Care & Recover

Care & Recover helps MTA NSW Group members manage workplace injuries, coordinate return to work responsibilities and support safer recovery outcomes for injured employees.

Helping businesses manage workplace injuries, claims and recovery

Practical support for return to work, claims management and workers' compensation outcomes.

Care & Recover helps MTA NSW Group members manage workplace injuries and workers' compensation claims in a practical, proactive and coordinated way.

Delivered by Motor Trades Care (MTC) and powered by Steadfast Workplace Risk (SWR), the service brings together injury management, claims management and insurance advice to support safer recovery, improved return to work outcomes and better control over claims costs.

The service is designed to help automotive businesses respond early, reduce disruption and manage injury-related risks with greater confidence.

What Care & Recover helps you achieve

Care & Recover gives automotive businesses practical support to manage workplace injuries, return to work obligations and workers' compensation claims with greater confidence.

Early injury support
Respond quickly when a workplace injury occurs and put the right recovery process in place.

Improved return to work outcomes
Support safer, more sustainable return to work outcomes for injured workers.

Reduced claim duration and costs
Actively manage claims to reduce delays, costs and long-term impact.

Stronger compliance
Support workers' compensation and return to work obligations with clearer processes.

Greater claims visibility
Gain better oversight of claim progress, costs, risks and key actions.

Less business disruption
Help maintain business continuity while workplace injuries and claims are managed effectively.

Premium cost control
Improve claims performance and gain clearer visibility over the factors that may influence workers' compensation costs.

Motor Trades Care | Powered by Steadfast WORKPLACE RISK

How Care & Recover supports your business

From the point of injury through to recovery and claim closure, Care & Recover helps coordinate the people, processes and actions needed to keep claims moving and support safe return to work.

Notify the right parties
Help ensure workplace injuries are reported to the insurer/icare promptly so the recovery and claims process can start early.

Manage the process
Coordinate injury management, claims activity and return to work requirements from start to finish.

Keep stakeholders aligned
Liaise with injured workers, insurers, medical providers and rehabilitation providers to keep the process moving.

Coordinate key actions
Help manage documentation, updates, follow-ups and key tasks linked to injury management and return to work.

Keep you updated
Provide regular updates, file reviews and guidance so you can make informed decisions throughout the claim.

Core Care & Recover services

Practical support across injury management, claims management and workers' compensation insurance advice.

Return to Work & Injury Management
- Return to Work plan development
- RTW Coordinator support
- Suitable duties planning
- Communication with insurers, treating practitioners and rehabilitation providers
- Recovery progress and capacity monitoring
- Support with legislative obligations

Claims Management
- End-to-end claims support
- Regular claim reviews
- Coordination with insurers and medical providers
- Identification of risks, barriers and delays
- Tracking claim progress, costs and potential liabilities
- Clear communication between stakeholders

Insurance and Broking Advisory
- Premium classification and forecasting support
- Claims performance review
- Identification of claim trends and cost drivers
- Review of insurance structures and options
- Liability exposure and business risk assessment
- Advice on alternative insurance program options

Why Care & Recover works

Care & Recover brings injury management, claims management and insurance strategy together in one coordinated service.

By acting early, keeping stakeholders aligned and taking a health-led approach to recovery, the service helps automotive businesses improve outcomes for injured workers while reducing the financial and operational impact of workplace injuries.

The result is a more structured, proactive and commercially focused approach to managing workplace injuries, claims and recovery.

CONTACT US

To learn more about MTC's innovative programs and how they can improve the health and wellbeing of your employees,
please visit motortradescare.com.au or call 1300 006 826

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Motor Trades Care

MOTOR TRADERS' ASSOCIATION OF NSW