

# Know Your Rights – Compensation for First Responders in NSW

This guide is intended for workers who are not covered by the standard workers compensation scheme in NSW, including police officers, firefighters, paramedics and other government employees who have specific or separate compensation benefits.

## 1 Your Rights After An Injury

As an exempt worker, you may be entitled to:

- ✓ Weekly compensation payments while you recover from your injury
- ✓ Coverage of medical, hospital, and rehabilitation expenses
- ✓ Lump sum compensation for permanent impairment

### We're in this together

Whatever stage you're at in life or business, having the right lawyer makes all the difference. Whatever your legal challenge may be, Foye Legal is here to guide and support you.

 **1800 996 994**

## 2 The Claims Process

- 1. Report the Injury:** Immediately notify your supervisor or agency contact.
- 2. Seek Medical Attention:** Get a certificate of capacity and ensure your injury is documented.
- 3. Complete Claim Forms:** Your agency may have specific paperwork or online forms to begin your claim.
- 4. Lodge the Claim:** Submit all required documents to the insurer or claims manager.
- 5. Await Assessment:** The insurer will review your claim and provide a decision.
- 6. Follow Up:** Attend assessments, provide further documents if requested, and follow medical a

### 3 Common Pitfalls to Avoid

- ✓ **Delaying notification:** Waiting too long to report your injury can affect your claim.
- ✓ **Incomplete documentation:** Missing forms, reports or certificates can delay or deny your entitlements.
- ✓ **Accepting initial decisions without review:** Some decisions can and should be challenged, especially if they undervalue your needs.
- ✓ **Failing to get independent advice:** Insurers do not always explain every option. A legal review can ensure nothing is missed.

### 5 How To Prepare for Your Consultation

- ✓ Provide any relevant documents prior to your consultation.
- ✓ Prepare a brief summary of your situation and any key concerns.
- ✓ Write down any questions you'd like to ask during the meeting.

### 4 How Legal Advice Can Help

- ✓ Ensure your documentation meets legal requirements
- ✓ Assess whether you're receiving all entitlements available
- ✓ Appeal unfair claim rejections
- ✓ Negotiate for better outcomes if you're offered a settlement

With specialised legal help, you can avoid unnecessary delays and feel more confident navigating the system.



## How We Leave You Feeling

Your case is important. You will receive compassionate, confidential and judgment-free support, empowering you to take charge of your legal journey with confidence and clarity. Have questions? We're here to help.

