



Welcome to the Claims Manual

Published 02/09/2024

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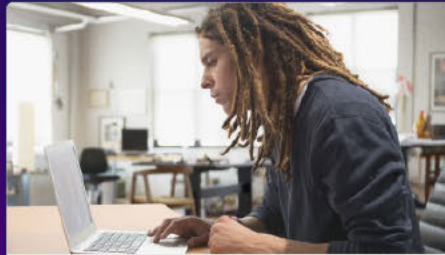
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Claims Manual Release - 2 September 2024

Caller guides



Aggressive caller guide



Threatening caller guide



Suicidal caller guide

Claims Manual revisions – upcoming sections for review

****Note: all planned revisions are subject to change*

September 2024	Other compensation payments	Suspensions	Requesting information from employers / employees	AAT / Appeals	Notification of employee death / Employees residing overseas
October 2024	File and diary maintenance				
November 2024	Authority and consent	Compliance and fraud			
December 2024	*No planned revisions*				
January 2025	Claim reviews	Quality assurance			