

## External customers

Workers, dependants, employers, rehabilitation and return to work coordinators, insurers, unions, industry groups, medical and allied health providers, other providers, Government, and other stakeholders and customers

- Review insurers' decisions
- Manage appeals of Q-COMP review decisions to the Industrial Magistrate's Court or the Queensland Industrial Relations Commission
- Administer and support medical assessment tribunals
- Administer medical and allied health tables and fee schedules
- Collect and manage quality data
- Inform decision-making through statistical reporting and analysis
- Provide information requested via freedom of information, administrative release and injury profiles
- Maintain Q-COMP's QWCDec online database of Queensland Industrial Magistrates' and Industrial Commissioners' workers' compensation statutory claims decisions
- Manage fraud for self-insurers
- Administer grants
- Inform, educate and advise insurers, employers and rehabilitation and return to work coordinators
- Facilitate e-learning through *Comprehend*
- Monitor performance and compliance of insurers and employers
- Educate and inform the medical profession about the scheme

## Work unit

Delivering service to our external and internal customers



## Internal customers

Q-COMP units and employees

- Collect and manage quality data
- Inform decision-making through statistical reporting and analysis
- Provide broad legal support and advice to Q-COMP business units
- Facilitate employee e-learning through *Comprehend*
- Research customers and stateholders
- Manage events, market and promote Q-COMP
- Design and publish
- Manage governance and risk
- Support the CEO and board
- Manage corporate complaints, including ministerial requests
- Advise Q-COMP employees about workers' compensation medical issues
- Maintain and develop information systems and telecommunications
- Provide help-desk support
- Advise Q-COMP managers and employees on people related matters including: recruitment, recognition and reward; coaching and development; wellness and safety; change management
- Manage facilities and reception areas (ground and level three)
- Advise on purchasing
- Manage Q-COMP finances