Communication with stakeholders

At all times, remember that you are the first line of support for employees who are vulnerable and may be apprehensive or in pain. It is important to be understanding and focus on positive outcomes in every interaction, including with our other stakeholders.

When communicating with our stakeholders, including employees and employers, we must consider and apply the Claims Communication Principles.

These are the key points for each communication principle:

- **Be transparent and set expectations** – we should always be transparent, set expectations and have a goal of what we aim to achieve.
- **Communicate simply** – keep our conversation clear and concise. Avoid industry acronyms, legalistic jargon or quoting legislation verbatim.
- **Consider the context** – communications need to be tailored to reflect the context of the client, thinking about their past experience, current situation and next steps.
- **Be curious and listen** – ask open questions, give time to respond and actively listen.
- **Adjust to your medium and audience** – select the most appropriate medium to engage with our clients, adjusting your content, language and tone to that audience and medium.

Read the Claims Communication Principles in full.

Comcare's values

Please keep in mind Comcare's values and think about how you can embody these during communication with clients. For example:

Act with integrity and respect – you commit to being honest and keeping your promises, and you give your clients respect by listening to them and treating them as you would wish to be treated.

Strive to have a positive impact – you commit to leaving your client with a positive feeling about the communication (phone call or email), even if it isn't good news, by your use of language and tone and the service you provide.

Collaborate and innovate – you commit to building strong and productive relationships with your client in which they feel empowered in decisions about their health and return to work.

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⌄ File and diary maintenance

⌄ Receiving and actioning requests for claim file

⌄ Suspensions, ceases and refusal to deal

Communicating with an employee

Regular communication with employees is a critical part of effective claims management and supporting an employee to return to health and, where possible, work.

This page provides guidance on communicating by email, phone, mail and in person, and also offers support for difficult communications including aggressive, threatening or suicidal callers.

Communicating a determination or decision

Communicating our decisions well is as equally important as making good decisions. This page offers guidance on how to structure a call accepting a new claim and also how to communicate an adverse decision, such as declining liability.

Communicating with an employer

Regular communication with the employer's Rehabilitation Case Manager is a critical part of effective claims management and supporting an employee to return to health and, where possible, work.

This page provides guidance on how to structure an initial call to a Rehabilitation Case Manager about a new claim. It also provides information about employers who have shared services arrangements for payroll and claims management.

There is also information for when an employee changes employment and moves to a new employer, the Procedure to update an employee's rehabilitation authority in Pracsys, and where to look for help if an employer becomes an off-budget or exit agency.

Communication protocol

This page provides information about communication protocols. These are put in place only after all attempts at respectful and productive communication between Comcare and another stakeholder have failed.

A communication protocol provides instructions on how two or more parties must communicate with one another. This page outlines information on:

- how to identify a communication protocol is in place
- when a communication protocol is needed
- the steps you must follow before considering a communication protocol
- the process of developing a communication protocol including roles and responsibilities
- the procedure to flag a claim as having a communication protocol
- dealing with stakeholder communications when a protocol is in place including complaints
- reviewing protocols
- the procedure to review a communication protocol, and
- the roles of the CCF team, Claims Ops team, and Contact Centre team.

Commitment claims

Comcare makes specific service commitments to individual employees in relation to their claim(s) where necessary. Staff involved in managing the claim need to be aware of these commitments.

This page provides information on commitment claims, including when to flag and review commitments on claims, the Procedure to flag a commitment on a claim and the Procedure to review a commitment claim.

Complaints and feedback

Complaints and feedback are a valuable learning opportunity that help us continuously improve as we strive to improve our service delivery.

This page provides information on identifying the type of complaint or feedback, roles and responsibilities, how stakeholders can make complaints, what to do if you receive a complaint, record-keeping, unreasonable complainant conduct, and the Procedure to manage complaints in Claims Operations.