

Total Claims Solutions

Experts in Injury Management



*Exceptional Experience
Hands-on Approach*



Our Company

TOTAL CLAIMS SOLUTIONS IS A LEADING PROVIDER OF CASE MANAGEMENT FOR BOTH ACCIDENT AND ILLNESS INSURANCE AND WORKERS' COMPENSATION. WE MEET YOUR NEEDS, GOALS, AND MORE, THROUGH THESE KEY SERVICES.

Work Injury Management – Workers' Compensation

Total Claims Solutions offers fully trained and highly experienced Rehabilitation & Return-to-Work Coordinators to support the injured worker and employer through the entire Workers' Compensation process. We have a firm understanding of Workers' Compensation and Rehabilitation & Return-to-Work matters, as well as specific skills to assist both employers and employees when a work injury occurs.

Claims Management – Accident and Illness Insurance

We're also one of the few companies, appointed by QBE Australia, to handle claims directly for Accident and Illness Insurance programs. Our dedicated claims management team provides effective and compassionate support during an often difficult time. Our customised claims information system is designed to keep all parties up to date.



“... It's a pleasure to work with such professionals.”

Louise Wilcox, Shamrock Civil



Our Role

From the time a worker is injured to case resolution, here's what we'll do for you:

- Act on behalf of the employer to support the injured worker
- Minimise the impact of injuries
- Coordinate the Rehabilitation & Return-to-Work process
- Offer immediate assistance from experienced staff
- Provide a WorkCover liaison to ensure all requirements are managed effectively
- Offer support and advice on all aspects of Injury Management
- Review the employer's current Work Injury Management process
- Take an independent position with all parties for an optimal outcome
- Supply relevant information and documentation
- Coordinate all aspects of the claim
- Keep all parties involved with the claim well informed
- Ensure all parties are working towards the same goal
- Deliver a consistent, reliable and experienced approach to managing work injuries



Our Style

By taking a collaborative approach to Work Injury Management, Total Claims Solutions optimises outcomes for all involved.

A collaborative effort brings benefits when all key parties provide input. But full cooperation takes both time and trust to develop. This is where our expertise comes in.

Total Claims Solutions can help you implement a clear Rehabilitation & Return-to-Work policy, which promotes a positive attitude and stronger worker-employer relationship. By encouraging everyone to work together, we can create a supportive and transparent Injury Management process for all.



“Total Claims Solutions changed our company’s culture and employee attitude towards Return to Work.”

Kingsley Berry, MC Services Group

Your Benefits

Our hands-on approach delivers immediate results for both the employer and the injured worker.

Key benefits include:

- A smooth-flowing claims process and Rehabilitation & Return-to-Work program
- Protection of both the injured worker’s and the employer’s best interests
- Reduced time off work
- Increased performance and productivity
- Potential reduction in Workers’ Compensation costs
- Clear and open communication between all parties
- Positive workplace culture and working relationships

Proven Results

Case Study

Total Claims Solutions achieved outstanding results for a Victorian employer, over a three-month period – from February 1 to April 30, 2012. Our team was instrumental in helping injured employees return to work either on light duties, normal duties or claim finalised. Our involvement resulted in reducing claim estimates by \$527,550, contributing to an overall 28% reduction in claim estimates*.

* Source: Figures obtained from Gallagher Bassett Summary of Claims Estimate Report, dated 17 May 2012

“Their service is fantastic - both prompt and thorough.”

Liam Roberts, Admiral Concreting





Our People

Total Claims Solutions offers a national Work Injury Management service with offices based in Melbourne and Brisbane. Our talented staff has extensive experience in Workers' Compensation and Rehabilitation & Return-to-Work matters. The team is dedicated to providing the highest level of support and service to both the employer and the injured worker.

One of the reasons why we're successful is because we choose staff that are aligned with our company values. At Total Claims Solutions, we understand that superior communication skills, as well as expertise, are essential in this business.

Talk to us today

Call us to discuss how we can assist you with your Rehabilitation & Return-to-Work requirements.

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Working together for a common goal