

Claim form & certificate of capacity is submitted to school by injured worker



School submits claim to GB within 10 days of receipt from injured worker

CLAIM IS RECEIVED BY INSURER & REGISTERED

ELIGIBILITY OFFICER COMPLETES INITIAL ASSESSMENT



CLAIM IS ACCEPTED & APPOINTED A CASE MANAGER



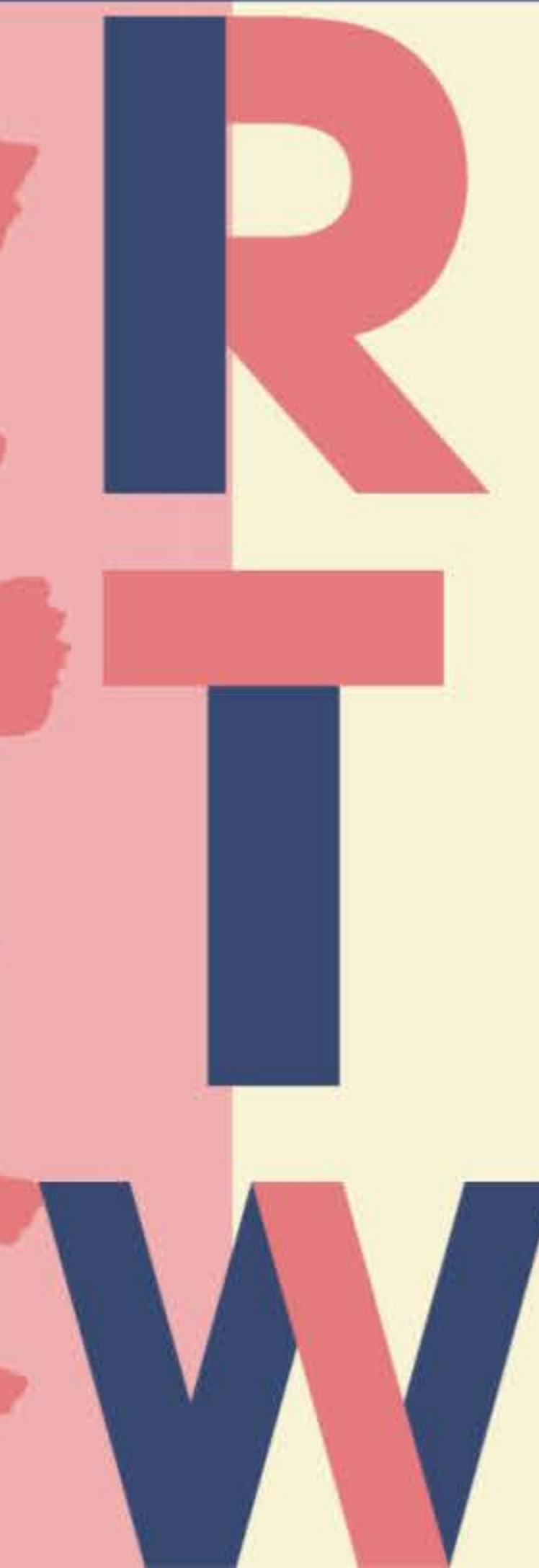
claim is pended + investigated



CLAIM IS REJECTED & TRANSFERRED TO DISPUTE RESOLUTION TEAM

**CASE MANAGER LIAISES WITH WORKER, GP & SCHOOL TO ASSIST WITH:**

- ASSESSMENT OF TREATMENT REQUESTS
- RETURN TO WORK PLANNING
- PAYMENT OF WEEKLY COMP + MEDICAL BILLS



CEM OHS Team provides information & assistance to all parties at every stage of claim when required