Frequently Asked Questions – Employers

How do I lodge a claim?
You must lodge a weekly benefit claim within 10 days of receiving the claim form from the injured worker, and from 1st of July 2021, within 3 days for mental injury claims. All new claims can be sent to the below email address for assessment and registration:
newclaimswcv@gbtpa.com.au

How do I lodge a new certificate for registration?
GB has an online portal where you can upload certificates of capacity. This is an efficient way to ensure they are received for review and registration. Please ensure your worker lodges a valid certificate with your organisation prior to sending to GB, and that the dates are sequential from the previous certificate.

To access the portal please use the below link:
https://gbvicworkerportal.gallagherbassett.net.au/

How do I claim weekly compensation?
Please ensure you use the Reconciliation Request form and where the worker has achieved a partial RTW, provide Current Weekly Earnings from Saturday to Friday. These completed forms can be also submitted using the portal, noting you must claim weekly compensation within three months of paying the injured worker, or you may be excluded from reimbursement.
https://gbvicworkerportal.gallagherbassett.net.au/

How do I discharge my employer excess?
Currently the medical employer excess for the 2020/21 policy year is $735. Once you have paid your medical excess for an accepted claim, you can attach all paid invoices to the completed Employer Liability: advice on payments form and send to the below email address for registration:
employer_liability@gbtpa.com.au

How do I access regular claims reporting?
If you have claims lodged against your policy or group policies, you can request to be added to the GB portal and burst reporting suite. These reports can be burst weekly, monthly or after the Statistical Case Estimate refresh. To register reporting, please email the GB Client Services team:
wcvaccountmanagement@gbtpa.com.au

How do I access GB's Learning and Development Program?
Go to Gallagher Bassett eLearning Portal: Log in to the site
1. Click "Register" under "Login" and "Course Catalogue"
2. Enter your details
3. When asked for the registration code enter **myGBed**
4. Wait for the confirmation email and confirm your account

How do I obtain a GB "if you are injured poster"?
You can visit the below link and download the poster:
If you are injured at work poster 1: Gallagher Bassett - WorkSafe

Alternatively, you can email the GB Client Services team and we can arrange for *If You Are Injured* posters to be sent to your workplace.
wcvaccountmanagement@gbtpa.com.au

How do I contact the GB Premium or Credit Team?
For general enquiries regarding policy, premium and credit, you can email the GB Premium Team for support:
WCVPremium@gbtpa.com.au