



Total Claims Solutions

Work Injury Management Service (WIMS)

The experts in workers' compensation injury management.

A collaborative approach to managing workplace injuries

We're experts in claims and injury management services. With more than 30 years' experience, we guide you through the claims process, helping you achieve better outcomes for your business and employees.

Early intervention and support is key – we can help you act quickly to minimise the impact of an injury or illness. Our approach can reduce costs and administration time, while providing exceptional care and support for injured workers when they need it most.

A dedicated service for managing WorkCover claims

Supporting BERT employers and members — at no additional cost.

Navigating a WorkCover claim can be confusing and stressful for both employers and injured workers. That's why BERT engaged Total Claims Solutions back in 2009 to deliver a tailored Work Injury Management Service (WIMS) for the construction industry.

WIMS provides expert support throughout the claims, treatment, rehabilitation, and return-to-work journey. It continues to deliver strong outcomes — and the feedback from employers and workers has been overwhelmingly positive.

As a former Chair of BERT, I've seen firsthand the value this service brings. I strongly encourage all registered BERT employers to make use of WIMS — it's a practical, proven solution that truly makes a difference.

John Crittall
Former Chair – BERT

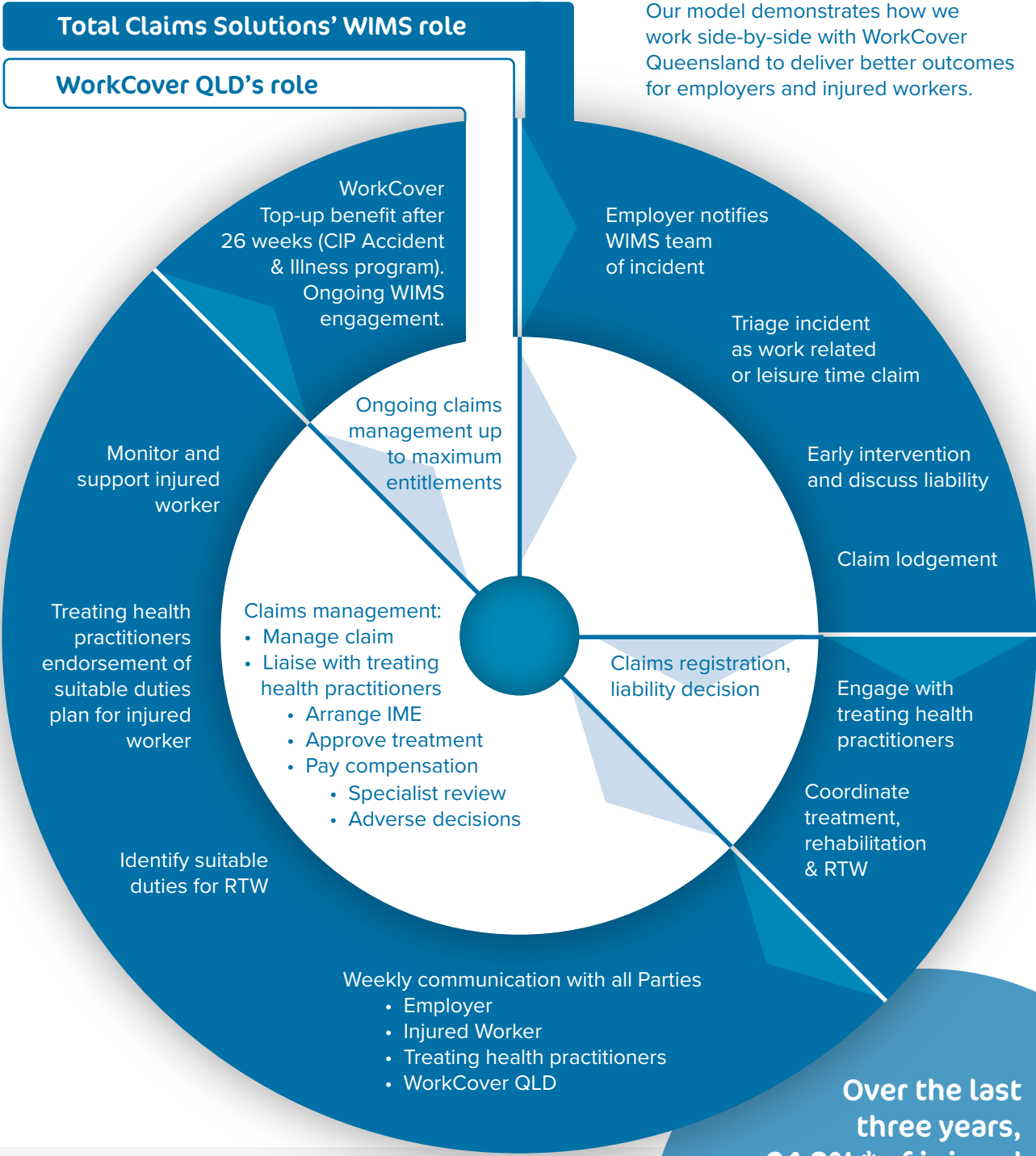


Bridging the gap between the employer, an injured worker and WorkCover QLD

Our understanding of the workers' compensation system allows us to streamline the claims process and provide the necessary support to maximise return-to-work outcomes. We do this through a collaborative approach with all key parties. Our expertise and processes save you both time and money while reducing the stresses placed on your organisation.

Injury Management Coordinators act on behalf of the employer, facilitating the necessary requirements to ensure timely and effective injury management. Our priority is to help injured workers get the support they need after an injury or illness and assist their return to work.

Working together for better outcomes for employers and workers



How we help

Our proactive injury management service anticipates the needs of employers and injured workers.

Benefits for your business

Working as your injury management and return-to-work coordinator, we provide:

- early intervention and planning
- expert advice based on our industry-specific experience
- claims lodgement and management
- compliance with all your employer obligations
- regular contact with WorkCover QLD
- minimise impact on Workers' Compensation premiums
- staff training
- support to reduce the stigma around workers' compensation, and
- a positive influence on workplace culture.

Benefits for your employees

For your employees, we offer:

- help to navigate the workers' compensation process
- engagement with treating health practitioners
- assistance with the development of rehabilitation and return-to-work programs
- monitoring of injury and treatment plan
- a consistent, single point of contact
- support during a difficult time, and
- clear and open communication between all parties.

Over the last three years, **94.2%*** of injured workers supported by Total Claims Solutions returned to work within six months.

* injured workers returning to work in a full or partial capacity (1 July 2020–30 June 2023)

Service offering may vary depending on case requirements and individual circumstances and is current as at 1 June 2026 only.

The value of expertise

Bringing decades of specialist knowledge of the construction industry.

Total Claims Solutions has been managing claims for CIP's Accident & Illness insurance program for over 20 years, supporting CIP/BERT members in the commercial construction industry in Queensland and Northern Territory.

Since 2009, we've been delivering industry leading work injury management results for BERT members, supporting over 3,500 injured workers get back to work.

We've developed strong networks and robust processes to achieve excellent outcomes for your business and employees throughout the entire claims journey. Our proactive approach, combined with our open communication and values-aligned team, allows us to provide you with a strong solution every time.

Working alongside CIP Accident & Illness claims management team

We provide a one-stop service for the management of leisure time accident & illness insurance claims and workplace injuries.

Workers' Compensation Top-Up benefit

For employers participating in a building and construction industry Leisure Time Accident & Illness insurance program, injured workers may be eligible for a workers' compensation top-up benefit after 26 weeks. Notify us immediately when a workplace injury occurs for early intervention support.

[Contact Total Claims Solutions to find out more.](#)

Get in touch

Talk to us about how we can help you with your Work Injury Management requirements.

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