

# WHAT TO DO WHEN AN INJURY OCCURS

## PROCESS FOR EMPLOYERS

Australian Capital Territory

### Employee sustains injury

Employee must seek immediate medical attention  
Certificate of capacity is to be issued

For serious injuries, call the CGU Workers Compensation Claims Department on 1300 365 219

Request that your employee completes an incident report form or accident book/electronic system entry  
Notify the insurer of the injury within 48 hours of becoming aware the worker has suffered an injury, failure to comply may result in a penalty under the Act  
\* Incident reporting provides a record of an injury and details of an incident

Provide a Workers Compensation Claim Form to the employee

Complete the Workers Compensation Employer's claim form  
\* if you have any concerns about the circumstances surrounding the injury, outline this on the form

Completed claim forms and the certificate of capacity are to be sent to CGU Workers Compensation claims department within 7 calendar days of receipt from your employee  
CGU has 28 calendar days to determine liability from receipt of the claim

CGU will contact the employer and employee to discuss the claim

#### Liability Accepted

Letter sent from CGU advising liability is accepted

Discuss return to work options with CGU, the employee and treating doctor as required

\* A referral to a Workplace Rehabilitation Provider may be made to assist with the Personal Injury Plan (PIP)

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

#### Liability Pended - no decision

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

Information received and liability decision made

#### Liability is Rejected

Letter served personally on the employee advising that liability is rejected

\* Please refer to this letter for further information

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