

## Queensland Self-Insurer Audit Process

[insurer name] – [month] [year]

[insurer name] Improvement Action Plan – Version [xx], [day] [month] [year]

This Remedial Action Plan was completed by [name of author] outlining how [insurer's] plans to address the findings of the audit.

Performance Standard	<insurer> Remedial action/s	Responsibility	Completion date	Evidence provided to WCRS/ date
<b>Finding XX</b> <i>Example</i> 1. [insurer] did not correctly calculate the claimant's weekly compensation entitlement. Sections 150-153 – Workers' Compensation and Rehabilitation Act 2003. [Performance Standard: CM – Pay: 1-1]				
<b>Finding XX</b>				
<b>Finding XX</b>				
<b>Finding XX</b>				
<b>Finding XX</b>				
<b>Finding XX</b>				

Version 1.0  
 Effective date: July 2021 | Updated: July 2021 | Scheduled update: as required  
 Prepared by: Workers' Compensation Regulatory Services, Office of Industrial Relations | [insurerservices@oir.qld.gov.au](mailto:insurerservices@oir.qld.gov.au)



Unless otherwise noted, this document is available under a Creative Commons Attribution 4.0 International Licence (<https://creativecommons.org/licenses/>). You are free to copy and redistribute the work, so long as you attribute The State of Queensland. The material presented in this publication is distributed by the Queensland Government for information only and is subject to change without notice. The Queensland Government disclaims all responsibility and liability (including liability in negligence) for all expenses, losses, damages and costs incurred as a result of the information being inaccurate or incomplete in any way and for any reason.



**Workers' Compensation Regulatory Services**  
[worksafe.qld.gov.au](http://worksafe.qld.gov.au)

PN12729

