

31 March 2025

SYMMETRY HUMAN RESOURCES GROUP P/L
PO BOX 5196
BRANDON PARK VIC 3150

CLAIM NUMBER

08240066969

(Please include this number on
documents you send about this claim)

WORKER

Andres Gutierrez Nieto

DATE OF INJURY

18 March 2025

Dear Sir/Madam

Confirming receipt of Andres Gutierrez Nieto's claim

I am writing to confirm that DXC Integrated Services Victoria Pty Ltd (DXC) has received the claim for weekly payments and medical and like expenses for Andres. A decision on liability has not been made yet.

What happens next?

DXC will assess the claim	We need to assess the claim in accordance with the legislation. To do this, we may need additional information to make a decision about the claim, which may include: <ul style="list-style-type: none">• Clinical notes from the worker's treating medical practitioner• arranging for the worker to be assessed by an independent medical examiner specialising in the condition/injury listed on the claim form• appointing an independent investigator to provide a written report on the circumstances of the injury or illness. They will seek to interview and collect statements from you, your worker and any witnesses identified by you and/or your worker for example, work colleagues
DXC will advise you of the decision by 22 April 2025	<ul style="list-style-type: none">• We need to make a decision on the claim within 28 calendar days of receiving the completed worker's claim form from you• As the claim form was received by DXC on 25 March 2025 (ARD), we will notify you of our decision by 22 April 2025• We will contact you and your worker to discuss the decision and ensure any questions you may have are answered• We will also send you a letter advising of this decision and provide further information relevant to the decision

What can I do while waiting for a decision on the claim?

There are things you can do to help your worker's recovery and return to work while waiting for a decision. During this period and regardless of the decision made in relation to the claim, keeping in touch with your worker and return to work planning can help support a timely recovery.

It is important that Andres seeks the support and assistance they need as early as possible. Please refer to the enclosed document Getting help with your mental health that was sent to your worker. This contains information that may assist your worker in the management of their injury.

What will DXC do now?

We will contact you to discuss how we can work together to support Andres' return to work. This may include:

- asking you and Andres' treating practitioners about duties that may be suitable while they are recovering
- informing all parties about their obligations with return to work planning and suitable employment
- encouraging you to keep in touch with your worker so that return to work is as easy as possible
- discussing the health benefits of safe work (safe work is good for your worker's social and emotional wellbeing)
- considering whether occupational rehabilitation services could assist with supporting return to work

What do I need to do now?

Actions	Contact
<p>Please read <i>guiding you through return to work</i> (enclosed), which contains information about:</p> <ul style="list-style-type: none">• staying in touch with your worker• return to work planning	DXC

Where can I get more information?

- Contact us on freecall 1800 801070 or directly on my number below
- Download the free **VicClaim** app from Google Play or the App Store
- Visit the WorkSafe Victoria website at **worksafe.vic.gov.au**

Yours sincerely

Aakrithi Kumar

Aakrithi Kumar
Eligibility Officer
Direct phone number: (03) 99473366
Direct fax number: (03) 99473005
DXC Integrated Services Victoria Pty Ltd

**On behalf of WorkSafe Victoria
a trading name of the Victorian WorkCover Authority**

Enclosed:

Your claim information sheet

Guiding you through return to work

Getting help with your mental health

Your claim information sheet

Payments while the claim is being assessed

- *Regardless of the liability outcome, helping injured workers receive the appropriate support to return to work as soon as possible is good for business and good for workers*
- *Early attention and talking with everyone involved is a key element in supporting return to work*
- *While waiting for a decision on liability, it is important your worker receives the required treatment and support. Prior to a claim decision being made, workers may have access to sick leave or annual leave, Centrelink and treatment options that can be arranged through their GP*

If the claim is accepted

DXC:

- *will contact you and your worker to discuss the decision and ensure any questions you may have are answered*
- *will send you a letter advising of this decision and provide further information about the claim, supporting return to work and other relevant information*
- *may also be required to contact Centrelink to determine any reimbursement for benefits that the worker may have received during the time the claim is being assessed. This means that any weekly payments will not start until the total amount of benefits received from Centrelink has been reimbursed from any weekly payment amount owed*

If the claim is not accepted

- *DXC will contact you and your worker to explain the grounds and reason for this decision*
- *Andres has the right to seek a review of our decision. We will advise you if this occurs. If there is any change to our decision on this claim, we will advise you of your obligations at that time*
- *Remember, regardless of the decision made in relation to the claim supporting your worker to receive appropriate treatment is important. Talk with your worker about the best approach to support recovery and return to work. It reduces the impact on your productivity and helps keep your WorkSafe insurance premium down. The financial and emotional consequences of long absences from work are also minimised, benefiting you and your workers*

Guiding you through return to work

Supporting an injured worker to return to work as soon as possible is good for business.

It can help increase productivity and keep the cost of your WorkSafe Injury Insurance premium down, and benefits your worker by reducing the financial and emotional impacts on them and their family.

Don't ignore the early signs of injury or illness

If you or your worker notice the early signs of a work-related injury or illness, timely action and treatment can prevent it from getting worse. Talk to your worker and their supervisor about what changes could be made to help them stay at work. Most people make a better and faster recovery if they can stay at work.

Start planning early for return to work

If one of your workers has sustained a work-related injury, it's best to start planning for their return to work as soon as possible, even before the claim has been accepted by your WorkSafe Agent.

Experience shows that helping an injured worker return to safe work sooner – even if it's on reduced hours and modified or alternative duties – can achieve a better outcome in the long-term.

Being back at work is an important part of recovering from a work-related injury.



Stay in touch

It's important to stay in touch with your injured worker while they are away. Take the time to make regular contact, enquire how they are going and offer your assistance. Staying connected with the workplace can help an injured worker to keep positive about recovering and getting back to work.

You can also keep them informed about what's happening – send them work newsletters or updates, invite them to meetings or involve them in training they'd normally have to do – if it's something they can do while they recover.

Getting back to work after an injury or illness is an important part of a worker's rehabilitation.



Focus on what your worker can do

Planning for return to work is best done in consultation with your worker. Think about what duties might be suitable and ask them what they think they can do.

Part of the planning should include supporting the worker's transition back to pre-injury duties, or meaningful alternative or modified duties if that is appropriate while they recover.

Ask your worker if you can contact their healthcare professional to discuss the duties they may be able to do. When your injured worker visits their doctor to obtain a certificate of capacity, you can provide a position description and a list of duties, or photos of their work environment to take with them. The list should include enough details about the duties available at your workplace to enable the doctor or healthcare professional to make an informed decision about what the worker can do.

Prepare the workplace and workmates for the worker's return

Remember that no one wants to be injured. A workplace injury can have an emotional impact on family, colleagues and friends. Feeling nervous or worried before returning to work are natural emotions.

Ensure you have a plan for your worker's first day back, that they're comfortable about their return and know what they will be doing. This is especially important if they are starting on modified or alternative duties, or reduced hours.

Talk to the worker's supervisor or manager and colleagues before they return so they are aware of what the worker will be doing and can support them when they return.

A successful return to work requires planning and the active participation of both you and the injured worker. With your support they can recover and return to normal life.

Ask for help if you need it

You can contact your WorkSafe Agent to discuss your obligations and the support that may be available. Your Agent is there to help you, especially if you're unsure about what to do or need advice on return to work planning.

If problems arise, talk to your worker and, if necessary, your WorkSafe Agent Case Manager as soon as possible. They can answer questions and explain the services available to support you and your worker, such as Occupational Rehabilitation.

You can also contact WorkSafe's Advisory Service on freecall **1800 136 089** or visit worksafe.vic.gov.au/rtw

Information for injured workers

Getting help with your mental health

Close to one in two people with a mental health issue get help from a health professional, and even more access informal support. It's normal to get help. Getting the right help early is more effective for your recovery and wellbeing.

Victorian workers with a mental injury can access early treatment and support while they await the outcome of their claim. Payment for this support is called provisional payments. Where a worker is entitled to provisional payments, WorkSafe can cover the reasonable costs of treatment. It's important you start getting the help you need while your claim is being reviewed. If the claim is accepted, WorkSafe can continue to cover these costs in accordance with Victorian workers' compensation legislation. If the claim is rejected, WorkSafe can continue to cover these costs for up to 13 weeks.



See your doctor

A General Practitioner (GP) can work with you to develop a treatment plan and recommend services and resources that might help you in your situation.



E-therapy

Research in Australia and overseas shows that online programs can be effective in improving some mental health issues, especially anxiety and depression.

For practical online tools to take care of your mental health, visit: thiswayup.org.au



See a psychologist

Seeking support from a psychologist may be helpful to you. A psychologist can work to help you get back to doing the things that are important to you. Speak to your GP to find out if this is the right option for you.



Employee assistance program

Many workplaces offer an employee assistance program which can give you access to a free and confidential phone-based counselling service.

Speak to your Return to Work Coordinator or Human Resources department to see what your employer can offer.

The services discussed on this sheet are not a complete list of what may be available to you, but a suggestion on where to start. Please speak to your treating health provider to find out what else may be available.

At times, post injury – in highly anxious, depressed or angry states, people can become troubled and may begin to think about self-harm. If you feel at risk (and are unable to guarantee your safety), call triple zero (000) for emergency services.

Telephone assistance lines such as Lifeline (13 1114) and Beyond Blue (1800 224 636) offer immediate mental health support and counselling 24 hours a day, seven days a week.

Further information

Visit worksafe.vic.gov.au/claims-and-recovery

Contact WorkSafe's Advisory Service on freecall 1800 136 089 (Monday - Friday 7:30am - 6:30pm).

Contact your union, or Union Assist - a free service set up and run by the Victorian Trades Hall Council: (03) 9639 6144.

Translated information



For translated information and resources, visit worksafe.vic.gov.au/choose-your-language, or call 131 450 to speak to WorkSafe with an interpreter.

