



### **Your responsibilities as an injured employee...**

- find out about your agency's rehabilitation policy
- ensure you let your supervisor or case manager know if you are going to be away from work for an extended period due to a work related injury
- you may need to undergo an assessment for rehabilitation
- talk to your case manager about your obligations and rights regarding rehabilitation
- actively participate in the return to work program
- talk to your case manager or rehabilitation provider if you have any concerns about your return to work plan.

*For more information: All about Worker's Compensation a guide for employees*

### **Your responsibilities as a case manager...**

- let staff know your role and how to contact you
- initiate, co-ordinate and monitor the rehabilitation process in consultation with all parties
- decide if an assessment for a return to work program is required, particularly when an employee is likely to be away from work for more than 10 days (s36 of SRC Act)
- organise a return to work program if necessary — you may need to contract an approved rehabilitation provider to develop the return to workplan (s37)
- actively manage the approved rehabilitation provider to ensure a quality and cost effective program
- put any decisions you make about a rehabilitation assessment or return to work plan in writing to the employee
- actively manage the rehabilitation program to ensure a successful return to work
- work with the supervisor and approved rehabilitation provider to make sure the injured employee is given suitable employment (s40)
- make sure your agency complies with the rehabilitation guidelines issued by Comcare (s41)

*For more information: The Rehabilitation Handbook for Case Managers*

### **Your responsibilities as an approved rehabilitation provider...**

- provide expert, objective advice to the case manager to assist the timely, safe and durable return to work of an injured employee
- provide a prompt response to referrals and other requests
- engage the injured employee, treating doctor and supervisor in the development and implementation of a tailored return to work plan
- actively monitor the return to work plan and communicate regularly with all parties to ensure the goals are achieved
- ensure you comply with Comcare's criteria and standards for approved rehabilitation providers.

*For more information: Rehabilitation Handbook for Approved Rehabilitation Providers*

*Criteria for Approval or Renewal as Rehabilitation Program Providers*

*Operational Standards for Rehabilitation Program Providers*

# Steps in the return to work process

- STEP 1** The supervisor becomes aware of an injury and discusses this with the employee. Ensure steps are taken to prevent further injury.
- STEP 2** The supervisor notifies case manager as early as possible that an employee is injured or ill.
- STEP 3** The case manager determines whether an assessment for a Return to Work (RTW) Program is required (see section 3 of the Case Manager Handbook).
- STEP 4** The case manager initiates the assessment process
- Refer to an approved provider for assessment – complete the RTW Assessment Referral Form
  - Facilitate the completion of a pre-injury work description
  - If appropriate, complete the Potential Suitable Duties Form
  - Discuss with the doctor what work the injured employee is capable of doing
  - Co-ordinate the RTW process and communicate regularly with all parties.
- STEP 5** **On completion of the assessment the case manager decides whether a RTW Plan is needed. The RTW Plan is formulated in consultation with all parties. The case manager approves the plan.**
- Ensure all parties:
- Understand what is involved in the plan
  - Are clear about their respective roles and responsibilities in achieving the plan.
- STEP 6** The case manager, approved provider and doctor monitor and review implementation of the RTW Plan. The supervisor provides feedback as necessary. If amendments to the plan are required ensure that a RTW Plan Amendment is completed and signed. (Form is initiated by the rehabilitation provider.)
- STEP 7** When the employee has returned to work the rehabilitation provider initiates the RTW Plan Closure Form. The case manager agrees to close the plan and all parties sign.

**NOTE** The case manager ensures that copies of all forms are distributed to all parties. Copies of completed forms should be forwarded to Comcare: GPO Box 9905 Canberra ACT 2601.

## Your responsibilities as a medical practitioner...

- not only to treat an injured employee but be relied upon to provide accurate medical assessments of their capability to return to work
- provide advice on alternative duties or modifications to the workplace
- make sure the case manager or approved rehabilitation provider are informed of the injured employees abilities in order that tailored duties can be organised within the injured employees capacity
- monitor and support the progress of the return to work effort
- be available and accessible for case conferences or workplace visits.

## Your responsibilities as the claims manager...

- make accurate and timely decisions on compensation claims
- effectively manage the injured employee's claim, including making benefit payments and liaising with the employee and their doctor, the employer and the case manager.

## Call 1300 366 979

- for information and advice on claims
- for specialist advice from a rehabilitation advisor
- to discuss prevention and injury management strategies for your agency

## Log on to [www.comcare.gov.au](http://www.comcare.gov.au)

- to download or order the rehabilitation resources
- see the latest training calendar, including case management and supervisor training
- download return to work forms