CGU Workers Compensation

WHAT TO DO WHEN AN INJURY OCCURS

Process for Employer

Employee sustains injury

Serious Injury

Employee to seek immediate medical attention – Initial Workers' Compensation Medical Certificate to be issued. Complete Early Notification form and submit to CGU Workers Compensation

Contact CGU Workers Compensation (CGU) on (08) 8924 0300 or Case Manager directly if known

Request that your employee completes an incident report form or accident book entry when medically able

Non-Serious Injury

Request that your employee completes an incident report form or accident book entry and attends a medical practice to obtain an Initial Workers' Compensation Medical Certificate

* A representative from your business may attend the medical practice with the employee if they give their consent

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

Provide Workers' Compensation claim form to employee

Fully complete the Employer's Section of the claim form.
*** If you have any concerns about the circumstances surrounding the injury please indicate on the claim form or as an attachment**

Completed claim form, incident report and Initial Workers' Compensation Medical Certificate to be sent to CGU within 3 business days.
CGU has 10 business days to determine liability from the date the employer receives the claim form from the employee

Liability Accepted

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

* A referral to a Workplace Rehabilitation Provider on CGU's panel 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 Deferred

Letter sent from CGU advising liability deferred pending receipt of further information & what further information is required to help make a final decision

Information received and final decision made

Liability Disputed

Letter sent from CGU advising liability is disputed

* Please refer to this letter for further information