

**Injured  
at work?**  
Workers'  
compensation  
can help

## Case study

# Margot's story

### An inclusive and understanding workplace supports the workers' compensation and recovery process

#### Support after the injury

Margot was working as a nurse in a busy emergency department when she was injured during an incident involving a family member of a patient. Margot was also diagnosed with a secondary psychological injury linked to her physical injury.

The day after Margot was injured, her supervisor called to check in on her and talk about the support the hospital could provide. Margot's supervisor was careful not to blame Margot for what had happened and encouraged her to lodge a workers' compensation claim as soon as possible so she could access financial support. Margot's supervisor also connected her with the human resources (HR) team at the hospital, who provided information about the workers' compensation claim process.

Margot claimed workers' compensation with the support and encouragement of her supervisor and employer. The supervisor and a representative from HR were actively involved in Margot's case, attending appointments and keeping in regular contact while she was off work.

Margot's colleagues also checked in on her wellbeing while she was away from work, which helped her feel connected with her workmates and the workplace.

#### Returning to work

In partnership with her rehabilitation provider, supervisor and HR, Margot was able to return to work as soon as she recovered from her physical injury. Her supervisor's understanding of Margot's role and injury helped facilitate a gradual return to work on a suitable duties program which was adapted in partnership with Margot so as not to aggravate her mild psychological injury. This involved focusing on what Margot could do — Margot started by undertaking modified duties with limited patient interaction. With the advice of her treating practitioner, Margot's interaction with patients gradually increased until she could return to her usual role.

Margot's supervisor was a strong advocate for Margot returning to work in a meaningful capacity because her supervisor knew that the longer Margot remained away from work, the less likely she was to return. Margot's fellow workers also supported her throughout her recovery and return to work. They encouraged her to follow her return to work plan and listened to her when she expressed concerns she was letting the team down. This made Margot feel positive about her return to work and assured her she remained an important member of the team.

#### Benefits for the worker, team and organisation

Margot's positive experience with the workers' compensation process, her recovery and sustained return to work was highly beneficial for Margot, her team and the hospital more broadly. Margot was supported to access medical treatment, receive income support while she was unable to work and maintained social contact with her colleagues.

My employer was really supportive so I could heal and return to work with regular hours. It was reassuring to know I had guaranteed income and employment through this process.

*Margot,  
emergency department nurse*



**Your recovery  
benefits everyone**



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