

The Framework's definition of 'core work' is work that delivers the enduring functions of the agency. The APSC have provided parameters on a core role in the Framework, and there is an expectation that along with these parameters, each agency will determine their agency specific core work definition.

The working group used the enterprise critical jobs roles identified as part of workforce planning in 2023 and the job roles deemed 'Core' in the Business Capability Model (BCM) as a guide to determine Comcare's core work definition.

A full list of the role's considered core is below:

Business Capability Model core roles

- Claims assessment & categorisation
- Claims Reconsideration & appeals
- Claims delegation management
- Claims strategy & governance
- Claims Injury Management & return to work support
- Claims Admin & Income support
- Claims Contracted claims
- Claims complaints & feedback
- Claims Client Experience
- Claims Call centre capability
- Claims Technical compliance, skills and capabilities
- Regulatory Programs (design, etc)
- Regulatory prioritisation
- Regulatory enforcement
- Regulatory Monitoring
- Regulatory Verifications & audits
- Regulatory Inspections & investigations
- Regulatory Litigation
- Regulatory Arbitration
- Regulatory Cost Recovery
- Regulatory Risk & Analytics
- Regulatory skills - training and compliance
- Regulatory Post-incident support (family liaison)
- Regulatory Provider framework
- Regulatory Self-insurance & license management
- Scheme Cost recovery
- Scheme reporting & data analysis
- Scheme Self-insurance
- Scheme Insurance scheme management

Comcare critical job roles

- Chief Finance Officer
- Chief Information Officer
- General Counsel
- Lawyer
- Client Partner/Case Manager
- Regulation Officer
- Objections and Complaints Resolution Officer
- Data Architect
- Data Analyst
- Project Manager
- Project Support Officer
- Intelligence Analyst/Collector

- Allied Health Professional: Clinical Psychologists
- Allied Health Professional: Exercise Physiologists
- Allied Health Professional: Occupational Therapists
- Allied Health Professional: Osteopath
- Allied Health Professional: Physiotherapists
- Allied Health Professional: Registered Nurses (Medical Practice)
- Allied Health Professional: Rehabilitation Counsellors

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