

Gathering claim information

Gathering claim information

Gathering information is an important part of the effective and efficient management of a claim, including supporting appropriate liability determination and decision making and supporting return to health and, where possible, work.



What information do we gather?

Comcare gathers sufficient information to make decisions. Comcare's requests for information must be:

- specific
- relevant to the decision at hand
- realistic in their timeframes
- clearly state when information is due
- clearly communicate why we have asked for the information
- seeking information we don't already have.

Employees

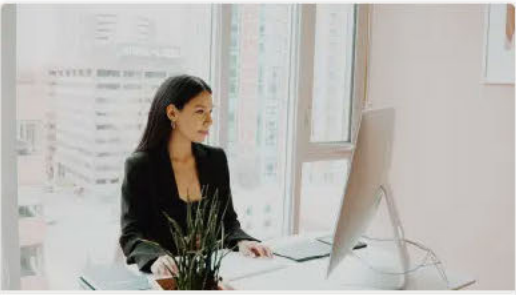
This page sets out information about how we can request information from an employee, including using section 58 of the SRC Act.



Requesting information from employees

Employers

This page sets out information about how we can request information from an employer, including using section 71 of the SRC Act.



Requesting information from employers

Medical and allied health practitioners

Medical and allied Health practitioners can provide relevant and appropriate medical evidence and information about the employee.

You will find information here about obtaining a medical certificate, medical reports, clinical notes and medical imaging, as well as home, vocational and labour market assessments and other assessments.



Obtaining a medical certificate



Obtaining a medical report or clinical notes



Undertaking a home assessment

Independent medical examiners

Comcare can engage and use an independent legally qualified medical practitioner to conduct an examination of the employee.

[Clinical panel](#)

This page provides guidance and instruction on the use of the Clinical Panel.