

# WORKERS COMPENSATION CLAIMS MANAGEMENT ESCALATION PROCESS

## Initial contact

Agency has a concern regarding management of a workers compensation claim that requires escalation

Agency contacts the Gallagher Bassett claims manager to discuss the claim

Was the concern addressed?



No

## Gallagher Bassett escalation

### Gallagher Bassett key contacts:

Team Manager Top End, East Arnhem and Big Rivers region, all agencies (except NTPFES):

Imogen\_Lovatt@gbtpa.com.au 08 8901 8079

Team Manager Barkly and Central Australia region, all agencies:

Lee\_Mcsweeney@gbtpa.com.au 08 8901 8083

### Gallagher Bassett key contacts:

Branch Manager NT:

Kye\_Brown@gbtpa.com.au 08 8999 8073; 0437 065 528

Agency contacts the Gallagher Bassett team manager to discuss the concern

Was the concern addressed?



No

Agency contacts the Gallagher Bassett client manager or branch manager

Was the concern addressed?



No

## NTG escalation

### DTF key contact:

Commercial.DTF@nt.gov.au

08 8999 6718

Agency or Gallagher Bassett contacts DTF contract manager \*

DTF contacts Gallagher Bassett branch manager and agency to discuss the matter

Was the concern addressed?



No

DTF representative to raise with the Return to Work Steering Group

(\*) Agency and Gallagher Bassett contacts should ensure they follow any internal escalation protocols if applicable.