

# GB Injury Hotline

## Supervisor Info Sheet



### Who is GB?

Gallagher Bassett (GB) provides self insurance claims management services for public sector employees on behalf of the Northern Territory Government. GB provides self insurance claims management and return to work services to all Territory government staff, working to ensure a quick, safe and sustainable return to work.

### What is the Injury Hotline?

The Injury Hotline Service is a voluntary service providing initial triage advice and medical treatment following a workplace injury or illness. It provides immediate medical advice and treatment that is known to have a positive impact on recovery and assisting with rehabilitation back into the workplace.

### Benefits of the Injury Hotline service

- You / your workers have access to a 24/7 hotline to get immediate triage & medical advice after a workplace injury occurs
- All calls are answered by experienced Injury Management Advisors who records the details of the injury & are able to offer advice on the spot
- If required, we can also provide recommendations for treatment and capacity to work at the time of call
- Workers get priority access to preferred medical & allied health clinics nation-wide
- for further assessment & treatment
- Reductions in LTI's, reduced claims durations/ costs and improved return to outcomes have been displayed

### When to use the Injury Hotline 24/7 service

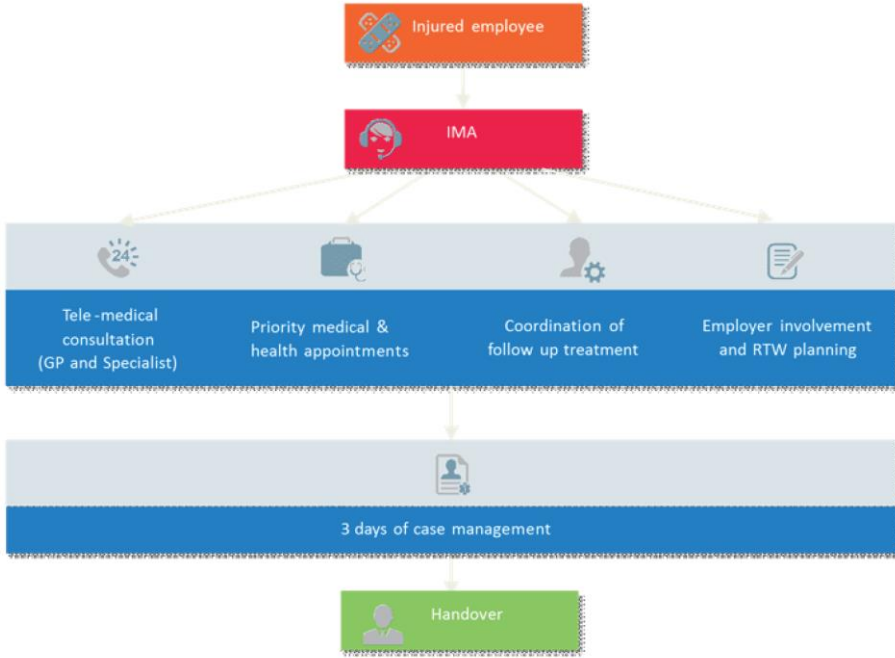
If a worker is injured in the workplace (& it is not an emergency), they would report first to their Supervisor who would refer the employee to the 1300 number below.

**Injured?**  
**Call 1300 795 400**



# Program Overview

Please see below the overview of steps involved in the 3 day Injury Management program



Notifications example - the below is an example of the notifications that will be received by the Safety Team/ contractor delegates.

This top banner is colour coded to indicate capacity:

Fit for full duties/hours

Fit for modified duties/hours

Totally Unfit