

How to manage your Workers Compensation claims online

Last updated on: 14 July 2025

Select your role

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





Injured person

Getting	Claims	Claims	Health &	Wage	Medical	Documents	Manage
Started	Dashboard	Details	Recovery	Payments	Payments		Profile



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• Upload your documents

Manage profile

- Update your contact details
- Update bank details





Getting started

Registration

To request access to the Claims 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 <u>request a new link</u>.

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 <u>Forgot password</u> 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 instructions on how to reset.
Email address '

Cancel

Send



and we'll 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.

Claims

Dashboard

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







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.**

Claims

Dashboard

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.





Details

Claims

Dashboard



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.

icare Workers Co	mpensation		Accessibility Contact us	Logout
			Search claims Q Notif	iy us of an injury 🕂
Search all cla	ims			
Claim number	First name	Last name	Date of birth	
.			ж ⁻ 14	
Found 3 results				
Filter results ~	 Sort results 			
Claim 7698814 - Injury Test Testinj - Policy 254234501		Managed by GIO		
Open 16/01/2025	Provisional treatment can start			
Claim 7699218 - Mutli_Claim1_ Testinj - Policy 254234501	JW LN	Managed by EML		
Open 13/02/2025	Injury notified			







Claims

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 ٠
- Works status and start data .

You can also navigate to other sections using the drop-down menu at the top of the page or the 'I want to' quick links.







View your claim details and add further information

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

If you have any questions about your claim or need to add further information or supporting documents, you can do so by clicking **Enquiries & updates.**

Claim details	
Please review the details we've captured about the claim so far. If you have any questions or would like to add further information please go to <mark>Enquirie</mark>	s & updates.
	Expand all (+)
Your details	+
Injury details	+
Your work details	+
Employer's details	+







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





Correspondence

View correspondence

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







Enquiries & updates

About the claim

You can ask a question about the claim or provide additional information by completing and submitting an enquiry form.

icare	Workers Compensation	A	ccessibility Contact us 🟠	Logout
Claim 6872642 - Sall	y Richards		Noti	fy us of an injury 🕂
Claim details 🔨	Health & recovery 💙	Wage payments 🗸	Medical payments 🗸	Documents 🗸
Claim overview Corre	espondence Enquiries & updates			
About the claim Claim number 6872642 - Sally Richards What's your enquiry abou	m 12*			
How can we help?*		1333		
Would you like to provide O Yes	any supporting documents?			
⊖ No				







Manage

Profile

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.

	ers Compensation		Accessibility Contact us	Cogout
Claim 8225443 - George	Bailey			Notify us of an injury +
Claim details 🛛 🗸	Health & recovery ^	Wage payments 🛛 🗸	Medical payments 🛛 🗸	Documents 🗸
Injury management plan	Return to work plan			

Inj	ury management plan
An in recov	ury management plan documents an injured person's treatment and ery goals.
Down	load current injury management plan
Down	load current injury management plan New injury management plan - Employer - 7698814.pdf [APPLICATION/PDF] Uploaded on 24/02/2025





View wage payments history

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

Claim 6872642 - Sally Richards Notify us of an injury Claim details Health & recovery Wage payments ^ Medical payments Documents Mage payments history PavG Summary Wage payments history PavG Summary Wiew all previous weekly wage reimbursements made for this claim. Lest payment made \$1187.50 on 10 June 2025 Payment history Below is 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 overview page within the 'injured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View	icare	Vorkers Compensation		Accessibility Contact us	Cogout Logout		
Claim details Health & recovery Wage payments Medical payments Documents Wage payments history PAVG Summary Wage payments history PAVG Summary Wage payments history New all previous weekly wage reimbursements made for this claim. Lest payment made \$1187.50 on 10 June 2025 Payment history Below is 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 overview page within the 'injured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View	Claim 6872642 - Sally Richards Notify us of an injury +						
Wade payments history Wade payments history We wall previous weekly wage reimbursements made for this claim. Last payment made \$1187.50 on 10 June 2025 Payment history Below is 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 overview page within the 'njured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View	Claim details 🖌	Health & recovery 🗸	Wage payments \land	Medical payme	nts V Documents V		
Wage payments history View all previous weekly wage reimbursements made for this claim. Last payment made \$1187.50 on 10 June 2025 Payment history Below is 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 overview page within the 'injured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View Paid on 02/06/2025 Pay period 01/06/2025 SNTQ-T \$1187.50 View	Wage payments history	PAYG Summary					
Wage payments history View all previous weekly wage reimbursements made for this claim. Last payment made \$1187.50 on 10 June 2025 Payment history Below is 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 overview page within the 'injured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View Paid on 02/06/2025 Pay period 01/06/2025 SNTQ-T \$1187.50 View							
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\$1187.50 on 10 June 2025 Payment history Below is 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 overview page within the 'injured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View Paid on 02/06/2025 Pay period 01/06/2025 SNTQ-T \$1187.50 View	Last payment made						
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Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View Paid on 02/06/2025 Pay period 01/06/2025 SNTQ-T \$1187.50 View	Below is a list of payments information on the claim ov	which have previously been made. If you' rerview page within the 'injured person's	d like to know more about the p work details' section in the clain	re-injury earnings provided fo n details.	or your claim, you can find this		
Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187.50 View Paid on 02/06/2025 Pay period 01/06/2025 SNTQ-T \$1187.50 View							
Paid on 02/06/2025 Pay period 01/06/2025 SNTQ-T \$1187.50 View	Paid on 10/06/2025	Pay period 09/06/2025	SNTQ-T	\$1187.50	View		
	Paid on 02/06/2025	Pay period 01/06/2025	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.

Workers Compensation			Accessibility Contact	us 🞧 🙆 Logout
Claim 8225443 - George Bailey				Notify us of an injury 🕂
Claim details Y Health & rec	overy 🗸	Wage payments $\ \ \land$	Medical payments	✓ Documents ✓
Wage payments history PAYG Summary				
PAYG Summary				Understanding PAYG Summary
If you have received weekly bene workers insurance we will provide before the 14th July.	fit replacement a copy of your	payments directly form PAYG Summary Statem	icare nent on or	icare holds PAYG Summary Statements for a period of 5 years from year of issue. If you require earlier Summary
icare holds PAYG Summary State If you require earlier Summary St Office (ATO).	ments for a per atements pleas	riod of 5 years from year e refer to the Australian	of issue. Taxation	Statements please refer to the Australian Taxation Office link below.







Request reimbursement

Request new 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 🗸	Wage payments 🗸	Medical payments A	Documents 🗸
Request reimbursement	Medical payments history			
Pequest	reimburcemer	.+		
Request	ennouisentei			
Request a reimb	oursement for expenses i	related to the claim. The	se can	
include pre-app	roved medical treatment	, domestic assistance, ti t have been made	ravel,	
accontinudation	rand other expenses the	thave been made.		
Bank details				
Reimbursements will be p your profile or give us a c	baid into the bank account below. If we d	don't have your account details, you c	an add them to	
Account name				
Sally Richards				
BSB	Account number			
123 456	11112222			
Upload your receip	ts			
Please provide a copy of description of the service	your receipt for reimbursement. The re- es or product provided.	ceipt should show the date, invoice ni	umber, and a	
Drag and drop here t	o select a file		Upload 🛧	
By selecting 'Submit' I de	clare that the information provided is tr	ue and correct.		
Cancel	Submit			





Injured person

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. This includes payments for domestic assistance, travel and accommodation expenses.

Claim details 🖌	Health & recovery 🗸	Wage payments 🗸	Medical payments ^	Documents 🗸
Request reimbursement	Medical payments history			
Medical aı	nd other payn	nents history		
View all medical a These may include related to the clair	nd other payments that e domestic assistance, m.	have been reimbursed to travel and accommodation	o you. on costs	
Last payment made \$136.50 on 10 Ju	ine 2025			
Request new reimbur	rsement			
Payment histor	rv			
	2			
Here's a list of payments wh	ich have previously been made.			
Here's a list of payments wh Paid on 10/06/2025	Invoice number 1498	37 eft	\$136.50	View







Upload documents

Upload your documents

Providing the right documentation can help ensure the right level of care and 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 🗸	Wage payments 🗸	Medical payment	Documents ^
Upload documents	Certificate of capacity Health & recovery	y Wage payments Me	dical payments Other d	ocuments
Upload o	locuments			
Providing the r ensure the righ	ight documentation throughount level of care and support is p	ut the course of a cl provided.	aim can help us	
Upload documents in F to 10MB in size (per do	PDF, JPEG, Powerpoint, Word, or Excel formats. V cument). Click submit at the end of the page on	We also accept RTF, TXT, TIF ar ce you have uploaded your doc	id BMP documents, up suments .	
Certificate of cap	acity			
A report from the nomin	nated treating doctor outlining the treatment ne	eeds and capacity for work.		
Drag and drop here	to select a file		Upload 个	





Contact details

Claims

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.

ICAIC Manale compensation		Accessibility Co	intact us 🙆 🙆	Logout
Manage your profil	е			-
Your details Contact details and contact preferences	Bank details miniated bank account for reimbursements			
Your details				
First name				
i19_IW_User01				
Last name				
LN1				
Contact email address				
iw_testuser01@yopmail.com				
iw_testuser01@yopmail.com If you'd like to update your name or email address, plea	ise contact us.			
Iw_testuser01@yopmail.com If you'd like to update your name or email address, plex Best contact number (eg. 02 9999 1111)*	ise contact us.			
W_testuser01@yopmail.com If you'd like to update your name or email address, ples Best contact number (eg. 02 9999 1111)* 01224567890	se contact us.			
IV_testuser01@yopmail.com If you'd like to update your name or email address, plex Best contact number (eg. 02 9999 1111)* 01234567890 Phone type*	ne contact us.			





Details



Bank details

Update your nominated bank account for reimbursements

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

	pensation	Accessibility Con	actus 🙆 🙆	Logout
Manage your j	profile			
5				
Contact details and contact preferences	Your nominated bank account for reimbursements			
Earn second				
Reimbursements will be paid to the finan so that reimbursements can be paid. If y	cial institution account details shown below. Please keep these acc ou change your account details, please allow a few days for change	ount details up to date is to take effect		
Reimbursements will be paid to the finar so that reimbursements can be paid. If y Account name (e.g. Albert Smith)*	cial institution account details shown below. Please keep these acc ou change your account details, please allow a few days for change	ount details up to date is to take effect		
Reinbursements will be paid to the finar so that reinbursements can be paid. If y Account name (e.g. Albert Smith)*	cial institution account details shown below. Please keep these acc ou change your account details, please allow a few days for change	ount details up to date is to take effect		
Reinbursements will be paid to the finar so that reinbursements can be paid. If y Account name (e.g. Albert Smith)*	cial institution account details shown below. Please keep these acc ou change your account details, please allow a few days for change	ount details up to date s to take effect		



Details

Claims



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.

care					About us	News Contact	Languages	Accessibility	0	C Login
	Employers \checkmark	Injured or III People $$	Practitioners and providers	✓ Builders and H	łome Owners \vee	Government Agen	cies 🗸			
	< Work Compen Clair	ers Workers Isation Compensation Polic	Home Building compensation Fund	Dust Diseases Care	Lifetime Care and Workers Care	Feedback ar complaints	d >			
	Contac Workers Cor	t us mpensation claim enc	luiry							
	Ċ			C						
	Claim For enquirin Service Pro To update y upload sup For genera Call: <u>13.77</u> . Hours: 8:30	enquiries es related to your claim, contact yo <u>ovider</u> . rour claim or request a reimbursen porting documents. I claim enquiries 22 Jam-Spm, Monday to Friday	sur <u>Claim</u> nent, you can	New claim no Call: <u>1377 22</u> Hours: 8:30am-5pm, Mo Web: <u>Workers Compans</u>	tification nday to Friday ation Portal					



Employers

Getting	Claims	Claims	Health &	Wage	Medical	Documents	Manage
Started	Dashboard	Details	Recovery	Payments	Payments		Profile



Contents

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- Login
- Forgotten password

Claims dashboard

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- Multiple claims
- Search for a claim

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- Correspondence
- Enquiries and updates

Health & recovery

- View injury management plan
- View return to work plan

Wage payments

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

Medical payments

- Request medical reimbursements
- View medical and other payments history

<u>Documents</u>

• Upload your documents

Manage profile

- Update your contact details
- Update your team





Getting started

Claims

Dashboard

Registration

To request access to the Claims 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 <u>request a new link</u>.

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 <u>Forgot password</u> 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 sen	nd

Email address

Cancel



Wage Payments



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.

Claims

Dashboard

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





Details

Claims



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.

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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.





Details

Claims

Dashboard



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.

icare Workers Compe	ensation		Accessibility Contact us	Logout
			Search claims Q Noti	fy us of an injury 🕂
Search all clain	ns			
Claim number	First name	Last name	Date of birth	
Found 3 results				
Filter results ~	Sort results v			
Claim 7698814 - Injury Test TestInj - Policy 254234501		Managed by GIO		
Open 16/01/2025	Provisional treatment can start			
Claim 7699218 - Mutli_Claim1_IW TestInj - Policy 254234501	LN	Managed by EML		
Open 13/02/2025	Injury notified			





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 or the 'I want to' quick links.







View your claim details and add further information

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

If you have any questions about your claim or need to add further information or supporting documents, you can do so by clicking **Enquiries & updates.**

Claim details	
Please review the details we've captured about the claim so far. If you have any questions or would like to add further information please go to <mark>Enquiries 8</mark>	& updates.
	Expand all (+)
Employer's details	+
Injured person's details	+
Injury details	+
Injured person's work details	+





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





View correspondence

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







Enquiries & updates

About the claim

You can ask a question about the claim or provide additional information by completing and submitting an enquiry form.

icare Workers Compensation		Accessibility Contact us	Logout
Claim 6872642 - Jack Shepard		Search claims	Notify us of an injury +
Claim details Health & recovery	Wage payments 🗸	Medical payments	✓ Documents ✓
Claim overview Correspondence Enquiries & updates			
About the claim Claim number 6872642 - Jack Shepard What's your enquiry about?*			
Would you like to provide any supporting documents?	1333		
○ No			







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.



Injury management plan	
An injury management plan documents an injured person's treatment and recovery goals.	
Download current injury management plan	
Download current injury management plan New injury management plan - Employer - 7698814.pdf [APPLICATION/PDF] Uploaded on 24/02/2025	_







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 🗸 🗸	Wage payments ^	Medical payments	✓ Documents ✓
Provide average weekly earnings	Request wage reimbursement	Wage payments history		
Provide ave	rage weekly ea	rnings		Calculating PIAWE
An injured person's a weekly wage reimbui information below sc as soon as possible.	verage weekly earnings d rsements during a claim. P that we can ensure they s	etermine how much can l lease provide us with the start receiving the right p	be paid in ayments	Learn more about how to calculate an injured person's pre-injury average weekly earnings (PIAWE)
Please note If you have updated the infor	mation below, it can take up to 48 hours t	o appear online.		
How much does the injured pers	son earn in a week? (eg. 100)			







Request new reimbursement

Request wage reimbursement

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

Once completed, click **Submit**.

Cidin details	Health & recovery 🗸	Wage payments A	Medical payments 🗸	Documents
Provide average weekly ea	rnings <u>Request wage reimbursen</u>	<u>ment</u> Wage payments history		
Request v	vage reimburs	sement		
If you are paying	an injured person's appr	oved weekly		
payments, you ca	an claim a wage reimbur	sement by completing		
the form below.				
Date of weekly reimburser	ment* 🕜			
DD/MM/YYYY				
Did the injured person wor	rk during the week?*			
Did the injured person wor Yes No Please provide the total ar	rk during the week?* ⑦	ment* 🕐		
Did the injured person wor Yes No Please provide the total an	k during the week?* ③	ement" ()		
Did the injured person wor Yes No Please provide the total ar Upload supporting documents ca	*k during the week?* ③ mount for this weekly wage reimburse locuments in include a wage summary, payslips, p	ment" ()	IAWE) form, or a wage	
Did the injured person wor Yes No Please provide the total ar Upload supporting do Supporting documents car reimbursement schedule.	rk during the week?* ① mount for this weekly wage reimburse locuments n include a wage summary, payslips, pu	ment" () re-injury average weekly earnings (P	IAWE) form, or a wage	
Did the injured person wor Yes No Please provide the total ar Upload supporting documents can reimbursement schedule. Drag and drop here to	k during the week?* ③ mount for this weekly wage reimburse locuments n include a wage summary, payslips, pr select a file	ment" () re-injury average weekly earnings (P	UNVE) form, or a wage	
Did the injured person wor Yes No Please provide the total ar Upload supporting do Supporting documents ca reimbursement schedule. Drag and drop here to	rk during the week?* ① mount for this weekly wage reimburse locuments n include a wage summary, payslips, pu select a file	ment" ⑦	IAWE) form, or a wage	
Did the injured person wor Yes No Please provide the total ar Upload supporting do Supporting documents can reimbursement schedule. Drag and drop here to By selecting 'Submit' I decl	k during the week?* () mount for this weekly wage reimburse locuments n include a wage summary, payslips, pr select a file	ment* () re-injury average weekly earnings (P	LAWE) form, or a wage	
Did the injured person wor Yes No Please provide the total ar Upload supporting do Supporting documents ca reimbursement schedule. Drag and drop here to By selecting 'Submit' I decl	k during the week?* () mount for this weekly wage reimburse locuments ni include a wage summary, payslips, pr select a file	ment ①	LAWE) form, or a wage	





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 wage reimbursement and provide weekly earnings information (also available through the drop-down navigation).







Request reimbursement

Request new 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 💙	Wage payments 🐱	Medical payments 🔨	Documents 🗸
[Request reimbursement	Medical payments history			
	Request r	eimbursemen	t		
	Request a reimbu include pre-appro accommodation	ursement for expenses re oved medical treatment, and other expenses that	elated to the claim. The domestic assistance, ti have been made.	se can ravel,	
	Upload your receipts Please provide a copy of yo description of the services	ur receipt for reimbursement. The reco or product provided.	eipt should show the date, invoice nu	imber, and a	
	Drag and drop here to s	select a file		Upload 🛧	
	By selecting 'Submit' I decla	are that the information provided is true	e and correct.		
	Cancel	Submit			







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. This includes payments for domestic assistance, travel and accommodation expenses.

Claim details 🗸	Health & recovery 🗸	Wage payments 🗸	Medical payments	Documents V
Request reimbursement	Medical payments history			
Modical	nd other nour	nonte histor	.,	
Medicala	nu otner payi	nents histor	y	
View all medical a These may includ related to the clai	ind other payments tha le domestic assistance, im.	t have been reimburse travel and accommod	ed to you. dation costs	
Last payment made				
\$136.50 on 10 Ju	une 2025			
Request new reimbu	ursement			
Payment histo	ry			
Here's a list of payments wi	hich have previously been made.			
	Invoice number 149	87 eft	\$136.50	View
Paid on 10/06/2025				
Paid on 10/06/2025 Paid on 05/06/2025	Invoice number 159	65 eft	\$98.75	View



Getting Started	Claims Dashboard	Claims Details	Health & Recovery	Wage Payments	Medical Payments	Documents	Manage Profile
							Employers
Un	ob beol	cumen	tc				

Upload your documents

Providing the right documentation can help ensure the right level of care and 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.





Getting	Claims	Claims	Health &	Wage	Medical	Documents	Manage
Started	Dashboard	Details	Recovery	Payments	Payments		Profile



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 [®]	ers Compensation		Accessibility Cont	actus 🙆 🙆	Logout
Manage yo	ur profile				
Your details Contact details, conta preferences, role and po	Your team to Edit roles, modify access in add users	ghts or			
Your details					
First name i19_IW_User01					
Last name					
Contact email address iw_testuser01@yo	pmail.com				
Best contact number (eg. 02 9	899 1111)*				
01234567890		*			
Phone type *					
Mobile		~			
Save	hange Password				
Your role in man	aging the employer's cla	ims			
Users can lodge and access cl	aims information for the following policies.	DNa			
Policy it9	254234501	Claims Admin			



Getting	Claims	Claims	Health &	Wage	Medical	Documents	Manage
Started	Dashboard	Details	Recovery	Payments	Payments		Profile
						() E	mployers

Your team





Getting	Claims	Claims	Health &	Wage	Medical	Documents	Manage
Started	Dashboard	Details	Recovery	Payments	Payments		Profile
						() E	mployers

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

Once you create a user, we'll her instructions.
~

Role 1 - Claims Admin (0 policies) +	User roles	
	Role 1 - Claims Admin (0 policies)	+
Role 2 - Return to work coordinator (0 policies)	Role 2 - Return to work coordinator (0 policies)	+

Role 1 - Claims Admin (0 poli	cies)	-
You have not assigned any	policies to this role.	
Edit role		
Role 2 - Return to work coord	dinator (0 policies)	_



Getting	Claims	Claims	Health &	Wage	Medical	Documents	Manage
Started	Dashboard	Details	Recovery	Payments	Payments		Profile
							mployers

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.

Edit user role	E.
Search for a policy	
Policies	
Select all	1 policy (0 selected)
251883801 - Jamel	

a	
	User roles
	Role 1 - Claims Admin (0 policies)
	Role 2 - Return to work coordinator (0 policies)
	Cancel Add user

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







Need assistance or want to provide feedback?

Health &

Recovery

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.

icare		About us	News Contact Langu	ages Accessibility	🕂 Login
	Employers \vee Injured or III People \vee Practitioners and prov	ders \lor Builders and Home Owners \lor	Government Agencies \lor		
	Workers Compensation Workers Compensation Policy Home Buildin Compensation P Contact us Workers Compensation claim enquiry	ind Dust Diseases Care Lifetime Care and Workers Care	Feedback and complaints		
	Claim enquiries For enquiries related to your claim, contact your <u>Claim</u> Service Provider. To update your claim or request a reimbursement, you can Jobad supporting documents. For general claim enquiries Cali: 13.77.28 Hours: 8:30am-5pm, Monday to Friday	Coll: 13 77 22 Hours: 8:30am-5pm, Monday to Friday Web: Workers Compensation Portal			



NSW government agencies

intow Fortal Dashboard Details Recovery Fayments Fayments



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

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

Medical payments

- Request medical reimbursements
- View medical and other payments history

<u>Documents</u>

• Upload your documents



Dashboard

Claims

Details

Health &

Recovery



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	TM.			Accessibility	News	Contact Us	ŵ	1	8	9	Log out	
Your profile	Your applications and agencies	Change Password	FAQ & Troubleshootin	g								
Your appli	cations											
View, access a	nd manage your application an	d agencies.										
If you need to u	pdate your applications or you	r agencies, please con	nplete the IFNSW Por	tal access fo	orm. 🖻							
Applications												
					Collaps	e all 😑						
Workers Compe	nsation (WC) Claims					-						
South Western S	vdnev Local Health District											
Nepean Blue Mor	Intains Local Health District											
South Eastern Sy	dney Local Health District											
Murrumbidgee L	ocal Health District											
Far West Local H	ealth District											
General Lines Cl	aims (GL) Claims											
Risk Education E	xpress (REX)											
TMF Dashboard	(Qlik Reporting)											



Details



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.

ata & Reporting	TMF Claims	international SOS	IMF Declaration	KISK Education express
determine the righ	t claims service prov	vider to lodge or manage	a claim, please tell us wh	hat the incident relates to.
Workplace iniu	rv claims		Injured Worker	
	,	e (* 1997)	injured worker	
		<u>م</u>	Employees who are injured at wo	ork
To lodge and manage a workp	place injury claim, please click to	the right, to be guided		
through the process.				



Dashboard

Claims

Details



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 Enclay Murumbidgee Local Health District Please select the agency you want to lodge a claim on behalf of. Select or search your agency from the dropdown below: Murumbidgee Local Health District * Back contract



Getting started from	
ifNSW Portal	

Details



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.





Getting started from
ifNSW Portal

Details



Search all claims

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.

laim number	First name	Last name	Date of birth	
und 9 results				
Advanced search	∧ Sort	~		
Clear	Search			
Clear	Search			
Cloar Policy Please select	Search			
Cloar Policy Please select	Search Date of injury	Incident Type	Work status	
Cicar Policy Please select Claim status O Open	Search Date of injury O Today	Incident Type	Work status O Working - Same employer - full work capacity	
Cloar Policy Please select Claim status O Open O Draft	Bearch Date of injury O Today O Last 7 days	Incident Type Notification only Claim	Work status Working - Same employer - full work capacity Working - Same employer - current work capacity	
Dicar Policy Please select Claim status O Open O Draft O Closed	Search Date of injury Today Last 7 days Last 14 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	
Clear Policy Please select Claim status Open Open Oraft Closed	Bearch Date of injury Today Last 7 days Last 14 days Last 30 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	
Dicar Policy Please select Claim status O Open O Draft O Closed	Bearch Date of injury Today Last 7 days Last 14 days Last 30 days Last 60 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	
Cloar Policy Please select Claim status Open Open Otaft Closed	Search Date of injury Today Today Last 7 days Last 14 days Last 30 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	
Dicar Policy Please select Claim status O Open O Draft O Closed	Bearch 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	



Getting started from	Claims	Claims	Health &	Wage	Medical	Documents
ifNSW Portal	Dashboard	Details	Recovery	Payments	Payments	



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 or the 'I want to' quick links.







View your claim details and add further information

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

If you have any questions about your claim or need to add further information or supporting documents, you can do so by clicking **Enquiries & updates.**

Claim details	
Please review the details we've captured about the claim so far. If you have any questions or would like to add further information please go to Enq	uiries & updates.
	Expand all (+)
Employer's details	+
Injured person's details	+
Injury details	+
Injured person's work details	+



Getting started from	Claims	Claims	Health &	Wage	Medical	Documents
ifNSW Portal	Dashboard	Details	Recovery	Payments	Payments	
					NSW g	gov agencies

Correspondence

View correspondence

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









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 8225443 - Ge	orge Bailey		Search claims Q	Notify us of an injury 🕂
Claim details 🗸 🗸	Health & recovery	Wage payments 🗸 🗸	Medical payments	✓ Documents ✓
Injury management plan	Return to work plan			
Download current i	njury management plan			
Linjury Management (APPLICATION/PDF) I 2	Plan - Employer - 8185480.pdf Jploaded on 20/10/2025			
Your goals				
Your goals should reflect what things that aren't directly relat	you would like to achieve along your journey to recover ed to your injury or workplace, but are just as important	ry and return to work. This might include in your recovery process.		
Regular Treatment	and Exercise Not Started			
Actions				
Upcoming tasks to be comple	ted to help you reach your goals			
09 May 2025	Doctor visit and Exercise Responsible: Murrumbidgee Local Health District			





Medical

Payments

Provide average weekly earnings

Claims

Details

Provide average weekly earnings

Claims

Dashboard

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 🛛 🗠	Wage payments ^	Medical payments $~~$	Documents ~
Provide average weekly earnings	Request wage reimbursement	Wage payments history		
Provide ave	rage weekly ea	rnings	Calc	ulating PIAWE
An injured person's a weekly wage reimbur information below sc as soon as possible.	verage weekly earnings d sements during a claim. P that we can ensure they s	etermine how much can b lease provide us with the start receiving the right pa	be paid in calcula pre-inj earnin ayments →	more about how to ate an injured person's jury average weekly gs (PIAWE)
Please note If you have updated the infor	mation below, it can take up to 48 hours t	o appear online.		
How much does the injured pers	ion earn in a week? (eg. 100) 🧿			







Request new reimbursement

Request wage reimbursement

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

Once completed, click **Submit**.

	Health & recovery V	wage payments A		Documents
Provide average weekly ea	arnings Request wage reimburs	ement Wage payments history		
		_		
Request v	wage reimbur	rsement		
If you are paying	an injured person's app	proved weekly		
payments, you c the form below.	an claim a wage reimbu	irsement by completing		
Date of weekly reimburse	ment* (?)			
DD/MM/YYYY				
Did the injured person wo Yes No	rk during the week?* 🕜			
Did the injured person wo Yes No Please provide the total a	rk during the week?* ⑦	sement* (7)		
Did the injured person wo Yes No Please provide the total a	rk during the week?* ⑦	sement* 🕜		
Did the injured person wo Yes No Please provide the total a Upload supporting of	rk during the week?* ③ mount for this weekly wage reimburs	sement* ⑦		
Did the injured person wo Yas No Please provide the total a Upload supporting Supporting documents ca	rk during the week?* ③ mount for this weekly wage reimburs documents n include a wage summary, payslips,	sement* ⑦	IAWE) form, or a wage	
Did the injured person wo Yes No Please provide the total a Upload supporting documents ca	rk during the week?* ③ mount for this weekly wage reimburi documents in include a wage summary, payslips,	sement* () , pre-injury average weekly earnings (P	IAWE) form, or a wage	
Did the injured person wo Yes No Please provide the total a Upload supporting documents ca reimbursment schedule. Drag and drop here to	rk during the week?* ③ mount for this weekly wage reimburi documents in include a wage summary, payslips, select a file	sement" ⑦ , pre-injury average weekly earnings (P	IAWE) form, or a wage	
Did the injured person wo Yes No Please provide the total a Upload supporting documents ca Supporting documents ca Unional schedule. Drag and drop here to	rk during the week?* ③ mount for this weekly wage reimburi documents in include a wage summary, payslips, select a file	sement* ⑦	IAWE) form, or a wage	
Did the injured person wo Yes No Please provide the total a Upload supporting documents ca Upload supporting documents ca Drag and drop here to By selecting 'Submit' I dec	rk during the week?* ③ mount for this weekly wage reimbur documents in include a wage summary, payslips, select a file are that the information provided is	sement* ⑦	IAWE) form, or a wage	
Did the injured person wo Yes No Please provide the total a Upload supporting d Supporting documents ca reimbursement schedule. Drag and drop here to By selecting 'Submit' I dec	rk during the week?" (3) mount for this weekly wage reimburn documents in include a wage summary, payslips, select a file	sement" () pre-injury average weekly earnings (P true and correct.	IAWE) form, or a wage	







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).

Provide average weekly earnings Request wage reimbursement Wage payments history Wage payments history	
Provide average weekly earnings Request wage reimbursement Wage payments history Wage payments history	
Wage payments history	
wage payments history	
View all previous weekly wage reimbursements made for this claim.	
Last payment made	
\$1187.50 on 10 June 2025	
Request new reimbursement Provide weekly earnings	
Payment history	
Below is a list of payments which have previously been made. If you'd like to know more about the pre-injury earnings pro information on the claim overview page within the 'injured person's work details' section in the claim details.	ovided for your claim, you can find this
Below is a list of payments which have previously been made. If you'd like to know more about the pre-injury earnings pro information on the claim overview page within the 'injured person's work details' section in the claim details.	ovided for your claim, you can find this
Below is a list of payments which have previously been made. If you'd like to know more about the pre-injury earnings pro information on the claim overview page within the 'injured person's work details' section in the claim details.	ovided for your claim, you can find this
Below is a list of payments which have previously been made. If you'd like to know more about the pre-injury earnings pre-information on the claim overview page within the 'injured person's work details' section in the claim details. Paid on 10/06/2025 Pay period 09/06/2025 SNTQ-T \$1187	ovided for your claim, you can find this .50 View







Wage payments history

View payment details

Once you click into a specific payment, you can view detailed information 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.

						Contact us about	
Paid on	Pay period				this	claim	
07/10/2025	14/05/2025 - 20	0/05/2025					
Payee					\supset		
Murrumbidgee	Local Health District						
Payment method	Net amount						
eft	\$ 1200.00						
Satailad D		-					
Detailed Pay Veekly payments provi The weekly payments a urrent earnings, the va Weekly payme	rment Information de reimbursement for any lost inc re determined by a combination of lue of any deductibles, and the m nts	come whilst an injured person reco of factors including the injured pers aximum compensation amount.	vers from their injury. son's pre-injury earning	3 5.			
Detailed Pay Weekly payments a provi The weekly payments a surrent earnings, the ve Weekly payment Payment period	rment Information de reimbursement for any lost inc re determined by a combination o lue of any deductibles, and the m nts Description	come whilst an injured person reco of factors including the injured pers aximum compensation amount.	vers from their injury. son's pre-hjury earning Weedy benefit rate	gs. Earnings	Non-monetary benefits	Hours	Amount
Detailed Pay Veekly payments provi The weekly payments a urrent earnings, the ve Veekly payment Payment period	de reimbursement for any lost inc re determined by a combination of lue of any deductibles, and the m Description Weekly Payments - Total Incapacity	orme whilst an injured person reco of factors including the injured person aximum compensation amount. Pre-injury average weekly earnings \$ 1200.00	vers from their injury. son's pre-hjury earning Weedy benefit rate \$ 1200.00	25. Earnings	Non-monetary benefits	Hours worked	Ansurt \$ 1200.00



Getting started from	Claims	Claims	Health &	Wage	Medical	Documents
ifNSW Portal	Dashboard	Details	Recovery	Payments	Payments	



Request reimbursement

Request new 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 🖌	Wage payments 🗸	Medical payments A	Documents 🗸
Request reimbursement	Medical payments history			
Request r	eimbursemen	t		
Request a reimbu include pre-appro accommodation	irsement for expenses re oved medical treatment, and other expenses that	elated to the claim. Thes domestic assistance, tra have been made.	e can Ivel,	
Upload your receipts Please provide a copy of yo description of the services	ur receipt for reimbursement. The rece or product provided.	eipt should show the date, invoice num	ber, and a	
Drag and drop here to s	select a file	U	nload <u>1</u>	
By selecting 'Submit' I decla	are that the information provided is true	e and correct.		
Cancel	Submit			







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. This includes payments for domestic assistance, travel and accommodation expenses.

Claim details 🖌	Health & recovery 🖌	Wage payments 🗸	Medical payments A	Documents 🗸
Request reimbursement	Medical payments history			
Medical a	nd other payr	nents history	,	
View all medical a These may includ related to the clai	nd other payments that le domestic assistance, m.	have been reimbursec travel and accommoda	l to you. ation costs	
Last payment made \$136.50 on 10 Ju	ine 2025			
Request new reimbu	isement			
Payment histo	ry nich have previously been made.			
	······			
Paid on 10/06/2025	Invoice number 1498	37 eft	\$136.50	View
Paid on 05/06/2025	Invoice number 159	65 eft	\$98.75	View







Medical payments history

View payment details

Once you click into a specific medical payment, you can view detailed information including when it was paid, the amount paid, the invoice number and a description about the payment.

Paid on	Invoice number	Contact us about this claim
07/10/2025	123562721	
Payment method		\rightarrow
eft		
Net amount		
\$ 142.40		
Detelledus	ayment information	
Detailed pa	Damote description	Mat resound
Detailed pa	Paycode description	Net amount



Getting started from	Claims	Claims	Health &	Wage	Medical	Documents
ifNSW Portal	Dashboard	Details	Recovery	Payments	Payments	



Upload documents

Upload your documents

Providing the right documentation can help ensure the right level of care and 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.





Getting started from	Claims
ifNSW Portal	Dashboard

Details



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.

icare		About us	News Contact	Languages	Accessibility	🕂 Login
	Employers \checkmark Injured or III People \checkmark Practitioners and	d providers \lor Builders and Home Owners \lor	Government Agencies	s 🗸		
	Compensation Claims Workers Home B Compensation Policy Compensation Policy	uilding Dust Diseases Care Lifetime Care and Workers Care	Feedback and complaints	>		
	Contact us					
	workers compensation claim enquiry					
	C.	Ċ				
	Claim enquiries	New claim notification				
	For enquiries related to your claim, contact your <u>Claim</u> Service Provider.	Call: <u>13 77 22</u>				
	To update your claim or request a reimbursement, you can upload supporting documents.	Web: Workers Compensation Portal				
	For general claim enquiries Call: <u>13.77.22</u> Hours: 8.30am-5pm, Monday to Friday					

