



Australian Government

Comcare

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A Message to all Approved Rehabilitation Providers

Changes to ARP invoicing arrangements for rehabilitation costs

The employer (usually the case manager) has the delegation to approve all rehabilitation costs under sections 36 & 37 of the *Safety Rehabilitation and Compensation Act 1988* (the SRC Act). Comcare pays SRC Act rehabilitation costs associated with rehabilitation assessments and return to work plans for employees of Commonwealth and ACT Government agencies.

To assist with the employer's approval of rehabilitation assessment costs Comcare has amended the *Request for Rehabilitation Assessment* form (Form 116). The changes enable the case manager to specify the cost, up to an agreed amount, that it authorises in relation to the assessment of the employee. This form also informs Comcare of the engagement of the rehabilitation provider and of the authorised assessment cost. A copy of the amended form is attached for information.

The return to work plan form remains the basis of approval of provider services under s37 and a signed copy must be received by Comcare prior to the payment of any return to work plan invoices.

In January 2008 a broadcast email was sent to providers to advise that invoices for s36 (Rehabilitation assessment services) must be sent to and approved by the case manager prior to the invoice being sent to Comcare for payment. This approach will now apply to all rehabilitation invoices for both s36 and s37 services.

The case manager (delegate) is required to provide to Comcare a clear notation on the invoice to acknowledge the provision of the provider services and to confirm the payment of the associated costs. The provider must send all rehabilitation invoices to the case manager for their written authorisation prior to invoices being forwarded to Comcare for payment.

Comcare will return any invoices to the employer that have not been approved in this manner.

ARP Staffing approval

All consultants undertaking SRC Act return to work services are required to be individually approved by Comcare and attendance at Comcare training is not sufficient to allow consultants to provide rehabilitation services. Comcare grants overall approval to the rehabilitation provider business to undertake SRC Act work within the jurisdiction, and as part of this process requires consultants to submit documentation of their qualifications/registration, experience and eligibility for professional association membership. Comcare will review the documentation provided and if satisfied will grant approval for the consultant to provide services on behalf of that Provider business only.

Comcare approval is not automatically transferred if the consultant moves to a new provider organisation.

If a consultant leaves that employer and is engaged by another approved provider business the new employer must notify Comcare in writing within 30 days and provide the relevant documentation in order for the consultant to be approved for the new provider business.

Comcare's document *Criteria for approval or renewal of approval of Rehabilitation Program providers* details the required professional qualifications, membership and occupational rehabilitation experience that consultants need to meet and an excerpt from this is included below. Consultants are required to provide certified copies of their documentation in order to demonstrate their competency against the criterion. Any staff with less than 6 months experience will need to be supervised by a Comcare approved provider and staff are required to be eligible for full membership of their professional association.

Criterion 1: Competence

- 1.2 *The applicant may demonstrate competence by establishing that the applicant (including a principal or employee of the applicant):*
- (a) *possesses a degree or graduate diploma in:*
 - i. applied health sciences*
 - ii. behavioural sciences*
 - iii. medicine*
 - iv. social work*
 - v. nursing*
 - vi. rehabilitation counselling, or*
 - vii. other relevant qualification, and*
 - (b) *has at least six months experience in occupational rehabilitation, and*
 - (c) *where the discipline to which the qualification relates requires registration to practice, is currently registered with a relevant registration authority, and*
 - (d) *where Criterion 1.2 (c) is not applicable, is currently eligible for full membership of a professional association related to the qualification relied on by the applicant, under subparagraph (a).*

Approved Rehabilitation Provider Training

As previously advised the training calendar for January to June 2008 is on the Comcare website at: www.comcare.gov.au under "Learning and Development". The dates for June to December are below and will be advertised on the website soon.

You are reminded of the need to ensure that new staff delivering return to work services under the SRC Act, attend the next locally available Comcare Provider Training, if they have not previously done so.

City	Date	Time	Apply by
Adelaide	20 May	9.00-4.30	8 May
	29 July		15 July
	16 Sept		2 Sept
Brisbane	13 May	9.00-4.30	1 May
	15 July		10 July
	26 Sept		12 Sept
Cairns	5 Sept	9.00-4.30	22 Aug
Canberra	11 June	9.00-4.30	30 May
	21 Aug		7 Aug
	2 Oct		17 sept
Darwin	14 Oct	9.00-4.30	30 Sept
Melbourne	5 June	9.00-4.30	26 May
	31 July		17 July
	4 Sept		21 Aug
	4 Dec		20 Nov
Perth	26 Aug	9.00-4.30	12 Aug
Sydney	6 May	9.00-4.30	24 April
	26 June		16 June
	13 Aug		30 Jul
	1 Oct		17 Sept
	3 Dec		19 Nov
Townsville	7 Aug	9.00-4.30	24 Jul

Please contact our Learning and Development Solutions Team on 1300 366 979 if you have any questions on Comcare's training programs or to arrange in-house training for your employees.

If you have any queries regarding rehabilitation and Comcare, please go to the Comcare web page or follow the links to the rehab provider pages below.
http://www.comcare.gov.au/rehabilitation/new_information_for_rehabilitation_providers

Alternatively, for queries about staff changes, web information updates, business detail changes, or any other questions regarding approval, please email:
rehab.approval@comcare.gov.au or telephone the SRC Policy team on **1300 366 979**.

For operational queries about specific claims or agencies, you will need to ring the number provided above and speak to the relevant customer service officer.

Kind Regards

The Comcare approval team

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