

Reconsiderations

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Reconsiderations is the stage of the claims lifecycle where we undertake a review of a decision made under the *Safety, Rehabilitation and Compensation Act 1988*.



The reconsideration process and objective

An employee or employer can make a request for Comcare to reconsider a determination that we have made or that the employer as the rehabilitation authority has made.

Comcare may also identify the need to proactively review a determination (a reconsideration of own motion).

The outcome of a reconsideration is a 'reviewable decision'. This reviewable decision can be considered on its merits by the Administrative Appeals Tribunal.

Our objective at this stage of the claims lifecycle is to ensure that the correct decision is made based on the evidence available and in compliance with statutory timeframes for completion (being 30 days).

Reconsiderations on request and reconsiderations of own motion

The process for requesting a reconsideration or undertaking a reconsideration of own motion together with Comcare's resulting obligations are set out in the SRC Act.



Reconsiderations on request



Reconsideration of own motion