

Triage, Information gathering and Support

Triage is the first active stage of a claim lifecycle once a claim has been lodged and registered with Comcare. Support and information gathering are integral components of the triage process and beyond. There are no specific sections of the SRC Act that deal with triage.

Triage

In the Triage, information gathering and support stage, the claim is reviewed as soon as possible after it is received, the employee and employer are contacted, and a path is agreed to gather the information needed to determine liability on the claim.

Support

To optimise an employee's recovery and claims experience, support must be provided to them from lodgement, regardless of the eventual liability outcome. Support means regular proactive communication that keeps the employee informed. This should be done through easy to understand explanations that set realistic expectations for the employee and their unique circumstances. Further information about



Decorative image of people working near laptop

maintaining good communication with employees and employers can be found on the [Communication with stakeholders](#) pages.

Information Gathering

Gathering information is an important part of the effective and efficient management of a claim, supporting sound decision making and optimising return to health and work. Further information on different types of information you may need can be found in the pages under [Gathering Claim Information](#).

The triage process and objective

Triage occurs when:

- a new claim is assigned to an Assistant Director in a Claims Operations team
- an existing claim requires further decision/s not included in the current claim plan
- a reconsideration is requested, or
- an Administrative Appeals Tribunal decision on a claim is made.

In this stage, the claim is quickly reviewed, information is gathered as quickly as possible, and conversations begin with the employee and employer to support return to health and return to work.

Roles and responsibilities

Triage is conducted by the Claims Operations or Reconsiderations teams with support from Injury Management and additional teams.

First, when a claim is registered, an Assistant Director or above allocates the claim to a Claims Manager, Senior Claims Manager or Reconsiderations Officer where relevant, according to the allocation principles outlined in [Allocation of a claim](#).

Then, the triage meeting is held (triage meetings can be held throughout the life of the claim as new information is provided or new determinations are required). See [Triage meeting](#) for details of who is involved and what is done during the meeting.

Triage objectives

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

- consistent, timely approach to review of a claim (new claim or change to an existing claim)
- gathering the information needed
- the employee, employer and other stakeholders are helped to understand the process and regular communication occurs.

Steps to triage a claim

To triage a claim, there are key steps that must be taken. These steps include:

- [claim allocation](#)
- [triage meetings](#)
- [development of the claim plan](#).

See each page for detailed guidance.



Allocating a claim



Triage meeting



Claim plans