

# NSW Certificate of Capacity / Certificate of Fitness

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## ABOUT THE PRODUCT

The Konnect NET team at Clanwilliam ANZ have created a simple digital process for completing SIRA's [NSW Certificate of Capacity / Certificate of Fitness](#) form, which is available under HealthLink Forms within your practice management software.

Konnect NET is committed to making it easier for General Practitioners (GPs) and other health providers in Australia to securely share medical information with the insurance sector. We're providing this solution to simplify the creation of the SIRA form PDF and help minimize errors or missing information in the process. While we have some exciting initiatives in the pipeline, we would love to hear your ideas on how to make it better too!

## KEY BENEFITS

### 1. Easily reuse a certificate with new dates

In addition to using the latest patient and provider details from your records, you can copy information such as work capacity from a previous certificate – excluding dates.

Is this the initial certificate for this claim? \*

☐ Yes ☒ No

Prepopulate from previous certificate ⓘ \*

Please select a certificate ▲

WC: ABC123 - Date of Injury: 01/02/2023 - Cert Date: 17/02/2023 - Review: 02/03/2023 - Insurer: icare
WC: Unknown - Date of Injury: 02/02/2023 - Cert Date: 09/02/2023 - Review: 03/03/2023 - Insurer: Unknown
Certificate not in this list

### 2. Send certificates directly to an insurer

Certificates are sent directly to the selected insurer, if they have signed up with us, which may help reduce calls to your practice about missing certificates. reducing the number of calls to your practice for missing certificates.



Form successfully completed. A copy has been saved against the patient record and also sent to EML.  
Please [download/print](#) a copy for the patient to sign and share with the insurer.

### 3. Make fewer mistakes

We check for missing information and warn you if fields have not been updated from a previous certificate, in case anything is missing.

**Did you forget something?**

The following certificate details have not been updated. Please edit the certificate to correct this, or click 'Continue' to confirm no change is needed.

Note that you are certifying your patient's actual capacity to work in any role, bearing in mind the [health benefits of good work](#). Don't worry about whether there is suitable work available (that's up to the employer).

**Has capacity for some type of work**

3 hours/day 4 days/week

[Edit Certificate](#) [Continue](#)

## 4. A breeze to complete

Our modern form design makes it easy to complete. It hides unnecessary sections and even calculates the number of days between dates, so you don't have to.

Capacity level \*

- ☐ Is fit for pre-injury work
- ☐ Has capacity for some type of work
- ☒ Has no current capacity for any work

From \*

03/03/2023



To \*

16/03/2023



14 days

## 5. Your patient can sign the form

Our form allows the patient to complete and sign both the Injured Person's Consent and Employment Declaration before you fill out the rest. They can do this using their own device via a QR code or directly on your computer. Whichever option you choose, their details will automatically be included in the final PDF.

PDF

### Injured person's consent

I consent to my treating medical practitioner, my employer (optional for CTP claims), the insurer, other medical practitioners or health related practitioners (whether consulting, treating or examining), workplace rehabilitation providers and SIRA exchanging information for the purpose of managing my injury and workers compensation/motor accident injury claim.

I understand this information will be used by SIRA and insurers to fulfill their functions under the motor accident insurance and workers compensation legislation.

Signature

*Demo*

Date (DD/MM/YYYY)

14/02/2025

### Section 3: Employment declaration (not to be completed by the treating medical practitioner)

This section is to be completed by the person prior to sending to the insurer (or employer).

First name

Demo

Last name

Patient

☐ I have ☒ I have not (tick appropriate box)

engaged in any form of paid employment, self employment or voluntary work for which I have received or am entitled to receive payment in money or otherwise since the last certificate was provided, that I have not yet declared to the insurer.

If so, please provide details below.

I declare that the details I have given on this declaration are true and correct, knowing that false declarations are punishable by law.

Signature

*Demo*

Date (DD/MM/YYYY)

14/02/2025

## 6. Securely share the completed form with your patient

After completing the form, you can securely share a copy of the completed PDF version of the NSW Certificate of Capacity / Certificate of Fitness form with the patient. The form is secured by an [access code](#) you provide to the patient.

### Certificate of Capacity / Certificate of Fitness

For use with Workers Compensation and Compulsory Third Party (CTP) motor accident injury claims. This certificate should be completed whether the person was employed at the time of the accident or not.

Certificate successfully completed. A copy has been saved against the patient record and also sent to QBE. Please [download/print a copy for the patient](#) to sign and share with the insurer.

#### What would you like to do next?

#### Email Certificate to Patient

Securely send a copy of the medical certificate to your patient, so that they can sign and share it with their insurer/employer. This is protected by a system-generated access code that gets created after the certificate is sent. You need to give the access code to your patient.

Please verify the patient's details, including their mobile number if you want the access code sent via SMS.

Patient email address \*

patient@patient.com

☒ Send access code via SMS

Patient mobile number \*

021515895522

Email Certificate & Send SMS

# FREQUENTLY ASKED QUESTIONS

## Background

### 1. Who is Konnect NET?

Konnect NET is part of Clanwilliam ANZ that specialises in connecting insurers with health providers. You may already be familiar with HealthLink, also part of Clanwilliam ANZ, whose technology we have incorporated into our solution.

### 2. How do I access the form?

Simply click on the “NSW Certificate of Capacity” link in the General Services section of the HealthLink Forms page. We have video tutorials on how to access this page for the different clinical software systems at <https://www.healthlink.com.au/healthlink-smartforms/>

## Form Content

### 3. Does the digital form contain everything in the PDF form?

No –doctors will need to simply fill out the parts that they need to.

### 4. Why can I not find a certificate I have previously completed in the dropdown?

This could be due to a number of factors, including the possibility that a previous certificate has already been completed:

- outside our Konnect NET solution
- prior to our data retention period of 90 days
- for a different practice than the one you are currently signed in to

Is this the initial certificate for this claim? \*

☐ Yes ☒ No

Prepopulate from previous certificate ⓘ

Certificate not in this list

Claim type \*

To save you time, you can prepopulate medical certificate details from a previous certificate (excluding dates). Please note that this will overwrite any changes you have made below. Patient and practitioner details will be prepopulated from your records, rather than from the previous certificate. This list includes the last 5 certificates submitted for this patient at your practice, in the last 90 days.

## Insurer Selection

### 5. Why am I asked to specify an insurer?

Specifying the insurer allows us to send the completed form directly to them (if they are participating in our solution), reducing delays and improving the patient experience. You have the option to tick the “Unknown” checkbox if you are unsure who the insurer is.

*6. Which insurers are using the solution?*

This list is subject to change as we bring more insurers on board. As of June 2025, they are:

- EML\*
- Adecco Holdings Pty Ltd
- Australian Unity Limited
- Catholic Churches Insurance (CCI)
- Endeavour Group Limited
- Estia Investments Pty Ltd
- HII (Hospitality Industry Insurance) – previously HEM/CEM
- Hays Specialist Recruitment Australia Pty Ltd
- Life Without Barriers
- Trinity Insurance
- Unilever Australia (Holdings) Pty Ltd
- Woolworths Group Ltd
- Youi

\* this includes EML TMF for the government sector

*7. How do I know if the certificate will be sent directly to the insurer?*

Messaging within the form advises you of this, both before and after form submission. For instance, on the “Ready for Completion” popup, the button will say “Complete & Send” instead of “Complete”.

## Process

*8. Do I still need to sign the form?*

Where the form is sent directly to an insurer participating in our solution, there is no need for you to sign – the insurer will know who completed the form based on your access to the HealthLink Forms page.

**Treating medical practitioner details**

**I certify that I am the treating medical practitioner and I have examined this person. The information and medical opinions contained in this certificate are, to the best of my knowledge, true and correct.**

Signature

Electronic submission via HealthLink

Date (DD/MM/YYYY)

14/02/2025

However, for other insurers, we ask that you follow your current process.

*9. Do I need to download a copy of the form?*

On successful form completion, a PDF copy of the form will be automatically stored against the patient record. Depending on your practice management software, you will find this under Correspondence Out or Letters. However, you have the option to download a copy manually also, by clicking the “Download/Print” button. You can do this to share a copy with your patient.

## Improvements

*10. What improvements do you have planned?*

We will continue to enhance our solution based on doctor feedback. We’ll let you know key updates as they become available.

11. *I have some thoughts on further improvements – what should I do?*

Please share your suggestions with us using our feedback button within the medical certificate or using our contact details below. We are always open to more detailed discussions as well.

Form Feedback for Konnect NET

How easy was it to complete this form?

Poor

Fair

Good

Very Good

Excellent

Please share your feedback or suggestions for improvement.

Provide as much detail as you can, without including personal or patient information.

0 / 1000

☐ I would like to be contacted about this.

Konnect NET

feedback@konnectnet.com.au

1800 495 726

Cancel

Send Feedback

## CONTACT US

Got suggestions for improvements? Feedback or questions? We would love to hear from you! Simply get in touch our product team at [feedback@konnectnet.com.au](mailto:feedback@konnectnet.com.au) Should you encounter an issue accessing, completing or submitting the form, please contact the HealthLink Helpdesk on 1-800 125 036