

Work status codes

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Introduction to work status codes

The Claims Management Group's priority is to support an employee to return to health and, where possible, work. We use the National Data Set (NDS) work status codes as our primary tool for capturing and reporting on the return to work (RTW) outcomes of employees.

Comcare started capturing the work status codes for all new claims from 1 July 2017. The NDS work status codes are used across the Comcare scheme and other workers compensation schemes. This supports a comparison of RTW outcomes across and between schemes. It also supports Comcare to meet the Safe Work Australia data submission requirements.

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What are the work status codes?

The table below sets out the work status codes as they are presented in Pracsys and the description from Safe Work Australia.

Note that 'income maintenance' in the below table refers to incapacity payments.

Information in Pracsys				Safe Work Australia NDS Description
Code	Status level	Description	Description in RP drop down list in Pracsys	Definition
01	Working	Working with no income maintenance unknown employer	W - no income maint - Unknown ER	Employee is currently working, and it is unknown whether work is with pre injury employer or different employer. Employee is not receiving any income maintenance.

02	Working	Working with no income maintenance – pre-injury employer	W no income maint Pre-inj ER	Employee is currently working with the pre-injury employer and is not receiving any income maintenance.
03	Working	Working with no income maintenance – different employer	W no income maint Diff ER	Employee is currently working with a different employer and is not receiving any income maintenance.
04	Working	Working with income maintenance -unknown employer	GRTW income maint unknown ER	Employee is currently working and it is unknown whether work is with pre-injury employer or different employer. Employee is receiving income maintenance. Income maintenance payments may be due to the employee working fewer hours than prior to the injury/disease or due to the employee working the same hours but in a job with lower remuneration and is receiving top-up payments.
05	Working	Working with income maintenance – pre injury employer	GRTW - income maintenance pre inj ER	Employee is currently working with the pre injury employer but is receiving some income maintenance. Income maintenance payments may be due to the employee working fewer hours than prior to the injury/disease or due to the employee working the same hours but in a job with lower remuneration and is receiving top up payments.
06	Working	Working with income maintenance – different employer	GRTW - income maintenance Diff ER	Employee is currently working with a different employer but is receiving some income maintenance. Income maintenance payments may be due to the employee working fewer hours than prior to the injury/disease or due to the employee working the same hours but in a job with lower remuneration and is receiving top up payments.

07	Working	Working – capacity unknown	W - capacity unknown	Employee is at work however it is unclear whether the worker is back at full or partial capacity, or is or is not receiving income maintenance.
08	Not working	Not working with no income maintenance	NW - no income maintenance	Employee is not working and is no longer receiving income maintenance. For example, redundancy, retrenchment, resigned, studying, seasonal worker.
09		Not working with income maintenance	TI - income maintenance	Employee is not working at all and is receiving income maintenance. Note: for Comcare pre-premium claims, this includes retirement and receiving incapacity payments.
10		Deceased	NW - Deceased	Employee is deceased. Includes deaths related to the compensated injury and death unrelated to the compensated injury.
11	Unknown		Unknown	Employee is no longer eligible for compensation and his or her work status is unknown. For example, employee has reached retirement age, payment thresholds have been reached, or a redemption lump sum has been paid and the work status is unknown. <i>This code may be used as a default code where there is no work status for an individual.</i>

Work status codes in Pracsys

The work status codes are found in the 'Manage Claim NDS Work Status' (MCWS) function in Pracsys.

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Reviewing and updating work status codes

As a general rule, the work status code in Pracsys should reflect the work status of the employee:

- **On receipt of a claim** - on receipt of the claim (either new or a reallocation) the Claims Manager should ensure an accurate work status code is entered.
- **Ongoing** - the work status code of a claim is to be updated when there is a change in the return-to-work status of the employee. The work status of a claim is also to be reviewed as part of the claim review process.
- **On claim closure** - the Claims Manager should confirm the work status code is correct prior to closing a claim.
- **On claim reopening** - the Claims Manager should confirm the work status code when a claim is reopened.

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Identifying the return-to-work status of an employee

The most accurate and timely way to identify the return-to-work status of an employee is by discussing work status directly with the employee, as part of ongoing engagement about their claim. Other options include:

- contacting the Rehabilitation Case Manager
- reviewing medical certificates and rehabilitation reports
- contacting the Workplace Rehabilitation Provider (if one is involved).

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Procedure to update the work status code in Pracsys

The steps to update the work status code are:

Step 1: Open the NDS work status function in Pracsys.

Step 2: Navigate to the “NDS Work Status” drop down.

Step 3: Select the relevant work status code.

Step 4: Click amend to save the change.

The procedure ends here.

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Examples of what is not reasonable

Example 1: The employee has claimed incapacity payments for a full day due to attending a physiotherapy appointment. They would need to provide medical evidence from a legally qualified medical practitioner (LQMP), showing that they were unfit to work that day due to their compensable condition.

Example 2: The employee finishes work at 12.00pm to attend a massage appointment and claims incapacity payments for the remainder of the day. It is not considered reasonable that the employee requires five hours to attend a massage appointment. Medical evidence would need to be provided from a LQMP that showed why the employee was not fit to return to work.

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