Payments and Entitlements

Understanding the new psychological injury claim pathways

For non-exempt workers with primary psychological injury claims notified on or after 1 July 2026, the new pathway may impact:

- Weekly payments
- Treatment and support
- Claim timeframes
- Ongoing eligibility
- WPI requirements
- Access to Work Injury Damages

Interim payments for conduct claims

Once a complete claim is received:

- Payments generally commence within 7 days
- Weekly benefits may be paid while liability is assessed
- Payments generally continue for up to 42 days
- Additional payments may apply if a dispute is lodged

If liability is accepted:

- Compensation adjusts to the applicable rate
- Back payment to 95% PIAWE may apply from claim lodgement

Two claim pathways

Trauma claims

Examples include exposure to a traumatic workplace event.

Key features:

- Weekly payments at 95% of PIAWE during the provisional period
- Up to $10,000 treatment support
- Existing dispute process applies
- Reasonable excuse provisions remain available

Conduct claims

Examples include bullying, harassment or excessive work demands.

Key features:

- Interim payments at 75% of PIAWE
- Treatment support capped at $7,500 during assessment
- Decisions generally required within 42 days
- New review and dispute pathway applies

Whole Person Impairment (WPI)

Why it matters

A single WPI assessment will be used to determine access to:

- Weekly benefits
- Medical treatment
- Lump sum compensation
- Work injury damages
- Commutations

WPI outcomes play a greater role in determining ongoing entitlement eligibility.

Ongoing benefits and treatment

Key changes:

- Ongoing benefits increasingly linked to WPI outcomes
- Treatment support may cease earlier where thresholds are not met
- Lifetime medical treatment generally reserved for workers assessed at 31% WPI or greater
- Return to work participation remains important

PIAWE Changes

From 1 July 2026:

- PIAWE is no longer a work capacity decision
- PIAWE remains an insurer decision
- New notice periods apply to adverse decisions

Time receiving payments	Notice period
Less than 12 weeks receiving payments	No notice period required.
Less than 1 year receiving payments	2 weeks' notice period.
More than 1 year receiving payments	6 weeks' notice period.