

IN THE EVENT OF A WORKERS COMPENSATION INSURANCE CLAIM

NORTHERN TERRITORY, TASMANIA OR ACT



Make sure everyone is safe.
Immediately seek first aid and call **000** in an emergency.

1 Contact our office or your Risk Account Manager as soon as possible to notify us of your claim

Phone **1300 761 780** or email claims@capricorninsurance.com.au

Each State has a period in which the insurer must be notified of a claim;

- **NT:** As soon as practicable
- **TAS:** Within 3 days of the incident occurring
- **ACT:** Within 48 hours of the incident occurring

2 Our office will send you the relevant forms to complete and return

Please note that a claim cannot be lodged without a First Medical Certificate/Certificate of Capacity/ other state equivalent (terminology for this form differs state by state).

3 Claim lodgement

Our office will lodge your claim on your behalf with your insurer.

4 Lodgement confirmation

Your insurer will then contact you and the Injured Worker to verify the claim and collect any further information required.

NOTE: It is not your decision to accept liability for the claim. Your insurer must assess the claim and advise you and the injured worker of their decision, in writing, (NT within 10 days; TAS/ACT within 28 days) of receiving the claim. The advice must indicate whether it is accepted, declined or deferred.

As Workers Compensation is a form of state-regulated insurance, our role is to support you. Your insurer will mostly contact you directly throughout the claim process. Under the Act, compliance obligations attach to the employer, so it is imperative you understand and comply with these obligations, including any timeframes and you must follow any insurer directions. Your policy will provide further details regarding your insurer's specific processes.

FOR FURTHER INFORMATION from the regulatory body in the respective state or territory, please refer to the link below:

- **NT:** [Workers' Compensation | NT WorkSafe](#)
- **TAS:** [Workers' Compensation - TAS](#)
- **ACT:** [Workers' Compensation - WorkSafe ACT](#)