

# Information for NT employers – rights and responsibilities

As an employer, you have the following...

## Rights

- In consultation with CGU Workers Compensation, you may seek a review of the worker's medical condition by referring the worker to an independent medical examiner at reasonable intervals.
- You are entitled to information about how your worker's claim is being managed and, at a minimum, you will be provided with information within 2 days of a request. Please contact your Case Manager for any information and if you are not satisfied, please ask to speak to their Team Manager.
- You can claim reimbursement of weekly compensation paid. You should claim reimbursement of compensation at least monthly, using a CGU wage reimbursement form or alternatively your own invoice provided it contains sufficient information. To enable reimbursement claims to be paid promptly, please ensure that you have provided a Workers' Compensation Medical certificate covering the period claimed, if not already provided at an earlier stage. Reimbursement will be arranged within 7 business days.
- As part of the claims management process, you will be consulted in respect of any major development on a claim that impacts on the worker's entitlement to statutory benefits, such as a reduction or cancellation of weekly payments or an entitlement to medical treatment. In the event of a dispute where mediation is requested through NT WorkSafe we will convey the outcome to you within 3 business days.
- If you would like a claims review meeting to discuss any of your open claims, please contact your Case Manager to arrange a suitable time.

## Responsibilities

- You are obliged to take all reasonable steps to provide your injured worker with suitable employment, and so far as practicable, participate in efforts to retrain the worker. If an employer has the capacity to provide suitable alternate employment but does not, reimbursement of weekly compensation may not be paid. If you have any concerns contact your Case Manager promptly. Penalties may apply.
- As the employer you must make payments of weekly compensation (where an injured worker is entitled). Payments should be made to the worker within 3 business days of notification of acceptance of liability and subsequent weekly payments paid on your usual pay days. Late payments attract interest and other penalties. CGU will provide advice on the rate of pay and will assist you in determining the correct amount payable under different circumstances. Contact your Case Manager if you have any queries.
- If either CGU Workers Compensation or the worker file an application to the Work Health Court, the employer is required to attend the initial Directions Hearing. An employer may also be required to attend a mediation conference convened through NT WorkSafe.
- Please note: where you seek reimbursement of a tax invoice including GST, and you are registered for GST, CGU will reduce the amount of the payment by the amount of Input Tax Credit that you are, or will be, or would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999, in relation to that acquisition.

The information provided above is general information regarding the workers' compensation and injury management system. It must not be considered legal advice.

If you have any queries please contact your Case Manager. You may also contact NT WorkSafe the statutory authority for workers' compensation and injury management on telephone 1800 250 713.

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# Information for NT employers – rights and responsibilities

## Privacy and your information

Set out below is important information about:

- (a) the purposes for which we collect your personal information
- (b) the way in which we will handle your personal information
- (c) how you can gain access to your personal information
- (d) the organisations (or the types of organisations) to which we disclose personal information
- (e) the main consequences for you if all or part of your personal information is not provided to us
- (f) how you can gain further information about the way in which we handle your personal information in accordance with our Privacy Charter.

## Collection, use and disclosure of personal information

We need to collect, use and disclose your personal information to assess, investigate manage, defend and otherwise deal with your employee's claim. If you choose not to provide any or some of the information requested, this will affect our ability to do the above and will result in a delay in the assessment of your employee's claim. It may also lead to your employee's claim being declined.

1. By providing your personal information to us, you consent to us:
  - (a) collecting and using your personal information for the purposes of assessing, investigating, managing, defending and otherwise dealing with your employee's claim or any subsequent claim; **and**
  - (b) for the purposes set out in 1(a), disclosing your personal information (on a confidential basis) to:
    - (i) our related entities, our distributors and agents; our investigators, mercantile agents, wage auditors, rehabilitation/injury management providers, medical providers and any other party providing services to us
    - (ii) the agent of any of the parties referred to in (b)(i) above
    - (iii) other insurers, insurance intermediaries, insurance brokers, government regulators or insurance reference bureaux
    - (iv) lawyers, the Dispute Resolution Directorate and law enforcement agencies
    - (v) any other party as is required by law or other Court order.

2. By providing personal information about anyone else, you acknowledge that you are authorised to provide that personal information to us and that you will inform such other persons:

- (a) who we are
- (b) that we will use and disclose their personal information in the manner detailed in 1 above; **and**
- (c) that they can gain access to their personal information.

**If you do not consent to our collection, use and disclosure of your personal information as explained in this form, you need to inform us immediately in writing.**

## Our Privacy Charter

Further information on how we handle your personal information is explained in our Privacy Charter, including how to access your personal information.

If you require information on the CGU Privacy Charter, please access the CGU website [www.cgu.com.au](http://www.cgu.com.au) or write to us and we will forward a copy of the Privacy Charter to you.

**...that's the CGU Advantage**

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