



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 30 years' experience, we guide you through the claims process, helping you achieve better outcomes for your business and employees.

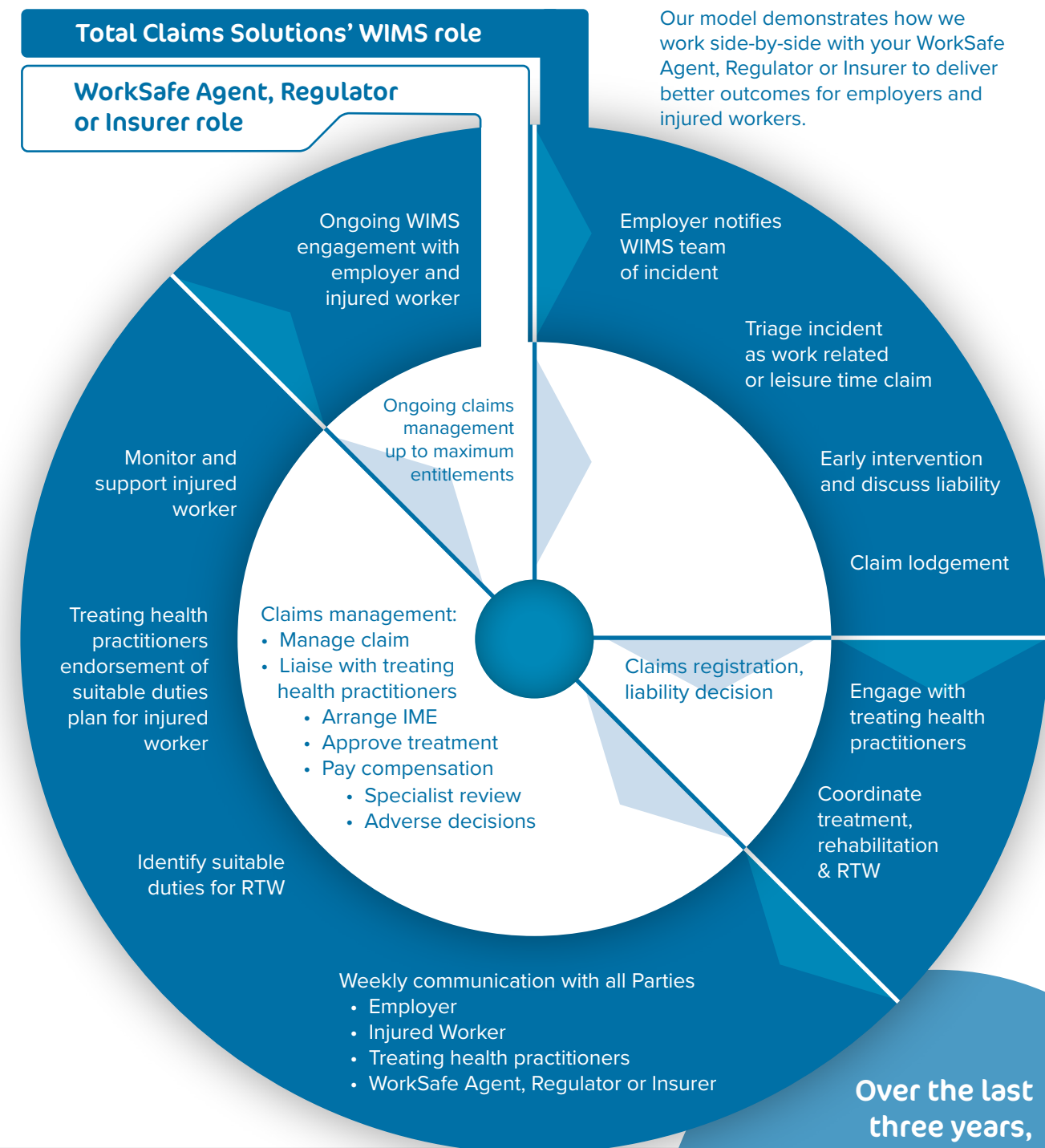
Early intervention and support is key – we can help you act quickly to minimise the impact of an injury or illness. Our approach can reduce costs and administration time, while providing exceptional care and support for injured workers when they need it most.

Bridging the gap between the employer, an injured worker and WorkCover Agent/Insurer

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



Over the last three years, 85.4%* 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)



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.

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

The value of expertise

Total Claims Solutions offers its Work Injury Management Service right across Australia.

Our experienced staff can provide support and advice to you and your employees when dealing with workers' compensation, rehabilitation and return-to-work matters across Australia. Our staff have supported more than 6,000 injured workers in getting 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.

Also offering group income protection – claims management

Leisure Time Accident and Illness Insurance

Providing dedicated claims managers who'll be with you every step of the way

By taking a compassionate approach that combines excellent communication with industry expertise, we help employees understand all the options available during a difficult time.

Appointed by QBE Australia, we handle claims directly for Accident and Illness Insurance programs. This gives us a thorough understanding of the process for faster, better results.

Workers' Compensation Top-Up benefit

For employers participating in a building and construction industry Leisure Time Accident and Illness Benefits program, injured workers may be eligible for a workers' compensation top-up benefit. 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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