

Information for NT workers – rights and responsibilities

As an injured worker, you have the following...

Rights

- If you are certified unfit for work, you are entitled to be paid weekly compensation on your employer's usual pay days.
- You are entitled to attend a medical practitioner of your choice and to payment of reasonably incurred medical and hospital expenses. In addition, you are entitled to claim for reasonable costs of travelling, including vehicle running expenses to attend for treatment, as well as accommodation where necessary.
- If you disagree with a decision made in respect to your weekly payments, medical treatment or other matters, please contact your Case Manager to discuss. If you are not satisfied with the result you may contact NT WorkSafe

to discuss your situation and where appropriate, NT WorkSafe will convene a mediation conference in an attempt to resolve the disagreement.

Responsibilities

- If you are certified unfit or partially unfit for work and are in receipt of weekly compensation payments and/or you are seeking ongoing medical treatment you should ensure that your medical certificates do not lapse unless advised otherwise by your Case Manager in writing.
- You must also provide ongoing and current medical certificates to CGU Workers Compensation within 24 hours of receipt where practicable.
- Treatment such as physiotherapy, osteopathy, exercise programmes and medication must be prescribed by your treating medical practitioner. CGU Workers Compensation will then need to approve this treatment before accepting the costs. You will be responsible for any non-attendance fees.
- You have the responsibility to participate in a Return to Work Program (RTW Program) that is within your medical restrictions. In addition, you are required to actively participate in and cooperate with any vocational rehabilitation program to assist you back to work and undertake prescribed treatment from your medical practitioner.
- You are required to attend all associated appointments within the context of rehabilitation expectations which may include work hardening/work trial with a host/alternate employer.
- If on a RTW program, all medical appointments are to be made out of work hours. If appointments can only be made during work time this must be pre-negotiated with your employer if the RTW program is at your normal workplace, or with CGU Workers Compensation if you are in a RTW program with a host/alternate employer.
- If you are unable to attend for work as part of a RTW program for any reason, you must contact your supervisor, CGU Workers Compensation and your rehabilitation consultant, (if applicable) prior to start time or as soon as practicable. If the absence is due to illness you must obtain a medical certificate to support your inability to attend work.
- Any absence away from your usual town or city and therefore absence from the rehabilitation process must be discussed with CGU Workers Compensation (and rehabilitation consultant) as soon as practicable.

Discover the CGU Advantage...

- If you commence paid employment with another employer (including self-employment), after making a claim for weekly payments of compensation, you are required to inform your employer and CGU Workers Compensation immediately, and provide details of any earnings to avoid overpayment.
- If CGU Workers Compensation or your employer arranges and pays for a medical examination with a medical practitioner of our choice then you are required to attend. If you do not attend without reasonable excuse this may result in cancellation of your entitlement to weekly compensation.
- You have the responsibility to advise CGU Workers Compensation immediately of any change in your contact phone number and postal/residential address.

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.

Privacy and Your Information

Set out below is important information about:

- the purposes for which we collect your personal information;
- the way in which we handle your personal information;
- how you can gain access to your personal information;
- the organisations (or the types of organisations) to which we disclose personal information;
- the main consequences for you if all or part of your personal information is not provided to us;
- 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 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 claim. It may also lead to your claim being declined.

- By providing your personal information to us, you consent to us:
 - collecting and using your personal information for the purposes of assessing, investigating, managing, defending and otherwise dealing with your claim or any subsequent claim; and
 - for the purposes set out in 1(a), disclosing your personal information (on a confidential basis) to and collecting it from:
 - your employer; our related entities, our distributors and agents; our investigators, mercantile agents, wage auditors, medical providers, rehabilitation/injury management providers and any other party providing services to us;
 - the agent of any of the parties referred to in (b)(i) above;
 - other insurers, insurance intermediaries, insurance brokers, government regulators or insurance reference bureaux;
 - lawyers, the Dispute Resolution Directorate and law enforcement agencies;
 - any other party as is required by law or other Court order.
- 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:
 - who we are;
 - that we will use and disclose their personal information in the manner detailed in 1 above; and
 - 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 or write to us and we will forward a copy of the Privacy Charter to you.



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...that's the CGU Advantage