Claims Manual updates

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Introduction

The Claims Governance team has created this page to support teams and subject matter experts (SMEs) to understand the process involved when submitting a change request or a new content page request for addition into the Claims Manual.

This page will tell you everything you need to know to provide us with valuable and consistent feedback, and to make it easier for you to provide new content that will benefit Claims Manual users.

The purpose of this page is to support you to submit change requests and new content page requests which are complete and accurate, formatted correctly, approved appropriately, and able to be added to the Claims Manual in the earliest possible release.

Consultation

The feedback and change request process is collaborative and we will endeavour to keep you updated about your feedback or change request throughout the process.

If you provide feedback or a change request, it is likely that we will contact you as the feedback provider for clarification on your feedback. We are also likely to consult with a relevant subject matter expert (SME) based on your feedback or change request, to discuss and confirm any subsequent or possible changes to the Claims Manual.

If you have any questions relating to the processes outlined on this page, please email Claims Strategy and Governance team

To request a change to an existing page, see Request a change to an existing page
To request a new content page, see Request for new content page

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What belongs in the manual?

The Claims Manual is intended to be used by Claims Managers and other relevant Claims operation staff to effectively manage claims. The Claims Manual provides a broad outline of the steps and procedures that assist staff who manage claims in line with the SRC Act.

Other teams or individuals may refer to the manual during the claims management process. Although the Claims Manual is the 'One source of truth' for claims management resources and guidance, not all processes related to claims management and administration are present in the manual.

There is an existing resource for navigating and entering information into Pracsys. The Claims Manual is not intended to replicate this existing resource, although it does link to it. Instead, the Claims Manual provides information, processes and procedures that can be used to surround and give context to the data processing steps found in the Pracsys User Guide.

Examples of content that belongs in the manual

- Claims Compliance and Assurance team identifies a new or improved process for Claims Managers to use when they suspect that an employee has not declared earnings correctly. This process directly affects the work that Claims Managers do. It belongs in the Claims Manual.
- Claims Client Experience creates a new Caller Guide to be used when Claims Managers need to de escalate an aggressive or difficult conversation. This process directly affects the work that Claims Managers do. It belongs in the Claims Manual.

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Release dates and timeline

In accordance with governance protocol, changes do not go live in the manual on an ad-hoc basis, but according to a schedule of releases.

Claims Manual changes are released every four weeks, usually on a Monday (unless there is a public holiday). The releases, including material and immaterial changes, are communicated on the Claims Management Group Teams channel. The information about the releases will also be posted in the Announcements section of the home page of the Claims Manual.

The release notes for the last 12 months have also been added to the bottom of this page.

To ensure a change or addition to the manual is included in a certain release, the change or addition must be received by Claims Governance, **complete and with relevant Director/business process owner sign-off**, by midday of the Monday before the release date (seven days prior to the release date). Any changes or additions received after that time, or which are not complete and approved, will be planned for the following release date.

Final submission date (with relevant approvals)	Release dates 2024
• Tuesday, 2nd January	• Monday 8th January
• Monday 29th January	• Monday 5th February
• Monday 26th February	• Monday 4th March
• Monday 25th March	• Tuesday 2nd April
• Monday 29th April	• Monday 6th May
• Monday 27th May	• Monday 3rd June
• Monday 24th June	• Monday 1st July
• Monday 29th July	• Monday 5th August
• Monday 26th August	• Monday 2nd September
• Tuesday 26th September	• Tuesday 1st October
• Monday 28th October	• Monday 4th November
• Monday 25th November	• Monday 2nd December

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Style and formatting

As part of continuous improvement of the Claims Manual, all content is undergoing review and revision to ensure that it conforms to the approved Style Guide.
All new or changed content must also meet the Style Guide criteria prior to being added to the Claims Manual.

We are happy to assist you in this process (see Content Writer for more information) but to support you in getting your content ready for inclusion as quickly as possible, we have provided you with two resources.

- The Style Guide provides a clear and detailed explanation of the way our content is structured and formatted to ensure it is user-friendly, accessible and aligned to best practice for written information.
- The Style Checklist has been designed as a quick resource to check against your draft to ensure it meets the main aims of the Style Guide.

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Content Writer

Claims Governance has a full-time Content Writer on staff who is available to help you with drafting and revising written documents. The Content Writer is responsible for ensuring the Claims Manual content is up to date, accurate, complete, and conforms to the Style Guide.

The Content Writer is available to advise you as you create your draft content for the Claims Manual. If you are unsure about following the Style Guide or you would like to consult with the Content Writer at any time, please contact Claims Strategy and Governance team. Use the key words **Content Writer** in the subject line of your email.

The Content Writer will conduct a final review of all content to be added to the Claims Manual prior to its release. If substantial changes to the content's formatting or wording are required to align it with the Style Guide, the Content Writer will return the amended draft to the owners for approval before it is added to the manual.

This process will add to the time required to complete the draft. If approval is not received in time for the release date, the change will be planned for the following release.

Therefore, it is more efficient to involve the Content Writer early on if you are unsure whether your draft is following the Style Guide appropriately.

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Request for change to an existing content page

User feedback

If you have a suggestion to improve readability or if you identify any inaccuracies or missing information, you should submit this via the 'Give your feedback' button at the bottom of each content page. You can do this at any time.

- Please provide as much information as you can to assist us to investigate the issue.
- We will consult on the issue with the relevant business process owners, Technical Capability Officers or other stakeholders as needed to determine whether the change is necessary and the scope of the change.
- We will keep you informed on the progress and outcome of your feedback.

The 'give your feedback' button is located at the bottom right-hand corner of every page in the manual.

Formal change requests

For formal change requests, such as the addition of new material or the removal of out-of-date material, please submit a change request by following these steps:

1. Draft the change, with reference to the Style Guide.

2. Consult with your team and any other teams affected, if applicable, to ensure your change does not adversely impact other information or processes. We can assist you with this process.
3. Consult with the Content Writer, if necessary, to ensure your draft conforms to the Style Guide.
4. Obtain approval of the final draft text via email from the relevant Director or business process owner. We can assist you with this process if necessary.
5. Email the draft with written approval attached to Claims Strategy and Governance team
6. Once the change request is received, Claims Governance will review any new content and make a decision on whether the new content is suitable as a new page, a new section in an existing page or a link to a document.
7. We will consult with you about our decision and will continue to work with you until the changes have been made to the Claims manual.

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Request for new content page

To request the addition of a new content page into the manual, follow the steps below. There is also a flowchart for this process available: Process flowchart - create new claims manual page request.pdf

1. Such requests should only come from the team that owns/is accountable for the process.
2. Draft the new content page, with reference to the Style Guide. We can provide you with a Word template if you wish.
3. Consult with your team and any other teams affected, if applicable, to ensure the new content is aligned with the rest of the claims management lifecycle. We can assist you with this process.
4. Consult with the Content Writer, if necessary, to ensure your draft conforms to the Style Guide. If your draft has been reviewed and changed by several stakeholders, it may be helpful to have the Content Writer's input to ensure the draft has not fallen outside of the Style Guide parameters.
5. Identify any Claims Manual pages or other resources that need to be linked within your new page and include the links in your draft.

6. Identify any Claims Manual pages where you feel your new page should be linked and include these in your correspondence to Claims Governance. We can assist with this process.
7. Consider where in the manual your new content page is likely to fit and include this in your correspondence to Claims Governance.
8. Obtain approval of the final draft page via email from the relevant Director or business process owner. We can assist you with this if necessary.
9. Consult the Claims manual new content page checklist to ensure you have completed all work required to add the new page to the manual.
10. Email the new page with written approval attached to Claims Strategy and Governance team

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Claims Manual Release Notes

Links to the last 12 months release notes can be found here.

If you require the release notes prior to August 2023, please contact Claims Governance.

2023

14 - Claims manual release notes - August 2023
15 - Claims manual release notes - September 2023
16 - Claims manual release notes - October 2023
17 - Claims manual release notes - Novembe r 2023
18 - Claims manual release notes - December 2023

2024

19 - Claims manual release notes - January 2024
20 - Claims manual release notes - February 2024
21 - Claims manual release notes - March 2024
Out of cycle - Claims manual release notes - March 2024
22 - Claims manual release notes - April 2024
23 - Claims manual release notes - May 2024
24 - Claims manual release notes - June 2024
Out of cycle - Claims manual release notes - 14 June 2024
25 - Claims manual release notes - July 2024
Out of cycle - Claims Manual release announcement - 26 July 2024
26 - Claims manual release notes - August 2024
27 - Claims manual release notes - September 2024

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