

Effective written communication with workers

HBA's pointers for writing good decisions

Do's

- ✓ Make a plan
- ✓ Know your audience
- ✓ Use a simple structure (eg, background, legislation, reasons, decision)
- ✓ Active voice
- ✓ Paraphrase medical evidence
- ✓ Briefly explain the facts (if relevant) and the effect of relevant case law
- ✓ Identify the issues, and deal with each of them
- ✓ Explain your reasoning, including:
 - How you've dealt with the information before you
 - What evidence you have found persuasive and why
 - What evidence you have given little weight to and why
- ✓ Get someone else to QA
- ✓ Proofread

Don'ts

- ✗ Avoid overly technical or legalistic language
- ✗ Don't use lengthy quotes
- ✗ Don't summarise evidence that isn't relevant
- ✗ Avoid discussing issues that don't arise on the evidence
- ✗ Avoid combative language
- ✗ Don't jump straight to a decision without explaining your reasoning
- ✗ Avoid very long decisions



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