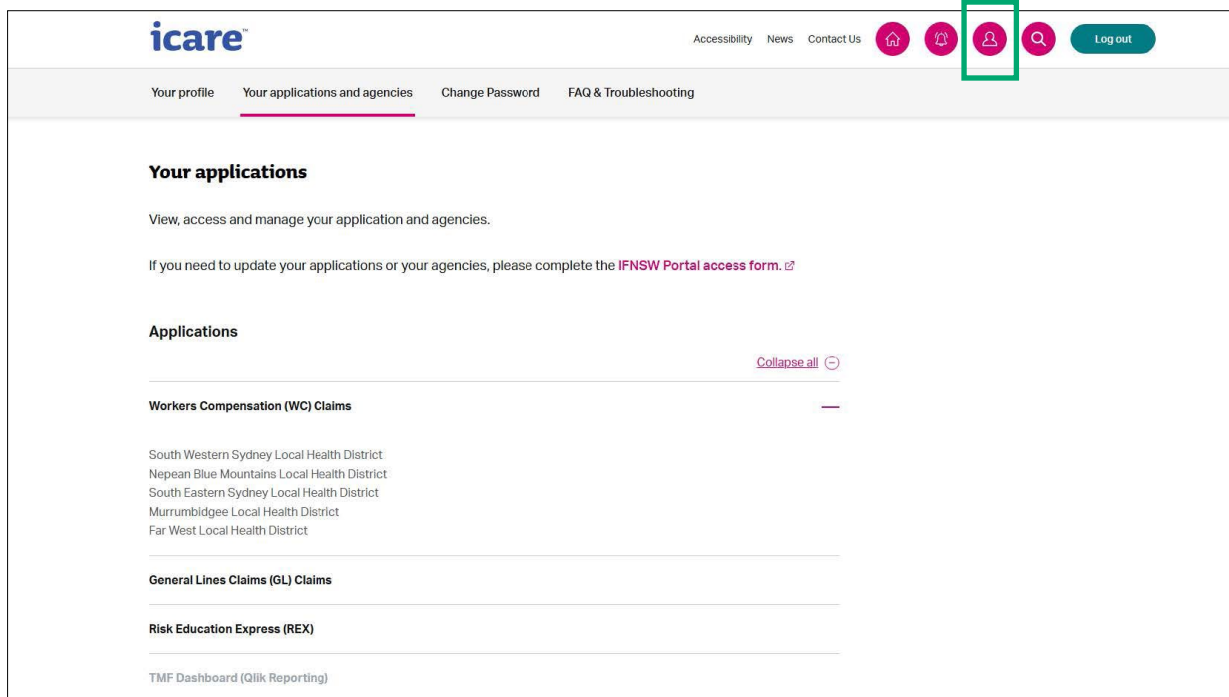
Insurance for NSW Portal





Your applications and agencies

On the Insurance for NSW Portal's profile section, you can view and manage the applications and agencies you have access to.

The agencies listed here will be the ones you can manage claims for within the Workers Compensation Claims Portal.

If you need to update your applications or agencies, complete the ifNSW Portal access form provided on the page.




icare™ Accessibility News Contact Us     [Log out](#)


[Your profile](#) **Your applications and agencies** [Change Password](#) [FAQ & Troubleshooting](#)

Your applications

View, access and manage your application and agencies.

If you need to update your applications or your agencies, please complete the [ifNSW Portal access form](#). 

Applications

[Collapse all](#) 

Workers Compensation (WC) Claims

South Western Sydney Local Health District
Nepean Blue Mountains Local Health District
South Eastern Sydney Local Health District
Murrumbidgee Local Health District
Far West Local Health District

General Lines Claims (GL) Claims

Risk Education Express (REX)

TMF Dashboard (Qlik Reporting)

Insurance for NSW Portal

Accessing the claims portal

You can access the Workers Compensation Claims Portal by clicking on the **TMF Claims** tab on the Insurance for NSW Portal home page

You can then click on **Injured Worker** to proceed to the Workers Compensation Claims Portal.

Insurance for NSW

Data & Reporting

TMF Claims

International SOS

TMF Declaration

Risk Education eXpress

To determine the right claims service provider to lodge or manage a claim, please tell us what the incident relates to.

Workplace injury claims

To lodge and manage a workplace injury claim, please click to the right, to be guided through the process.



Injured Worker

Employees who are injured at work



Insurance for NSW Portal

Select agency

If you have access to claims for more than one agency, you can select the agency you want to manage a claim on behalf of.

Open the dropdown list, find and select your agency, then click **Continue** to proceed to the Workers Compensation Claims Portal.

Welcome Enola,
Murrumbidgee Local Health District

Select agency

Hi Enola, looks like you have been allocated for more than one agency. Please select the agency you want to lodge a claim on behalf of.

Select or search your agency from the dropdown below:

[< Back](#)

[Continue](#)

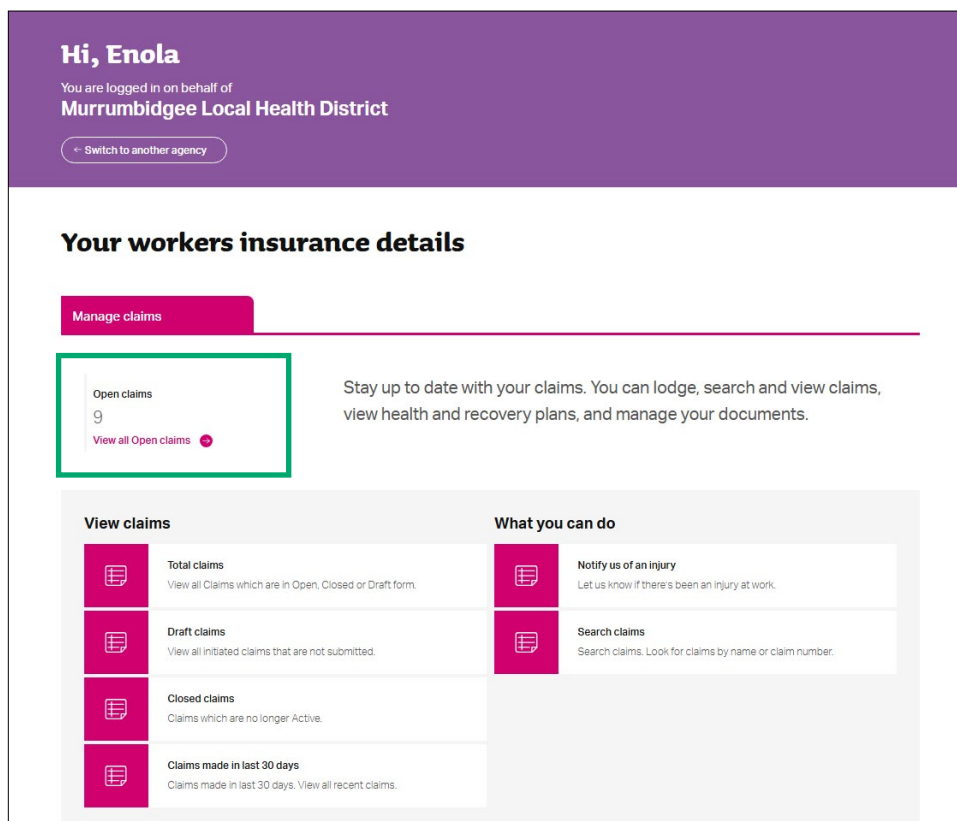
View your dashboard

See a snapshot of your claims

Once you're in the Workers Compensation Claims Portal your home page will show you the number of open claims and give you the option to **View all open claims**.

Alternatively, you can use the shortcuts under **View claims**, to view draft and closed claims

Under **What you can do**, you can start a new claim or search for one using the claim number, name or date of birth of the injured person.



Hi, Enola
You are logged in on behalf of
Murrumbidgee Local Health District

[← Switch to another agency](#)







Your workers insurance details

Manage claims

Open claims
9

[View all Open claims](#)

Stay up to date with your claims. You can lodge, search and view claims, view health and recovery plans, and manage your documents.

View claims	What you can do
 Total claims View all Claims which are in Open, Closed or Draft form.	 Notify us of an injury Let us know if there's been an injury at work.
 Draft claims View all initiated claims that are not submitted.	 Search claims Search claims. Look for claims by name or claim number.
 Closed claims Claims which are no longer Active.	
 Claims made in last 30 days Claims made in last 30 days. View all recent claims.	

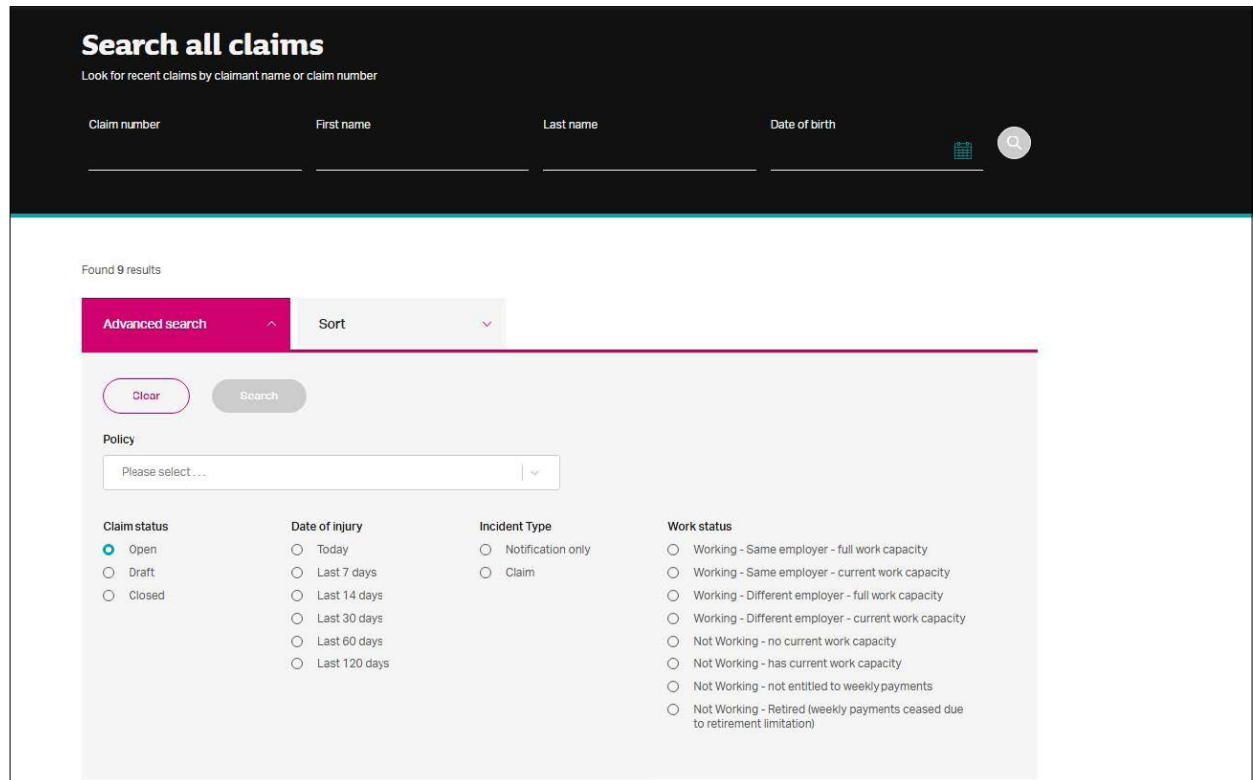
Search all claims

Easily find the claim you want

You can search for the claim that you want by using the claim number, first name, last name, and date of birth of the injured person.

You can use advanced search to refine your search further by claim status, date of injury, incident type and work status.

Once you have found the claim that you're looking for, **click on the claim number** to view the details and access all the self-service features.



Search all claims
Look for recent claims by claimant name or claim number

Claim number First name Last name Date of birth

Found 9 results

Advanced search Sort

Clear Search

Policy
Please select...

Claim status
☒ Open
☐ Draft
☐ Closed

Date of injury
☐ Today
☐ Last 7 days
☐ Last 14 days
☐ Last 30 days
☐ Last 60 days
☐ Last 120 days

Incident Type
☐ Notification only
☐ Claim

Work status
☐ Working - Same employer - full work capacity
☐ Working - Same employer - current work capacity
☐ Working - Different employer - full work capacity
☐ Working - Different employer - current work capacity
☐ Not Working - no current work capacity
☐ Not Working - has current work capacity
☐ Not Working - not entitled to weekly payments
☐ Not Working - Retired (weekly payments ceased due to retirement limitation)

Claim overview

View claim details

On this page, you can view important information about your claim, including:

- Claim status
- Date of injury
- Company managing your claim
- Liability status
- Injury description
- Works status and start data

You can also navigate to other sections using the drop-down menu at the top of the page.

Claim 8185647 - Bilbo Baggins

Search claims

Notify us of an injury

Claim details

Health & recovery plans

Wage payments

Medical & other payments

Manage documents

Claim overview

Claim status	Date of injury
open	30/04/2025
Managed by	
DXC	
Injured Person is	
Non-Exempt worker	
Liability status	
-	
Injury description	
heavy lifting	
Work status	
Is not working, and has no current capacity for work.	
Work status start date	
30/04/2025	

Correspondence

View all letters, decisions and related notes.

[→](#)

Pre-injury average weekly earnings

Do you need to provide information to determine an injured person's wage benefits?

[→](#)

Claim overview


View your claim details and add further information





You can view the responses to the claim lodgement form by clicking **Expand all**.

If you need to change or add further information about your claim, you can upload documents via the link **complete the claim information form**.

Claim details

Below are the details we've captured about your claim so far. Please review your details.
If you'd like to change or add further information, [complete the claim information form](#).

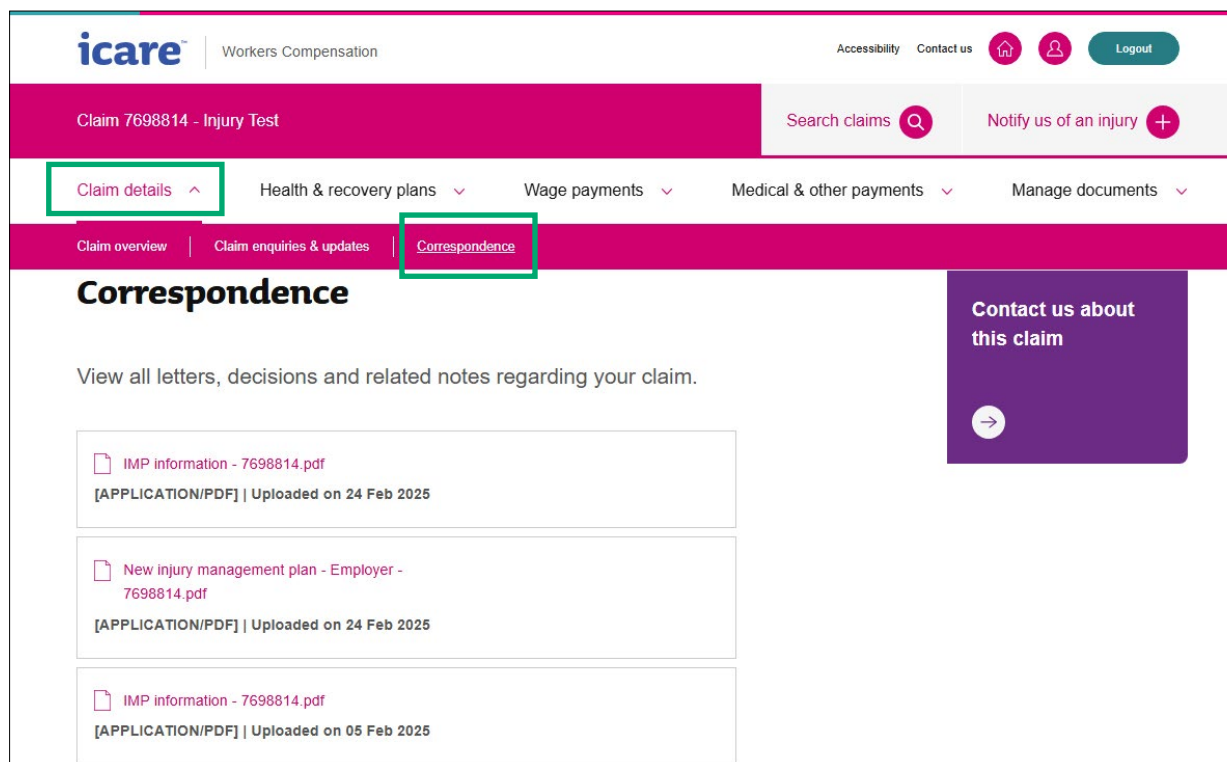
Expand all 

Employer's Details	
Injured Person's Details	
Injury details	
Injured person's work details	

Correspondence

View correspondence

You can view all letters, decisions and related notes regarding your claim.



The screenshot displays the icare Workers Compensation portal. At the top, the header includes the icare logo, 'Workers Compensation', and links for Accessibility, Contact us, and a Logout button. Below the header, a pink banner shows the claim number 'Claim 7698814 - Injury Test' and buttons for 'Search claims' and 'Notify us of an injury'. A navigation bar below the banner contains links for 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents'. The 'Correspondence' link is highlighted with a green box. Below the navigation bar, the 'Correspondence' section is titled, and a sub-header reads 'View all letters, decisions and related notes regarding your claim.' A list of documents is shown, including 'IMP information - 7698814.pdf' and 'New injury management plan - Employer - 7698814.pdf', all uploaded on 24 Feb 2025. A purple button labeled 'Contact us about this claim' with a right arrow is positioned on the right side of the correspondence list.


Injury management & return to work plans


View health management and return to work plans


In this section, you can view the injury management and return to work plans, including approved treatments, recovery goals and actions to help the injured person reach their goals.


You can also upload return to work plans, add suitable work activities recommended by the injured person's nominated treatment provider, and download a return-to-work template.


Claim 7261332 - Feroz Kerz


Search claims 


Notify us of an injury 

Claim details 

Health & recovery plans 

Wage payments 



Medical & other payments 

Manage documents 

Injury management plan

Return to work plan

Download current injury management plan

 Injury Management Plan - Employer - 8185480.pdf
[APPLICATION/PDF] | Uploaded on 20/10/2025


Your goals

Your goals should reflect what you would like to achieve along your journey to recovery and return to work. This might include things that aren't directly related to your injury or workplace, but are just as important in your recovery process.

Regular Treatment and Exercise Not Started

Actions

Upcoming tasks to be completed to help you reach your goals

09 May 2025

Doctor visit and Exercise
Responsible: Murrumbidgee Local Health District


Wage payments history


View wage payments history


On this page, you can view all previous wage reimbursements made for this claim.


You will also see additional links to request a new reimbursement and provide weekly earnings information (also available through the drop-down navigation).


Claim 8185480 - Eric Hasan


Search claims 


Notify us of an injury 

Claim details 

Health & recovery plans 

Wage payments 

Medical & other payments 

Manage documents 

Wage payments history

Request new reimbursement

Provide average weekly earnings

Wage payments history

View all previous weekly wage reimbursements made for this claim.

Last payment made
\$ 1200.00 on 07 October 2025

Request new reimbursement

Provide weekly earnings

Payment history

Here's a list of payments which have previously been made. If you'd like to know more about the pre-injury earnings provided for your claim, you can find this information on the [claim details overview page](#) within the 'Injured person's work details' section.

Paid on 07/10/2025	Pay period 14/05/2025 - 20/05/2025	Murrumbidgee Local Health District	\$ 1200.00	View
Paid on 07/10/2025	Pay period 29/04/2025 - 13/05/2025	Murrumbidgee Local Health District	\$ 2640.00	View

Wage payments history

View payment details

On this page, you can view detailed information about a specific wage payment including when it was paid, the amount paid and who it was paid to.

Further down the page, you can view more information about how the weekly payments are determined.

Payment details

Paid on
07/10/2025

Pay period
14/05/2025 - 20/05/2025

Payee
Murrumbidgee Local Health District

Payment method
eft

Net amount
\$ 1200.00

Contact us about
this claim



Detailed Payment Information

Weekly payments provide reimbursement for any lost income whilst an injured person recovers from their injury.

The weekly payments are determined by a combination of factors including the injured person's pre-injury earnings, current earnings, the value of any deductibles, and the maximum compensation amount.

Weekly payments

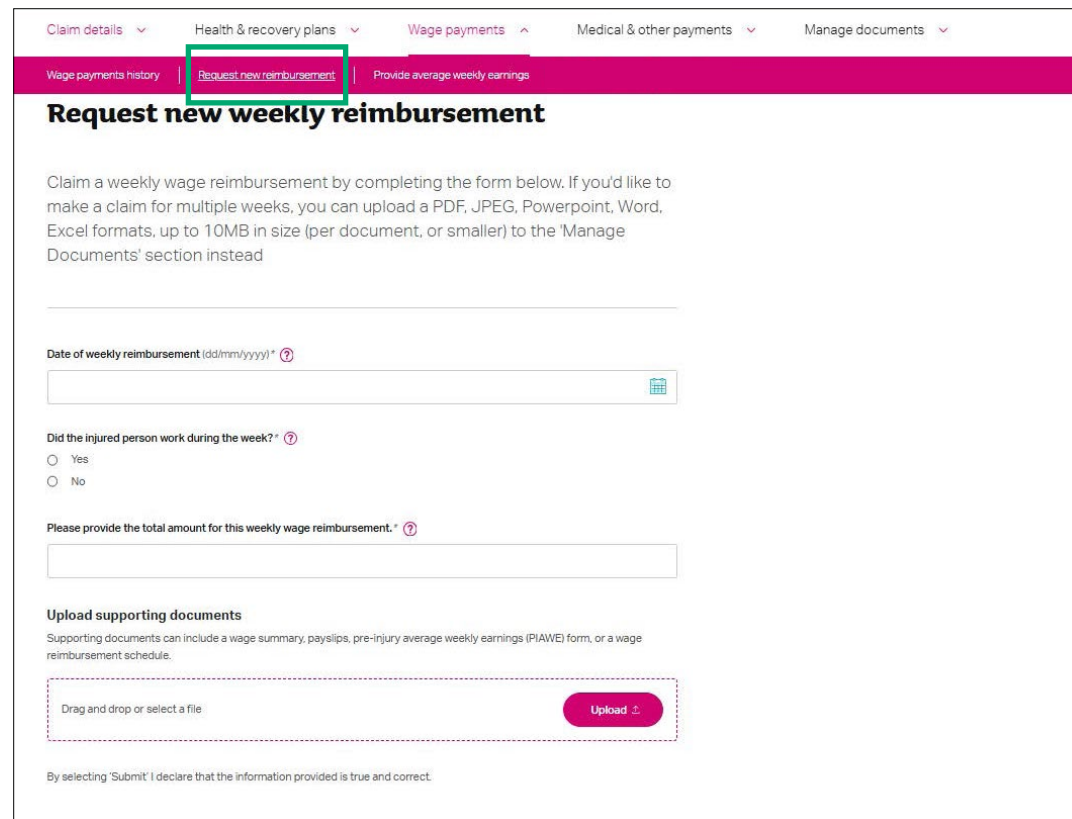
Payment period	Description	Pre-injury average weekly earnings	Weekly benefit rate	Earnings	Non-monetary benefits	Hours worked	Amount
14/05/2025 - 20/05/2025	Weekly Payments - Total Incapacity	\$ 1200.00	\$ 1200.00	-	-	-	\$ 1200.00
Total							\$ 1200.00

Request new reimbursement

Request new weekly reimbursement

You can complete the online form and upload supporting documents to claim a wage reimbursement from icare.

Once completed, click **Submit**.





Claim details ▾ Health & recovery plans ▾ **Wage payments ▴** Medical & other payments ▾ Manage documents ▾

Wage payments history | **Request new reimbursement** | Provide average weekly earnings

Request new weekly reimbursement


Claim a weekly wage reimbursement by completing the form below. If you'd like to make a claim for multiple weeks, you can upload a PDF, JPEG, Powerpoint, Word, Excel formats, up to 10MB in size (per document, or smaller) to the 'Manage Documents' section instead

Date of weekly reimbursement (dd/mm/yyyy) * 

Did the injured person work during the week? * 

☐ Yes

☐ No

Please provide the total amount for this weekly wage reimbursement. * 

Upload supporting documents

Supporting documents can include a wage summary, payslips, pre-injury average weekly earnings (PIAWE) form, or a wage reimbursement schedule.

Drag and drop or select a file

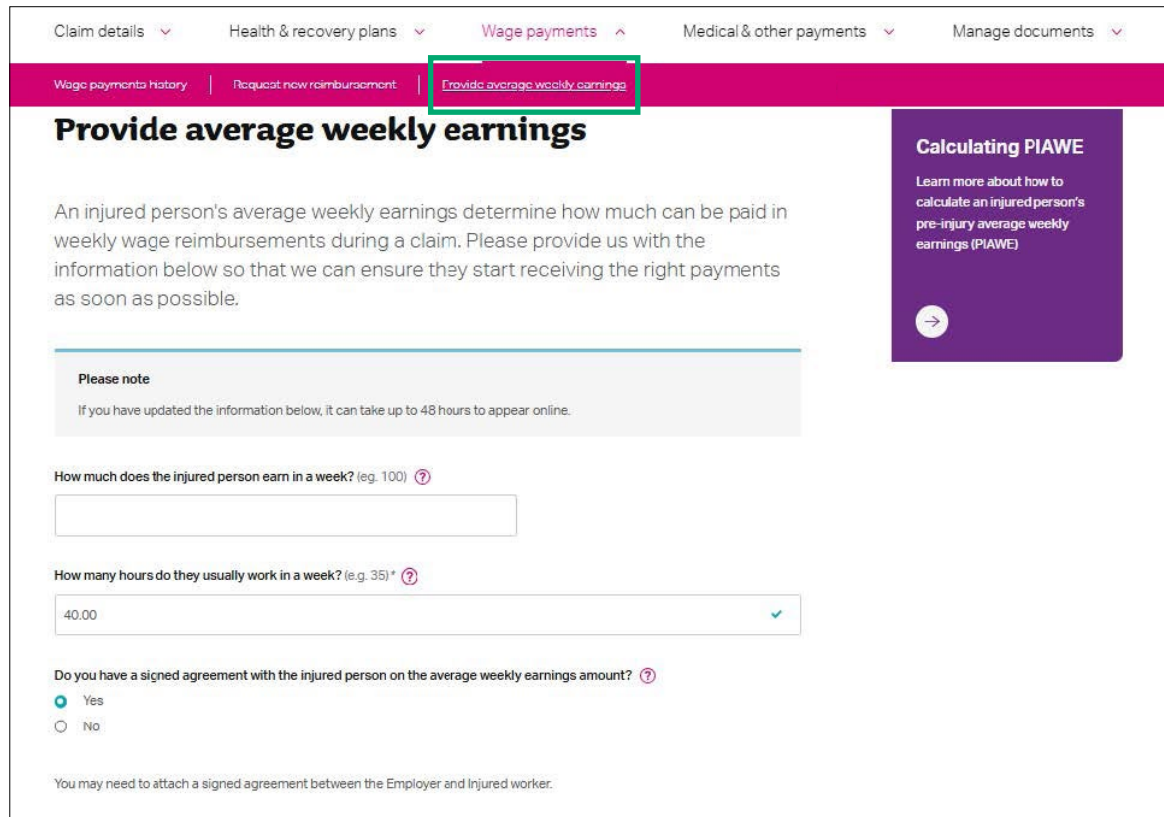
By selecting 'Submit' I declare that the information provided is true and correct.

Provide average weekly earnings

Provide average weekly earnings

You can provide information on an injured person's average weekly earnings.

This will determine how much can be paid in weekly wage reimbursements during a claim and ensure the injured person receives the right payments as soon as possible.



The screenshot shows the 'Provide average weekly earnings' form within the ifNSW Portal. The top navigation bar includes 'Claim details', 'Health & recovery plans', 'Wage payments' (highlighted), 'Medical & other payments', and 'Manage documents'. Below this, a pink sub-navigation bar contains 'Wage payments history', 'Request new reimbursement', and 'Provide average weekly earnings' (highlighted with a green box). The main heading is 'Provide average weekly earnings'. The text explains that the injured person's average weekly earnings determine the weekly wage reimbursements. A 'Please note' box states that updates may take up to 48 hours to appear online. The form includes two input fields: 'How much does the injured person earn in a week? (eg. 100)' and 'How many hours do they usually work in a week? (eg. 35)'. The second field has '40.00' entered and a green checkmark. A radio button question asks if there is a signed agreement with the injured person on the average weekly earnings amount, with 'Yes' selected. A final note mentions the need to attach a signed agreement between the Employer and Injured worker. A purple sidebar on the right titled 'Calculating PIAWE' provides a link to learn more about calculating pre-injury average weekly earnings (PIAWE).

Claim details ▾ Health & recovery plans ▾ Wage payments ▲ Medical & other payments ▾ Manage documents ▾

Wage payments history | Request new reimbursement | **Provide average weekly earnings**

Provide average weekly earnings

An injured person's average weekly earnings determine how much can be paid in weekly wage reimbursements during a claim. Please provide us with the information below so that we can ensure they start receiving the right payments as soon as possible.

Please note
If you have updated the information below, it can take up to 48 hours to appear online.

How much does the injured person earn in a week? (eg. 100) ⓘ

How many hours do they usually work in a week? (eg. 35) * ⓘ

 ✓

Do you have a signed agreement with the injured person on the average weekly earnings amount? ⓘ

☒ Yes
☐ No

You may need to attach a signed agreement between the Employer and Injured worker.

Calculating PIAWE
Learn more about how to calculate an injured person's pre-injury average weekly earnings (PIAWE)

→



Medical and other payments history

View medical and other payments history

On this page, you can view all previous medical reimbursements made for this claim.

[Claim details](#) [Health & recovery plans](#) [Wage payments](#) [Medical & other payments](#) [Manage documents](#)

[Medical payments history](#) | [Request new reimbursement](#)

Medical and other payments history

View all medical and other payments that have been reimbursed for this claim.

Last payment made
\$ 142.40 on 07 October 2025

[Request new reimbursement](#)

Payment history

Here's a list of payments which have previously been made.

Paid on 07/10/2025	Invoice number 123562721	eft	\$ 142.40	View
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Medical and other payments history

View payment details

On this page, you can view detailed information about a specific medical payment including when it was paid, the amount paid, the invoice number and a description about the payment.

Payment details

Paid on

07/10/2025

Invoice number

123562721


Payment method

eft

Net amount

\$ 142.40

Contact us about
this claim



Detailed payment information

Date of service	Paycode description	Net amount
07/10/2025	Chiropractic Services - WorkCover Approved	\$ 142.40



Request new reimbursement

Request a reimbursement

On this page, you can submit a request for reimbursement for expenses related to your claim, including pre-approved medical treatment and other costs.

[Claim details](#) [Health & recovery plans](#) [Wage payments](#) [Medical & other payments](#) [Manage documents](#)

[Medical payments history](#) | [Request new reimbursement](#)

Request a reimbursement

Here's where you can request a reimbursement for any expenses related to your claim, including pre-approved medical treatment and other costs.

Upload your receipts

Please provide a copy of your receipt for reimbursement. The receipt should show the date, invoice number, and a description of the services or product provided.

Drag and drop or select a file

Upload

Cancel

Submit



Upload documents

Upload your documents

Providing the right documentation can help ensure the right level of support is provided.

On this page, you can upload:

- Certificate of capacity
- Medical-related documents
- Wage-related documents
- Injury management
- Other types of documents

Check the size of your document.
It should be under 10 MB. The upload
can take 24 hours to process.

Claim details ▾ Health & recovery plans ▾ Wage payments ▾ Medical & other payments ▾ **Manage documents ▴**

[Upload documents](#) | Certificate of capacity | Wage payments | Medical payments | Health & recovery | Other documents

Upload your documents

Providing the right documentation throughout the course of a claim can help us ensure the right level of support is provided to an injured person.

Please upload documents in PDF, JPEG, Powerpoint, Word, Excel formats. We also accept RTF, TXT, TIF and BMP documents, up to 10MB in size (per document). Please press Submit button at the end of the page once you have uploaded your documents.

Certificate of capacity

A report from your nominated treating doctor outlining the injured person's treatment needs and capacity for work.

Drag and drop or select a file

Upload ↗

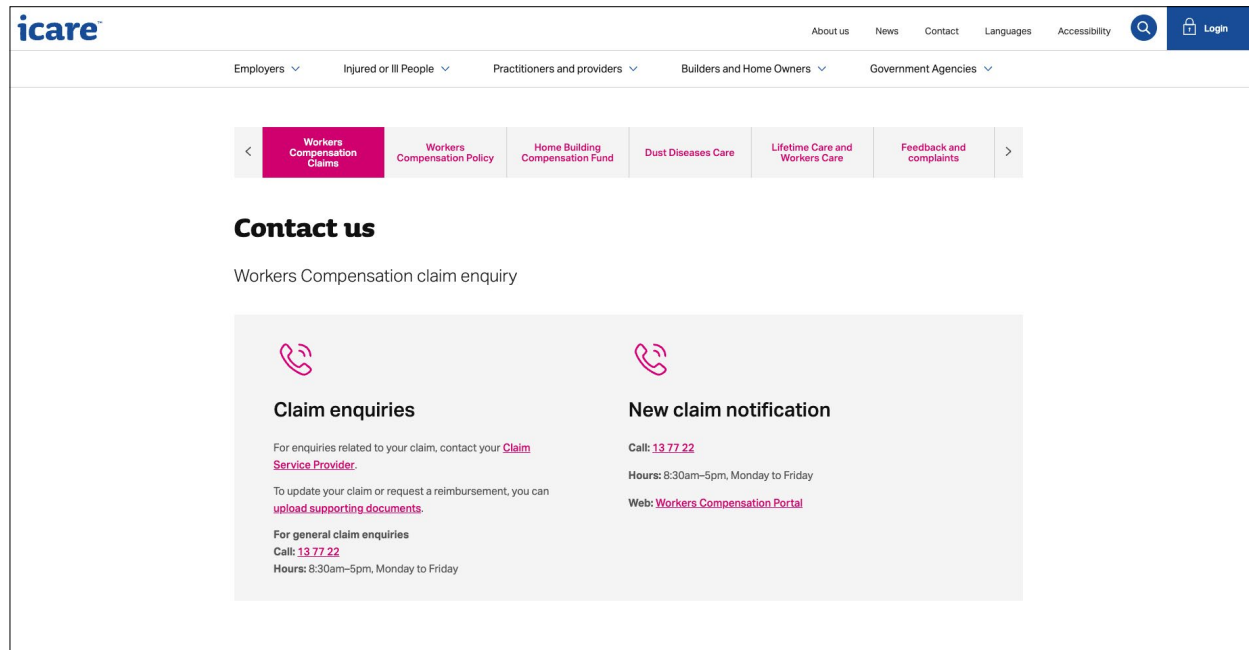
Need assistance or want to provide feedback?

Contact icare

At the top of each screen, you should see **Contact us** next to the Home icon.

The contact us button will direct you to the Workers Compensation Claims contact us page on icare's website.

On this page you can find the contact number and email address of icare customer support centre for any workers compensation claims enquiries.



The screenshot shows the icare website interface. At the top, there is a navigation bar with the icare logo on the left and links for 'About us', 'News', 'Contact', 'Languages', 'Accessibility', and a 'Login' button on the right. Below the navigation bar is a horizontal menu with dropdown arrows for 'Employers', 'Injured or Ill People', 'Practitioners and providers', 'Builders and Home Owners', and 'Government Agencies'. A secondary menu below this contains several options: 'Workers Compensation Claims' (highlighted in pink), 'Workers Compensation Policy', 'Home Building Compensation Fund', 'Dust Diseases Care', 'Lifetime Care and Workers Care', and 'Feedback and complaints'. The main content area is titled 'Contact us' and 'Workers Compensation claim enquiry'. It features two columns of information, each with a pink telephone icon. The left column is titled 'Claim enquiries' and provides contact details for claim-related inquiries, including a link to the 'Claim Service Provider' and instructions on how to update a claim or request reimbursement. The right column is titled 'New claim notification' and provides contact details for new claims, including a phone number (13 77 22), hours of operation (8:30am-5pm, Monday to Friday), and a link to the 'Workers Compensation Portal'.

Claim enquiries

For enquiries related to your claim, contact your [Claim Service Provider](#).

To update your claim or request a reimbursement, you can [upload supporting documents](#).

For general claim enquiries
Call: [13 77 22](#)
Hours: 8:30am-5pm, Monday to Friday

New claim notification

Call: [13 77 22](#)
Hours: 8:30am-5pm, Monday to Friday
Web: [Workers Compensation Portal](#)