

Fact Sheet: Notifying the Insurer

When should the insurer be notified?

Within 48 hours of serious incidents involving a fatality or a serious injury or illness to a worker

Within 48 hours of other incidents involving an injury or illness where workers compensation is payable (or may be payable eg for time lost, medical expenses) to a worker

Who should notify the insurer?

A person authorised by the CMO.

How should the authorised person notify the insurer?

Use the insurer's preferred method of notification - electronically, in writing or by phone.

What information needs to be provided to the insurer?

worker's information – their name, residential address, contact details and date of birth

employer's information – the business name, current business address and employer contact

treating Doctor information – the name of the doctor or hospital where the injured worker is being treated

injury or illness details – the date of the injury, description of how it happened and a description of the injury itself

notifier information – the name of person making the notification, relationship to injured worker and contact details

supporting information – anything else the notifier considers necessary.

What is a notification number?

It is a number provided to the notifier by the insurer, and is used to track the notification.