

# Receiving and actioning requests for claim file

## Receiving and actioning requests for claim file

You may receive a request to provide an employee, their authorised representative or an employer with documents related to an employee's compensation claim.

### In this section

#### **Claims administration**

✓ Authority and consent on claims

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✓ Communication with stakeholders

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Quality assurance

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✓ File and diary maintenance

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✓ Receiving and actioning requests for claim file

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✓ Suspensions, ceases and refusal to deal

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✓ Compliance and fraud

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✓ Agency information

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## Freedom of information requests (FOI)

An employee can request access to their claim file under the *Freedom of Information Act 1982*.

## Request for claim file

An employee can request a copy of their claim file under section 59 of the *Safety, Rehabilitation and Compensation Act 1988*.