

WHAT TO DO WHEN AN INJURY OCCURS

PROCESS FOR EMPLOYEES

Australian Capital Territory

Employee sustains injury

Reports injury to supervisor/manager

* Early incident reporting can prevent delays in claims being processed

Attends a medical practice and obtains a certificate of capacity

* To submit a claim a certificate of capacity is required

Completes an incident report form or accident book/electronic system entry

* Incident reporting provides a record of an injury and details of an incident

Completes a Workers Compensation Claim Form as soon as possible, this will be provided to you by your employer or available on cgu.com.au

Provides completed Workers Compensation Claim Form and certificate of capacity to supervisor/manager within 7 days of injury or wage payments will stop

All claim forms and documentation should be sent to CGU Workers Compensation claims department within 7 days by the appropriate supervisor/manager to enable a decision to be made on liability in a timely manner

Liability Accepted

Letter sent from CGU advising liability is accepted

Employer and/or CGU discusses return to work options with the employee and the treating doctor, as required

* A referral to a Workplace Rehabilitation Provider may be made to assist with the return to work process

All parties to maintain regular contact and participate in the Personal Injury Plan (PIP)

Provide regular certificates of capacity to support any ongoing incapacity for work and need for treatment

Liability Pended - no decision

Letter sent from CGU advising there is no decision on liability and itemises what is required to help make this decision

Information received and liability decision made

Liability is Rejected

Letter sent from CGU advising liability is rejected

An employee may dispute a decision and request a review. The claim will then be referred through the CGU Workers Compensation internal dispute resolution process

If the employee is not satisfied with the outcome of the review, they should contact Worksafe ACT or a solicitor to discuss their options and for more information

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