

## Claims Management System Corrective Action Plan February 2026

An external audit of the Claims Management System was conducted by BRM Risk Management in January 2026. No non-conformances were identified. The following corrective action plan details actions undertaken in response to the observations identified.

### Observations

Observation	Corrective Action	Action Officer	Status	Evidence
<b>Element 3. Implementation</b>				
<b>Criterion 3.3 The determining authority communicates relevant information regarding the claims management process including ...ensuring that employees are informed of the status of their claims.</b>				
ANU did not effectively communicate relevant information regarding the claims management process, as employees were not advised of when the stop clock commenced or when it was lifted.	Audit finding discussed at Team Meeting on 11 February 2026.	Lisa McLoughlin	Completed	Attachment A - Team meeting invite
	New text for email created to ensure employees are kept informed of the progress of their claim.	Lisa McLoughlin	Completed	Attachment B - Email text to be sent to employees when acknowledging a new claim and when advising of events related to the stop-clock.
	Claims Manual updated to refer Claims Managers to the email text.	Lisa McLoughlin	Completed	Attachment C - Claims Manual excerpt
<b>Criterion 3.17 The determining authority maintains the relevant level of reporting, records and documentation.</b>				
The following documents require review: •ANU Claims Management Manual, v4.0, 8 May 2024 – references AAT rather than ART	Claims Manual updated to reference ART rather than AAT.	Lisa McLoughlin	Completed	Attachment D - Claims Manual updated
•ANU Workers' Compensation Claim Pack, v7.0, 12/12/25, next review 12/12/25 – review date appears to be a typographical error	Typographical error corrected.	Ingrid Krauss	Completed	Attachment E - Claim Pack