

Claim Management Lifecycle

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The claims management lifecycle is the overarching framework we use to describe the life of a workers' compensation claim.

The claims management lifecycle details the end-to-end process of how a claim moves from initial lodgement, through to closure. The lifecycle helps us to understand and manage claims consistently across our team.

The lifecycle contains eight stages. Some stages have a small number of steps and processes such as 'Registration'. Other stages are more significant and have a multitude of possible process that may apply, such as the 'Claim Management' stage.

Lodgement

The first stage of the lifecycle is where an employee (or their representative) lodges an initial claim with Comcare. This stage currently covers new SRC Act workers' compensation claims. For information about other claim types such as permanent impairment, work related death or secondary claim, refer to the following pages:

- [Permanent impairment](#)



- [Work related death](#)
- [New or changed conditions](#)



Lodgement

Registration

Once the claim has been lodged then steps are taken to register the claim in Pracsys. This stage covers new SRC Act workers' compensation claims. For further guidance about registering permanent impairment refer to the [Permanent impairment](#) page.



Registration

Triage

In this stage, the claim is quickly reviewed, the employee and employer are contacted, and a path is agreed to gather the information needed to determine liability on the claim. Conversations begin with the employee and employer to support return to health and return to work.



Triage, information gathering and support

Liability assessment and decision making

Liability for the claim is assessed based on the information gathered. Here we make a determination of liability, including advising the employee, and employer, of the decision.



Liability assessment and decision making

Claim management

Following acceptance of liability, we set a claim plan and manage all aspects of the claim to that claim plan, including regular review. Our focus remains supporting the employee to return to health and, where possible, work.

Reconsiderations

An employee or an employer requests a reconsideration of a decision made by us or a review of a decision made by the rehabilitation authority.

Appeals

A decision (most commonly a reconsideration decision) Comcare has made is reviewed by the Administrative Appeals Tribunal, or it is appealed to a higher court.

Closure

Once the employee has returned to health and, where possible, work, and once we have completed all actions on a claim, we administratively close a claim.