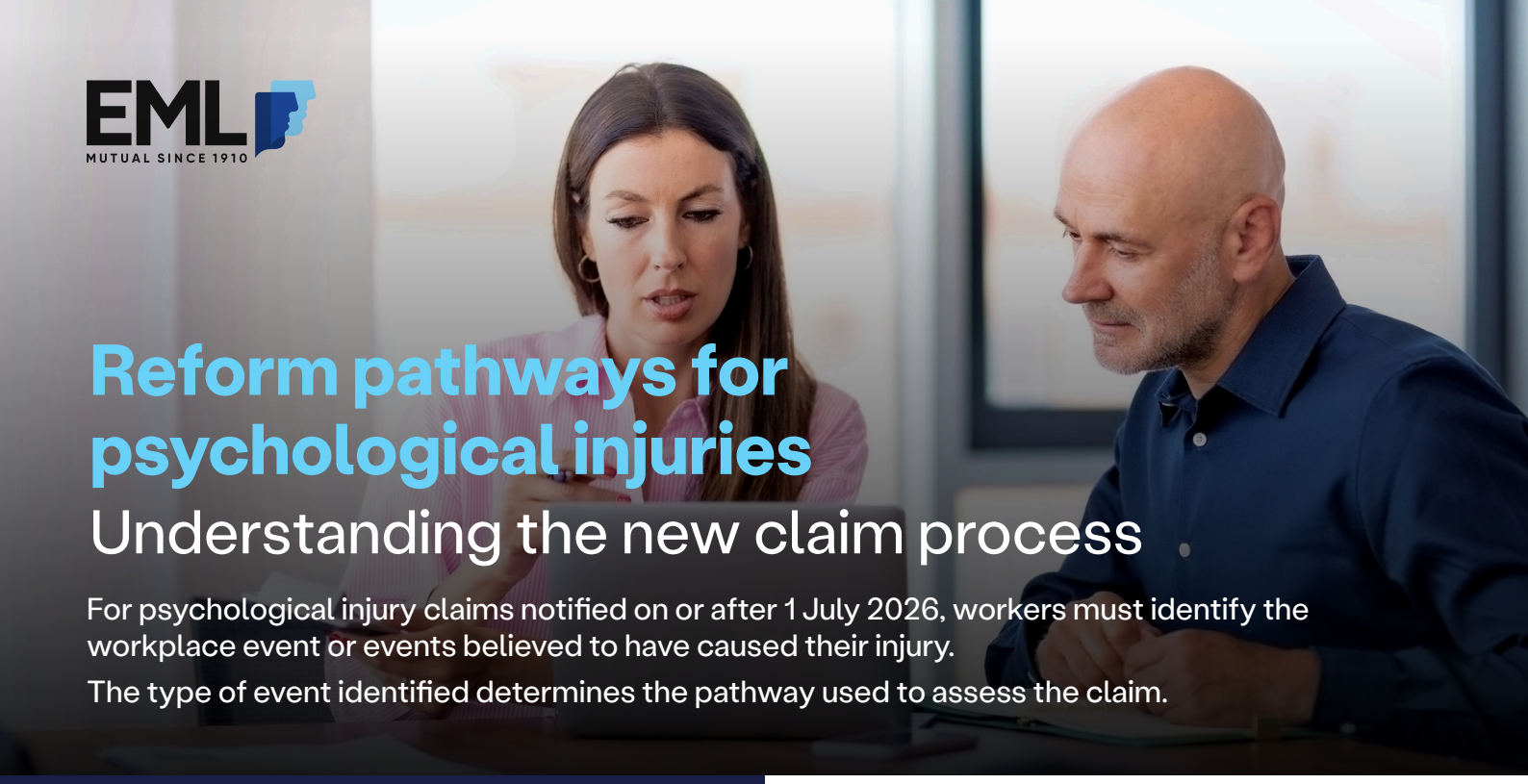


Reform pathways for psychological injuries

Understanding the new claim process

For psychological injury claims notified on or after 1 July 2026, workers must identify the workplace event or events believed to have caused their injury.

The type of event identified determines the pathway used to assess the claim.

Relevant events

Trauma events

- Violence or threatened violence
- Serious criminal conduct
- Witnessing a traumatic incident
- Witnessing death or serious injury
- Death of a person in the worker's care
- Vicarious trauma

Conduct events

- Bullying
- Sexual harassment
- Racial harassment
- Excessive work demands

Two assessment pathways

Trauma claims

- Existing claim pathway
- Provisional payments may apply
- Reasonable excuse provisions available
- Existing dispute process

Conduct claims

- New conduct claim pathway
- Interim payments may apply
- 42-day decision timeframe
- Internal review and IRC dispute pathway
- No reasonable excuse provisions

Relevant claim information

SIRA workers injury claim form

Required for conduct claims before assessment timeframes can commence.

Relevant event form

May assist workers and agencies to identify and describe the relevant event.

Working together

Both workers and agencies play an important role in claim assessment.

Workers

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

Agencies

- Provide relevant documentation
- Respond to information requests
- Assist with evidence gather

Early engagement supports timely claim decisions.

Key timeframes

Days 0-3

Claim reviewed for completeness and any missing information identified

Day 7

Eligible conduct claims may receive interim payments and treatment support

Day 42

Liability decision generally required for conduct claims

Day 56

Maximum interim payment period where a claim is disputed

Commonly requested information

Agencies may be asked to provide:

- Incident reports
- Workload information
- Investigation findings
- Witness statements
- Performance management records
- Emails and correspondence
- Workplace policies and procedures