

Senate Standing Committee on Education Employment and Workplace Relations

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Agency - Comcare

DEEWR Question No.EW0296_12

Senator Bilyk asked on 30/05/2011, Hansard page 92.

Question

Letters From Specialist

Senator BILYK: When you get letters from specialists in regard to injuries, do they get responded to or acknowledged? Mr O'Connor: They would normally be added to the file and considered by the delegate who is reviewing the matter. I would have to take on notice whether or not each one is acknowledged as a matter of our process but certainly it would form part of the claims determination file.

Answer

Comcare has provided the following response.

Formal response to, or acknowledgement of letters from specialists is not automatic. The delegate will consider the information in the letter and action as appropriate. If contact with the specialist is required, that contact will be made.