



Australian Government

Comcare

# REHABILITATION MANAGEMENT SYSTEMS

## WHAT IS A REHABILITATION MANAGEMENT SYSTEM?

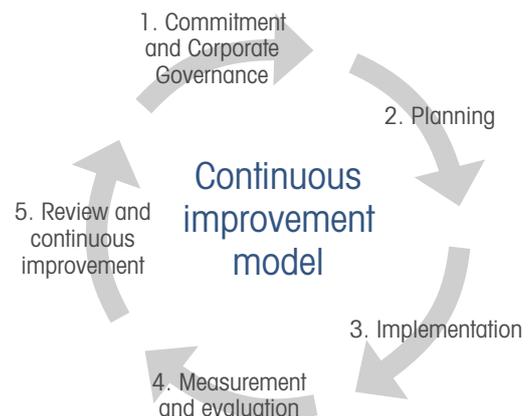
A rehabilitation management system is the framework of processes and procedures used to ensure that an organisation can achieve its rehabilitation objectives.

A rehabilitation management system includes a documented statement of senior management's commitment to provide effective rehabilitation to their employees. It benchmarks the employer's objectives and is used to formulate strategic direction. A rehabilitation management system will help employers ensure that they:

- > assist injured employees achieve a durable return to work (demonstrate compliance with legislation)
- > recognise and strengthen successful steps in workplace rehabilitation (implement continuous evaluation and improvement processes).

The rehabilitation management system will also:

- > recognise compliance obligations
- > provide for effective rehabilitation arrangements
- > promote continuous improvement
- > promote communication with employees
- > provide for internal and external accountability
- > put in place adequate control structures to manage risk.



## WHAT ARE THE ELEMENTS OF A REHABILITATION MANAGEMENT SYSTEM?

### 1. Commitment and corporate governance

Sound corporate governance is the process by which organisations are directed, controlled and held to account. For the rehabilitation management system to be effective, the employer's executive will provide stewardship and commit adequate resources to ensure continuous improvement. A commitment statement will benchmark the employer's objectives, be used to formulate strategic direction and be endorsed and supported at the executive level.

### 2. Planning

The successful implementation and operation of a rehabilitation management system requires an effective planning process with well-defined and measurable outcomes. One of the key features of the planning phase is to set objectives and targets for the rehabilitation management system, using KPIs that are specific, measurable and influence positive behaviours amongst employees.



### 3. Implementation

Successful implementation of a rehabilitation management system involves:

- > allocating adequate resources to support the rehabilitation function
- > defining and communicating responsibilities to relevant stakeholders
- > developing and implementing training plans to ensure personnel are competent
- > implementing an early intervention program
- > conducting rehabilitation activities in accordance with relevant legislation
- > maintaining confidentiality of injured workers
- > maintaining an appropriate level of document control.

### 4. Measurement and evaluation

Measuring, monitoring and evaluating ensure that the rehabilitation authority is performing in accordance with its documented commitment to rehabilitation and its objectives and targets. The results should be analysed and used to determine areas of success and any activities requiring corrective action and improvement.

Periodic reviews or audits of the rehabilitation management system should be undertaken to determine whether the system has been properly implemented and maintained and whether the rehabilitation authority has met its performance objectives.

### 5. Management systems review and improvement

Finally, regular review of the system for improvement leads to risk mitigation, responsive management in a changing environment and greater likelihood of continually achieving better rehabilitation performance.