

Liability assessment and decision making

Liability and decision making

Throughout the lifecycle of the claim, many sound liability decisions will need to be made. These include but are not limited to Permanent Impairment, Work-related death, Debt waivers, and Requests for treatment.

The section below relates to making the initial liability decision only, however the principles of ensuring a liability decision is sound and delivered with great customer service remain the same and can be found in each of the individual sections where decision-making is required.

Initial liability assessment and decision-making is where information gathered is assessed and a sound decision is made on the claim.



The liability assessment and decision making process and objective

Once we have completed triage and gathered all of the information needed to make a decision on the claim, we assess liability and make a determination of liability, including advising the employee and employer of the decision.

The objectives of this stage of the claims lifecycle are that:

- accurate, merits-based decisions are made and those affected are afforded natural justice and understand their review rights
- decisions are communicated empathetically, effectively and in a timely way
- the employee is linked to appropriate support services, regardless of the outcome.

Legislative tests and initial liability

Making an initial liability decision on a claim is a critical step in the claims lifecycle. There are a series of tests under the SRC Act that must be applied to the information gathered as part of this process.



Employees under the SRC Act



Written notice of injury



Injury and disease under the SRC Act

Decision making under the SRC Act

In making decisions under the SRC Act we must ensure we provide natural justice.



Natural Justice

Making an initial liability determination

Once the assessment of the information against the legislative tests is completed, there are a number of steps to make the initial liability determination.



Creating an initial liability determination



iClaim



International Classification of Diseases