

# SISA Claims Management Course 2026/27



The SISA Claims Management Course is designed to provide both newcomers to workers compensation and experienced practitioners with practical tools and knowledge specific to handling South Australian workers compensation claims, especially within a self-insured setting.

The certificate is also suitable for individuals who may not be directly responsible for managing claims but who have a role in overseeing claims, RTW and injury management functions. Associate and Affiliate Members will also benefit from participating in the course, where providing services to self-insured and registered employers.



## Course structure:

The course is delivered through 9-10 separate modules, each conducted as a full-day in-person workshop led by an expert team and guest speakers. Competency assessments will be completed during each workshop and a certificate of competency will be issued on completion. Full details of learning outcomes / competencies can be found from page 3 onwards.

Module	Course topic	Date & Time
1	Compensability of Claims	22 July 2026 9.00am - 4.00pm
2	Claim Benefits	19 August 2026 9.00am - 4.00pm
3	Noise Induced Hearing Loss (NIHL)	16 September 2026 9.00am - 4.00pm
4	Gathering and Analysing Medical Data	21 October 2026 9.00am - 4.00pm
5	Suitable Employment and RRTW Plans	18 November 2026 9.00am - 4.00pm
6	Dispute Resolution	20 January 2027 9.00am - 4.00pm
7	Permanent Impairment Assessments (PIA)	17 February 2027 9.00am - 4.00pm
8	Serious / Complex Case Management	17 March 2027 9.00am - 4.00pm
9	Injury Management Programs	14 April 2027 9.00am - 4.00pm
10	Additional Compensation for State Government (optional module)	12 May 2027 9.00am - 4.00pm

## Fees & Registration:

To register for this training opportunity, please email us at [sisa@sisa.net.au](mailto:sisa@sisa.net.au) advising us of:

1. Your full name
2. Organisation
3. Whether you are completing additional Module 10 for State Government
4. Billing address
5. Billing contact person name / email
6. Any dietary requirements

Please note that your place in the course will be confirmed upon receipt of full payment. Registrations received before 9/6/2026 will qualify for the early bird discount for SISA Members.

DISCOUNTED FEES FOR SISA MEMBERS	
SISA Member Early Bird Registration Expires 09/06/2026	\$2,500 (save \$1,000)
SISA Member Standard Registration	\$2,750 (save \$750)
Non SISA Member Standard Registration	\$3,500

**NB:** All costs exclude GST. An invoice will be sent to your nominated email address after registration and is payable within 14 days. Your registration will not be confirmed until payment has been made.

## Location:

Level 3, 148 Frome Street, Adelaide 5000

## What to Bring:

All learning materials and resources will be provided for, including morning tea, lunch and refreshments. If using your own laptop, we recommend that it has sufficient charge for the day or you bring a power bank. We cannot guarantee access to a power point during the course to charge your laptop.

## Getting to Training:

Aim to arrive for registration from 8.30am and allow time to settle in and get a cuppa.

We recommend utilising public transport, where possible. 148 Frome Street is a short distance from the well serviced bus routes on Grenfell Street and not too further beyond is the King William Street / North Terrace tram lines. If you need to drive, consider pre-paying for car parking at any of the below parking locations. Street parking is available for up to 2 hours, however we do not recommend parking on the street, as we will not be able to pause training for you to move your car periodically.

## Parking Suggestions:

U-Park	218 Flinders St, Adelaide
Wilson Parking	259 Pirie St, Adelaide
Wilson Parking	8 Union St, Adelaide

The Claims Management Course is a series of modules that will cover all aspects of managing a workers compensation claim in South Australia. During the course we will introduce the legislative framework that Claims Managers are required to operate within but will also provide practical application advice. Furthermore, we will have a series of guest speakers attend and explore in detail best practice methodology and case management.

## COMPENSABILITY OF CLAIMS

### MODULE 1

- An understanding of the primary objects of the Return to Work Act 2014.
- Understanding the minimum requirements for a worker to lodge a claim.
- How to assess a new physical injury workers compensation claim.
- How to assess a new psychiatric injury workers compensation claim.
- How to identify when an aggravation, acceleration, exacerbation, deterioration or recurrence of a prior injury has occurred, along with other considerations.
- When to apply exclusionary provisions under the Act.
- How to deal with 'other' injuries as specified within the Act.
- When a re-determination of a claim is appropriate.
- Deferral of a claim & how to apply an offer of interim benefits.
- Basic introduction to the different types of medical investigations that can be carried out.
- When to consider factual claim investigations, including the use of surveillance.
- How to complete an Average Weekly Earnings calculation.

## CLAIM BENEFITS

### MODULE 2

- An understanding of income support entitlements.
- An understanding of medical expenses and the concept of reasonably incurred medical expenses.
- How an Application for Pre-Approval of a medical expense is to be managed.
- An understanding of what constitutes a 'therapeutic appliance' and how these items are managed differently under the Act.
- How to manage supplementary income support entitlements.
- What to do with property damage and transport entitlements.
- How to appropriately discontinue income support entitlements under the Act.
- How to appropriately reduce income support entitlements under the Act.
- How to appropriately advise of the cessation of medical expenses under the Act and a worker's potential entitlements moving forward.
- What to do where an income support review has been initiated or is required.
- Basic understanding of additional compensation entitlements should a worker be assessed as a seriously injured worker (comprehensive training on this is provided in Module 7 – Permanent Impairment and Module 8 – Serious / Complex Case Management).

## NOISE INDUCED HEARING LOSS (NIHL)

### MODULE 3

- Understanding of what NIHL is, how does it arise and how does the ear work.
- Understanding of the compensation payable for a NIHL claim and the RTWSA Audiology Fee Schedule.
- How to assess a new NIHL claim under the Act, including the following items:
  - Employment investigations
  - Medical investigations
  - Determination of liability
- Hearing Aid Reviews / Replacements / Batteries – what to look for and how you should respond.
- An understanding of what makes a good audiology assessment and what to look for.
- How to approach a Permanent Impairment Assessment for a NIHL claim.
- An overview of NIHL claim dispute management strategies.
- How you can potentially prevent future NIHL claims for your employer.

## GATHERING & ANALYSING MEDICAL DATA

### MODULE 4

- Understanding of the powers under the Act to obtain medical information.
- A basic understanding of the human anatomy and in particular key body systems and injuries which are often claimed for in a work environment.
- A basic understanding of key medical terminology often used in the compensation setting by medical practitioners.
- What information can be provided for by a treating medical practitioner and the limitations.
- The different types of medical assessments available under an independent medical examination and the limitations of each.
- When to make a referral for an independent medical examination and the type of assessment to refer for.
- What makes a great medical report request to a treating medical practitioner and how to write them, including the use of treatment management plans.
- What makes a great medical report request to an independent medical practitioner and how to write them.
- Advice on the health practitioner fee schedules for providing medical reports and the appropriate amounts to be paying.

## SUITABLE EMPLOYMENT & RRTW PLANS

### MODULE 5

- An understanding of the legislative requirements under the Act to offer and provide suitable employment to work injured employees.
- An ability to recognise and apply the 'reasonably practicable' test under Section 18 of the Act.
- An understanding of when 'new or other employment options' need to be explored under the Act.
- How to best manage and respond to a request from a labour hire employee to provide suitable duties.
- Best practice guidance on how to respond to a formal application under Section 18 of the Act.
- Best practice advice on how to manage suitable employment disputes within the SA Employment Tribunal (SAET) jurisdiction.
- An understanding of the legislative requirements under the Act to enact early intervention, RTW services and to develop and implement a RRTWP.
- Best practice guidance on how to implement RRTWP's that are enforceable but importantly sees an increase in an injured employee's capacity.
- A basic understanding of the Service Standards under the Act and how they are to operate within a self-insured employer.

## DISPUTE RESOLUTION

### MODULE 6

- An overview and understanding of the SAET, its function and role with regard to resolving RTW Act disputes.
- An understanding of the SAET processes with regards to Applications for Review against RTW Act decisions.
- Understand the Rules associated with the discovery and use of evidence in the SAET.
- An understanding of the SAET processes to hear and determine an Application for Expedited Decision, including alternate dispute resolution options such as Judicial Settlement Conferences and Mediation.
- A detailed understanding of the preparation required for a matter to be heard and determined by the SAET (i.e. a Trial).
- Best practice advice with the preparation of any hearing in the SAET, including participating in proceedings.
- When to request a referral to an Independent Medical Adviser and their use in the SAET.
- An understanding of how you can appeal a decision of the SAET and the question of law requirement.
- An understanding of the costs provisions for parties involved in a RTW Act dispute and how to factor these when managing a dispute.

## PERMANENT IMPAIRMENT

### MODULE 7

- An overview and understanding of Section 22 of the Act including the principles of an assessment of permanent impairment.
- An understanding of the compensation benefits with any assessment of permanent impairment as detailed within Sections 55 to 58 of the Act.
- An overview of the key precedent case law decisions that have shaped how the assessment and determination of a permanent impairment is to be approached.
- An awareness of the key principles of the Impairment Assessment Guidelines.
- An introduction to the primary principles of the AMA5.
- An understanding of the Technical Review Process, Combined Values Chart and how to determine a permanent impairment entitlement.
- An overview of how to approach an issue with the assessment of permanent impairment and available strategies regarding dispute management at the SAET.
- An awareness of the Impairment Assessor Accreditation Scheme and the requirements of assessors.

## SERIOUS / COMPLEX CASE MANAGEMENT

### MODULE 8

- An overview and understanding of Section 21 of the Act including the principles of an interim decision of serious injury.
- An understanding of the compensation benefits associated with being assessed as a seriously injured worker.
- An understanding of Division 8 compensation entitlements payable on account of a compensable death claim.
- Key strategies to consider when assessing a claim for serious injury or death.
- An overview of Sections 53 & 54 of the Act concerning redemptions, when they can be used and their utility.
- Strategic understanding as to when a discharge of employment may be appropriate in conjunction with a redemption of all claim liabilities.
- An understanding of how to identify potential recoveries and the benefit to the overall claim cost.
- An awareness of the RTWSA Performance Standards for Self-Insurers and Code of Conduct requirements regarding holding and maintaining an Excess of Loss (EOL) Policy and how to best work with your EOL insurer.

## INJURY MANAGEMENT PROGRAMS

### MODULE 9

- An understanding of Early Intervention Programs and record keeping requirements.
- Analyse a Early Intervention Program's effectiveness.
- A detailed overview of appropriate record keeping for Early Intervention Programs and Claim Files.
- An understanding on how to effectively case note and correspond with stakeholders.
- An understanding of confidentiality / privacy requirements under the Privacy Act, RTW Act and risks for your organisation, where a breach of confidentiality occurs.
- An overview to the RTWSA Injury Management Standards and requirements.
- An overview of claims management system considerations & the Code of Conduct for Self-Insured Employers.
- How to prepare for and excel at a RTWSA Injury Management Evaluation.

## ADDITIONAL COMPENSATION FOR STATE GOVERNMENT (OPTIONAL MODULE)

### MODULE 10

- Appreciation of the key concepts and how to interpret additional compensation entitlements under various State Government Enterprise Agreements.
- Ability to identify the threshold requirements and eligible injuries under additional compensation schemes.
- An understanding of medical expenses and income compensation payable.
- How RRTW plans and rehabilitation services can be facilitated, including mutual obligations between worker and employer.
- How to adjust, reduce, discontinue and suspend of income compensation for these claims.
- What preparation steps can be taken during a RTW Act claim before receipt of an additional compensation claim.
- How you can enter an agreement to extinguish entitlements.
- Detail on dispute resolution processes and cost provisions for these claims, including any precedent case law.