Personal Injury Management

GALLAGHER BASSETT

GUIDE. GUARD. GO BEYOND.

We guide people at a vulnerable time to achieve the best outcomes for their health and financial wellbeing

We guard the assets of those who trust us to manage their claims and risk programs

We go beyond expectations in the continuous pursuit of a better way

Guide. Guard. Go beyond.

What's inside?

1. Personal Injury Overview
2. National workers' comp
3. Victorian workers' comp
4. South Australian workers' comp
5. Northern Territory Government Workers' Compensation
6. Self Insurance
7. GB Assist

1. Personal Injury Overview

GB provides national and state-based workers' compensation services, self insurance services and GB Assist personal injury consultancy services.

1. Our Personal Injury services

- National workers' compensation
- Victorian workers' compensation
- South Australian workers' compensation
- Northern Territory
- Self Insurance
- GB Assist

57,500
businesses supported

14,700
people helped back to work

Our new approach to personal injury

Prevention

Designing prevention-based products that reduce workplace harm

Empowerment

Driving empathy and efficiency, empowering our case managers to make early evidence-based decisions to optimise outcomes

RTW

Managing claims with highly developed case management strategies

Return to Life

Facilitating a holistic reintegration into the community for injured workers

Supported by our initiatives and value adds

Prevention

- Design of prevention products to stop injuries before they occur
- Regression modelling, predicting outcomes
- myGBeducation training

Empowerment

- Complex Decision Support tools
- Medical Bill Review
- GB Webwatch
- Diversity and Innovation programs
- Robotics and Automation

Return to Work

- Mobile Case Management
- Bio-psychosocial case management
- myGB benefits providing tailored RTW initiatives

Return to Life

- Network and Support Service providing a holistic assessment of exiting workers
- Guideline Hotline

The GB difference

S
Specialist Expertise

Our personal injury model supports Case Managers with a team of specialist experts to deliver better outcomes.

T
Tailored Solutions

We work closely with clients to understand their business and deliver tailored claims solutions.

B
myGB Benefits

Our myGB client benefits program makes sure you receive great service and better value for money.

F
Future Focus

We're focussed on the future and help you manage evolving issues, like ageing workforce and mental injury.

Empowering case managers with specialist expertise

Our model empowers case managers with access to experts with the right skills to apply the right strategies to manage the claim at each stage of its development.

Tailored claims programs that support your business

"As our business covers a diverse range of industries and skillsets, we require claims agents that are flexible and are able to tailor their claims management practices to our business. We have received this level of service from GB, who have developed a completely bespoke program that addresses the specific challenges we face."

- Connie Gouskos, Manager Health and Wellbeing, Manpower Group

"We worked with a lot of different claims managers over the years, and while all of them would say that they offer tailored claims services, inevitably you end up with a one size fits all, generic program. With GB, we were able to build a completely bespoke program from the ground up, specifically built to meet the needs of our business."

- Gavin Lynch, Group Insurance Manager, Prosegur

myGB client **benefits** you'll love

myGBteam

myGBteam is the heart of myGB: it's the dedicated team who will support you and your business.

myGBeducation

myGBeducation provides fantastic training to benefit you, your organisation and your career.

myGBonline

myGBonline helps you manage your claims smarter and more efficiently through a suite of tools and applications.

myGBextras

myGBextras provides you with additional benefits that go beyond what you'd expect from a claims management provider.

Find out more about myGB

Future focus: starting conversations that matter

GB regularly presents on industry trends at events including:

- PIEF
- National Workers' Comp Summit
- Safety In Action Conference
- RIMS
- Claims Experience Management

GB CLAIMS ANALYTICS EXPERT TO TALK "BIG DATA" AT NATIONAL WORKERS' COMPENSATION SUMMIT

Dr. Gary Anderberg, Senior Vice President of Claims Analytics for Gallagher Bassett, will be presenting at the National Workers' Compensation… **Continue reading ›**

GB AND VICTORIA POLICE PRESENT NEW RESEARCH INTO MENTAL HEALTH FOR SAFETY SENSITIVE INJURIES

John McNamara, Executive General Manager – Statutory Workers Compensation, and Dr Alexandra West, Victoria Police's Senior Police Psychologist, presented Case… **Continue reading ›**

PRESENTATION: DELIVERING CLAIMS SERVICE EXCELLENCE THROUGH YOUR STAFF RETENTION AND DEVELOPMENT PROGRAM

GB National Client Relationship Manager Stacey Williams presented Delivering Claims Service Excellence through your Staff Retention and Development Program at Claims… **Continue reading ›**

GB WORKERS' COMPENSATION CONSULTING EXPERT PRESENTS AT SAFETY IN ACTION CONFERENCE

Gallagher Bassett presented Workers' Compensation Program Planning at the Safety In Action conference in Melbourne on 17th September. The presentation highlighted… **Continue reading ›**

PIEF FINALISTS TALK WORKERS' COMPENSATION SUPPORT FOR REMOTE AND REGIONAL COMMUNITIES

GB's Amanda Wallace and Josh McKenna were both named as finalists in the 2016 PIEF Personal Injury and Disability Management… **Continue reading ›**

GB SPARKS DISCUSSION AT AGEING WORKFORCE SEMINAR

GB recently sponsored a successful seminar on 'The Ageing Workforce and WHS – Preparing for the Future' held by the… **Continue reading ›**

Focused on **future** trends in personal injury

Find out more

Find out more

Find out more about GB's personal injury services

Personal Injury Overview

National workers' comp

Victorian workers' comp

South Australian workers' comp

Northern Territory Government Workers' Compensation

Self Insurance

GB Assist

Get in contact