

Documentation and Evidence

Supporting psychological injury claim assessment

The reforms place greater emphasis on timely, factual and relevant workplace information to support claim assessment, liability decisions and dispute resolution.



Why documentation matters

The reforms introduce:

- Defined relevant events
- New conduct claim pathways
- Faster decision timeframes
- Greater reliance on workplace evidence
- Increased emphasis on reasonable management action



What information may be required?

Agencies may be asked to provide:

- Incident reports
- Worker, manager and witness statements
- Emails and correspondence
- Performance management records
- Investigation findings
- Rosters and workload information
- Policies and procedures
- Risk assessments and safety records
- Evidence of reasonable management action

Information should be directly linked to the worker's nominated relevant event.

Good documentation is:



Factual



Relevant



Timely



Objective



Consistent

What to include:



What happened



When it happened



Who was involved



Actions taken



Support provided



Outcomes or follow-up actions

Supporting timely decisions

A timely liability decision provides certainty for both the employee and the agency. For conduct-related psychological injury claims, decisions are generally required within **42 days** of receiving a complete claim.



42-day readiness

Agencies can support timely decisions by:

- Reporting injuries promptly
- Identifying stakeholders early
- Gathering documentation quickly
- Providing information progressively
- Responding to requests without delay

Mutual obligations



Workers

- Identify the relevant event
- Complete required claim forms
- Provide supporting information



Agencies

- Provide relevant evidence
- Respond promptly to requests
- Support investigations
- Assist with workplace information



Quick documentation checklist

Before sending information to EML:

- ☐ Relevant to the nominated event
- ☐ Dates and timelines clear
- ☐ Factual and objective
- ☐ Key stakeholders identified
- ☐ Supporting evidence attached
- ☐ Complete and easy to understand

