

# WHAT TO DO WHEN AN INJURY OCCURS

## PROCESS FOR EMPLOYERS

Western Australia

### Employee sustains injury

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

For serious injuries, call the CGU Workers Compensation Claims Department on 1300 307 952

Request that your employee completes an incident report form or accident book/electronic system entry  
\* 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 Report Form  
\* if you have any concerns about the circumstances surrounding the injury, outline this on the form

Completed claim forms and the first certificate of capacity are to be sent to CGU Workers Compensation claims department within 5 business days of receipt from your employee  
CGU has 14 business 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 return to work process

All parties to maintain regular contact and participate in the return to work process

#### 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

\* Please refer to this letter for further information

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