

WHAT TO DO WHEN AN INJURY OCCURS

PROCESS FOR EMPLOYEES

Western Australia

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 first certificate of capacity

* To submit a claim a first 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, which will be provided to you by your employer

Provides completed Workers Compensation Claim Form and first certificate of capacity to supervisor/manager

All claim forms and documentation should be sent to CGU Workers Compensation claims department 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 return to work process

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

Liability Decision Deferred

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

Information regarding provisional payments and deemed liability acceptance day provided in deferred decision notice

Information received and liability decision made

Liability Not Accepted

Letter sent from CGU advising liability is not accepted

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 WorkCover WA to discuss their options and for more information

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