WHAT TO DO WHEN AN INJURY OCCURS

PROCESS FOR EMPLOYEES

Northern Territory

Employee sustains injury



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

To submit a claim an Initial Workers' Compensation Medical Certificate of Capacity is required

Ask your supervisor/ manager for a Workers' Compensation Reports injury to supervisor/manager and completes incident report form or accident book entry when medically able

Attends a medical practice and obtains an Initial Workers' Compensation Medical Certificate of Capacity

Completes the Worker's section of a Workers' Compensation claim form

Provides completed claim form and Medical Certificate of Capacity to supervisor/manager and ensures all sections of the claim form are fully completed

Claim form and all documentation should be sent to CGU Workers Compensation (CGU) by the appropriate supervisor/manager within 3 business days to enable a decision to be made on liability in a timely manner

Early incident reporting can prevent delays in claims being processed

Worker to attend Employer's preferred medical provider, the nearest medical centre or their own General Practitioner

Liability Accepted

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

Referral to a Rehabilitation Provider on CGU's panel may be made if return to work is not immediate

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

Liability Deferred

Letter sent from CGU advising of the decision to defer liability & what further information is required to help make a further decision

Information received and final decision made

Liability Disputed

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

If the employee is not satisfied with the outcome of the review, they can contact NT WorkSafe to discuss their options



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