

Online Injury Notification

New from CGU



CGU has launched a new Online Initial Notification of Injury service for customers in Western Australia, Tasmania, ACT and the Northern Territory. Together with existing services in Victoria and New South Wales, this means that online notification is now available to customers wherever they work with CGU.

Online notification makes prompt injury notification easier and more convenient. It is available 24/7, takes only a few minutes to complete and upon submission you'll receive a reference number that, following formal lodgement, will become your claim number.

While the service is for initial notification only (a claim form and medical certificate is still required for lodgement of a claim), early notification enables CGU to identify priority claims and ensure we hit the ground running in terms of claim processing, injury management and return to work planning.

This will ultimately lead to better claims outcomes and help you keep your premium down.

How to Access Online Notification

Customers can access online notification via the .Live section of cgu.com.au/workerscompensation. Here you can also access a system demonstration and user guide.

CGU's .Live services also include online training, online reporting and CGU's Risk Radar risk assessment tool.



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