

# **Need help navigating Queensland's workers' compensation system?**

**The Workers' Compensation  
Information and Advisory  
Service (WCIAS) provides  
free and independent  
information about the  
workers' compensation  
system in Queensland.**



The WCIAS is funded by the Queensland Government (Office of Industrial Relations) and delivered by the Queensland Council of Unions (QCU). The information in this brochure is provided by the QCU and its accuracy and completeness is not guaranteed by the Queensland Government.

## **Contact Workers' Compensation Information and Advisory Service**

### **Phone**

1800 102 166 or 07 3844 6194

### **Web**

[www.queenslandunions.org/wcias](http://www.queenslandunions.org/wcias)

### **Email**

[info@qcu.asn.au](mailto:info@qcu.asn.au)

### **QR Code**



The WCIAS is a not-for-profit service to assist all Queensland workers to understand and navigate the workers' compensation system.

We can assist with information and advice about:

- Making claims
- Timelines for claiming
- Understanding a decision made on a claim and available options
- Lodging applications for review for rejected claims

## Frequently asked questions

### ***Who can use the WCIAS?***

The WCIAS is available to all Queensland workers, unions and community organisations.

### ***Is there a charge for the WCIAS?***

The WCIAS service is free.

### ***Does the WCIAS share information with other organisations?***

No. The WCIAS is completely independent and confidential.

### ***Does the WCIAS provide legal advice?***

No. The WCIAS provides general information and advice about the statutory process under the *Workers' Compensation and Rehabilitation Act 2003*. We do not provide legal advice or advice about common law claims.

### ***How do I contact WCIAS?***

Call toll free 1800 102 166, phone 07 3844 6194 or email [info@qcu.asn.au](mailto:info@qcu.asn.au)

The WCIAS does not see people face-to-face.

You can also visit our website at [www.queenslandunions.org/wcias](http://www.queenslandunions.org/wcias)