

# Rehabilitation Management under the SRC Act

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# Summary:

- Legislation
- Occupational rehabilitation model
- Rehabilitation management systems
- Rehabilitation risk management

# Legislation

Comcare administers the Commonwealth's statutory framework under the:

- *Occupational Health and Safety Act 1991* (OHS Act)
- *Safety Rehabilitation and Compensation Act, 1988* (SRC Act).

# Employer responsibilities under the SRC Act

- arrange the **assessment and provision of rehabilitation** to an injured employee (section 36 and section 37)
- take reasonable steps to provide **suitable employment** for an injured employee or assist the employee to find such employment (section 40), and
- comply with Comcare's **Rehabilitation Guidelines** for Employers (section 41)

# Link between work, health and recovery

- direct correlation between work and health
- responsibilities under the SRC Act enable employers to optimise health and recovery for injured employees through workplace based rehabilitation
- workplace factors affect the achievement of return to work outcomes

# Occupational rehabilitation

- early intervention and assessment
- employee participation in RTW planning
- workplace focussed assessment and program
- emphasis on ability through provision of suitable duties
- primary goal same, modified or a different job with the original employer
- proactive management and effective coordination
- rehabilitation activities are aligned with recovery timeframes and specific to the injured employees need
- access to specialised rehabilitation professionals (ARP)

# Rehabilitation Management Systems

- Commitment and policy
- Planning
- Implementation
- Measurement and evaluation
- Review and improvement

# Opportunities for improvement management systems

- integrate rehabilitation into organisational health and people management systems and reporting
- monitor corporate health indicators and respond to warning signs
- ensure culture & systems for reporting injury has been developed and implemented to underpin early intervention

# Opportunities for improvement

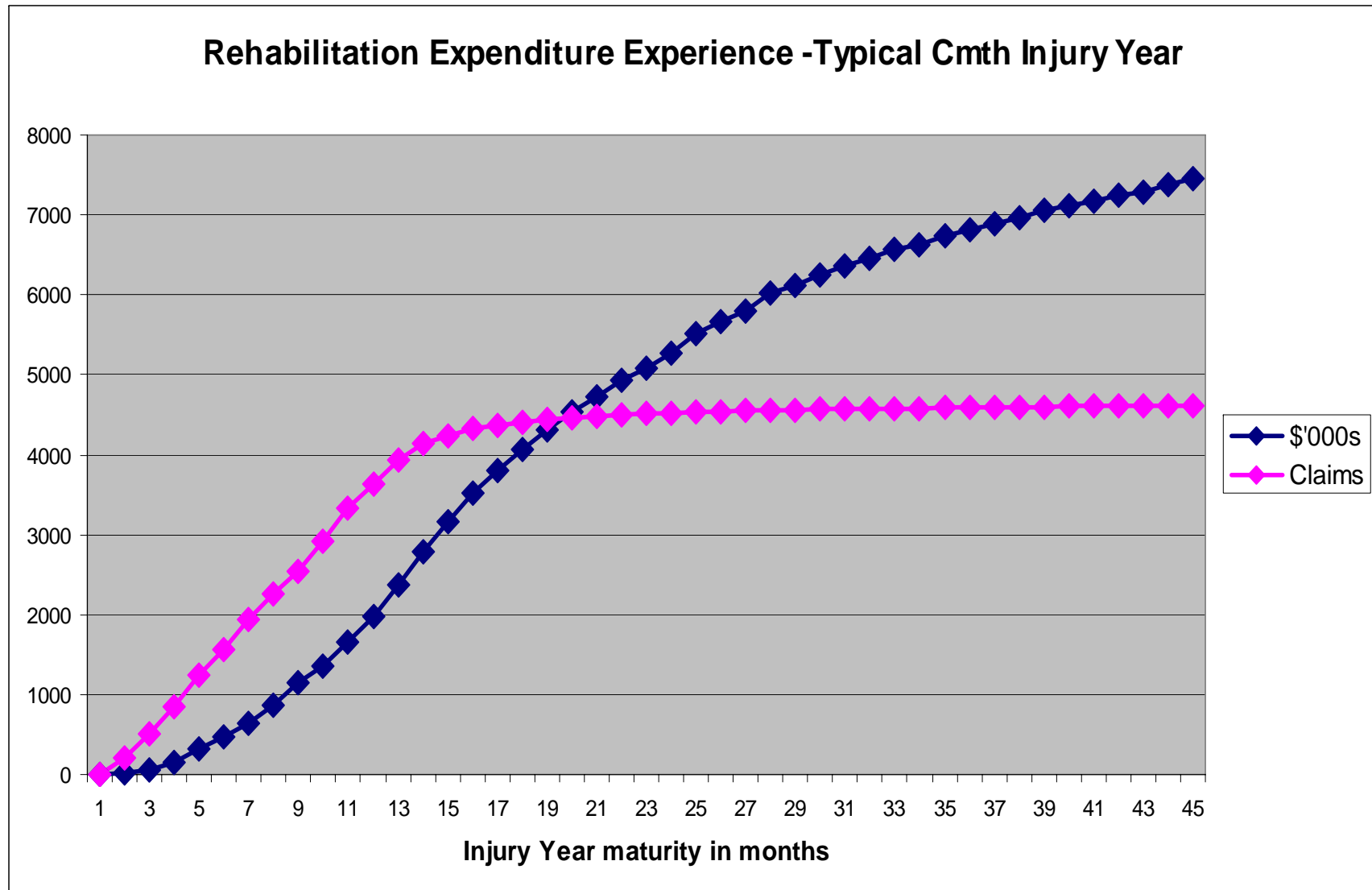
## - management systems

- provide support, information and training to management teams on their responsibilities
- review contracts with external providers to meet the needs of the agency
- review the resources, training and support for case managers
- minimise delays in rehabilitation intervention

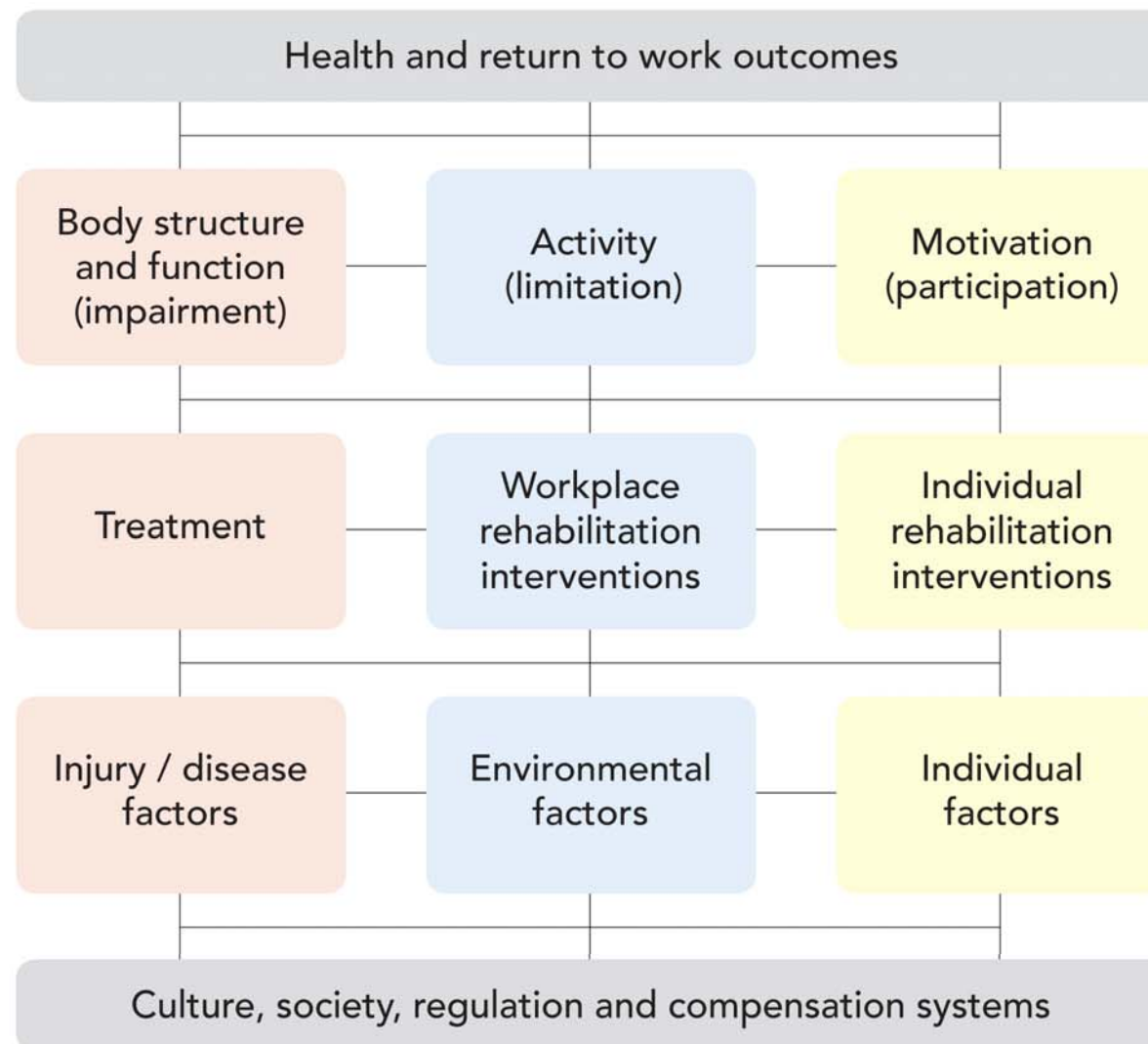
# Proactive oversight of performance

- regularly review key rehabilitation metrics (CIS)
- ensure claims approaching 10 days incapacity for work are provided a RTW plan
- monitor & manage approved rehabilitation providers (costs, timeliness, revisions and outcomes)
- benchmark timeframes for injury reporting, assessment, RTW action and lodgement

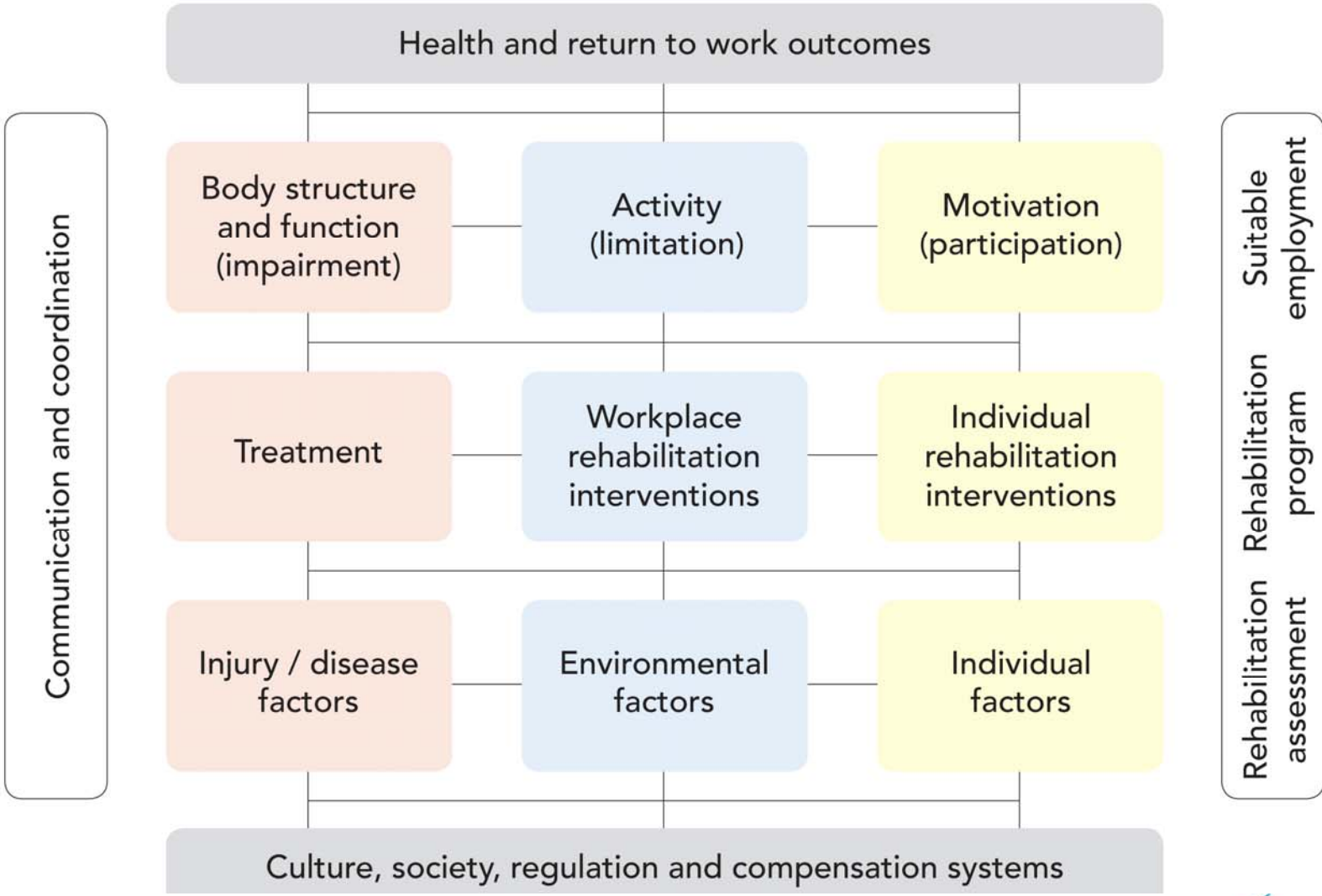
# Rehabilitation Expenditure



# Rehabilitation outcomes model



# Rehabilitation outcomes model



# Rehabilitation risk management

- identify risks of long term incapacity (flags)
- engage approved rehabilitation providers
  - complexity (risk)
  - capability (skills)
  - capacity (workload)
- address risks in return to work planning as a priority (6-8 weeks critical period)
- manage proactively & structure case conferences

# Workplace elements that support RTW

- commitment to health and safety
- culture of engagement and trust
- early contact & timely rehabilitation services
- recovery focused management strategies
- adequate and consistent communication
- flexible suitable work duties
- contact between workplace and health care providers

# Rehabilitation tools & assistance from Comcare

- Rehabilitation Case Manager Training
- Rehabilitation Case Management Manual
- SRC Act advice/assistance [PIMS.help@Comcare](mailto:PIMS.help@Comcare)
- Customer Information Systems (CIS)
- RTW Management Systems Self Assessment Tool
- Targeted rehabilitation advice and case conferencing for high risk claims (Commonwealth)
- Rehabilitation publications and further better practice information at [www.comcare.gov.au](http://www.comcare.gov.au)