

Suspensions, ceases and refusal to deal

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Through the life of a claim there may be occasions when you need to consider suspending an employee's rights to compensation on a claim or refusing to deal with the claim. You may also need to determine no present liability on a claim.

The following section provides information and guidance on suspending claims, steps to determine 'No present liability' and refusing to deal with a claim.

In this section

Claims administration

∨ Authority and consent on claims

∨ Communication with stakeholders

Quality assurance

∨ File and diary maintenance

∨ Receiving and actioning requests for claim file

∨ Suspensions, ceases and refusal to deal

∨ Compliance and fraud

∨ Agency information

[Suspending claims](#)

Where an employee has refused, without reasonable excuse, to participate in an independent medical examination or a rehabilitation assessment or rehabilitation program, Comcare may suspend an employee's rights to compensation on that claim. This page provides more information about the legislative provisions and processes in relation to suspensions.

[Refusing to deal with a claim](#)

Where an employee does not, without a reasonable excuse, provide information requested under section 58 of the SRC Act, Comcare may refuse to deal with the claim. This page provides more information about refusing to deal with a claim.

[Determining no present liability](#)

Comcare cannot 'cease' liability, however it may determine that there is no present liability for compensation under the SRC Act on a claim. This page provides more information about no present liability and the process for determining no present liability on a claim.