

Reasonable Management Action

Understanding the changes

The reforms expand and clarify the application of Reasonable Management Action (RMA) in psychological injury claims.

Where management action is undertaken reasonably, and is found to be a significant cause of a psychological injury, compensation may not be payable.

Key reform changes

-  Expanded definition of reasonable management action
-  Greater focus on workplace evidence
-  "Significant cause" threshold replaces "whole or predominant cause"
-  Increased importance of demonstrating actions were undertaken reasonably

What may be considered RMA?

Examples may include:

-  Managing attendance and absences
-  Performance discussion and counselling
-  Investigating misconduct
-  Suspension or stand down decisions
-  Allocation or change of duties
-  Addressing behavioral concerns
-  Applying workplace policies procedures

The focus is not only on the action itself, but whether it was carried out reasonably.

The role of documentation

Good documentation can demonstrate:



Clear and factual documentation is crucial for informed decision-making.



Good management practice

- Address concerns early
- Set clear expectations
- Follow workplace procedures
- Document discussions and decisions
- Offer appropriate support
- Apply processes consistently



Common risks

- Delayed or incomplete records
- Informal decisions without evidence
- Inconsistent processes
- Limited supporting documentation
- Opinion-based commentary

Supporting an RMA assessment

Information that may be requested includes:

