

Ombudsman finds improvement in Comcare's handling of independent medical examinations

The Commonwealth Ombudsman *Actions Speak* report, released today, found that Comcare has implemented all 9 recommendations from the Ombudsman's 2022 investigation report into [Comcare's management of medical examinations](#).

Under s 57 of the [Safety, Rehabilitation and Compensation Act 1988 \(Cth\)](#) (SRC Act), Comcare can require workers compensation claimants to undergo an independent medical examination as part of the claim process.

The initial investigation informed by media coverage of alleged 'doctor shopping', made recommendations to improve Comcare's decision-making framework and how it manages complaints about its use of s 57 medical examination powers.

'I welcome the steps Comcare has taken to strengthen its policies, guidelines and complaint handling procedures around independent medical examinations. Implementation of these recommendations will assist Comcare to provide assurance to claimants, the Parliament and the public about its use of medical examinations' said Commonwealth Ombudsman, Iain Anderson.

An important element of Comcare's implementation of the recommendations was the insertion of s 57A into the SRC Act which includes the [Guide for Arranging Rehabilitation Assessments and Requiring Examinations](#).

The *Actions Speak* report along with the [Better Practice Complaint Handling Guide](#) contain valuable insights for other agencies who make decisions that impact people's lives and handle complaints of a sensitive and complex nature.

The full report is available to read on the Commonwealth Ombudsman [website](#). For more information visit ombudsman.gov.au or for media enquiries email media@ombudsman.gov.au