

Participant information Sheet – Return to Work (RTW) Brokerage Service

Welcome

You are now part of the RTW Brokerage service. As a participant you will have access to experienced professionals that will work with you to identify your training and coaching requirements, and tailor services to meet your individual career development or employment needs.

What happens now

After contacting you, Comcare will provide EML with relevant information from your claim file, along with details of rehabilitation and vocational services you have previously used. This is important because it will help EML match you with the best service and Career Coach to suit your needs.

Remember this is a tailored service

The primary focus of this service is helping you to rebuild your confidence, and potentially assist you to find 'good work' that supports you and your wellbeing. That means tailoring services to support you whether you're ready to return to work or looking to develop career skills or job readiness for the future.

Evaluation

The service will include monitoring and evaluation of your progress and outcomes. This involves completing a survey prior to and after your participation in the service. The information you provide in these surveys will only be used to evaluate and improve the service.

Participation in the survey is completely voluntary, and not participating or withdrawing will not affect your claim or relationship with Comcare or your employer in any way. You are under no obligation to start this survey. If you start the survey and decide that you no longer wish to continue, you can simply close your internet browser. Should you decide to withdraw following submission or have any questions about the survey please contact the Return to Work Support Team at returntowork@comcare.gov.au and your response will be deleted.

Completing the survey

Please read each question and any included instructions carefully and answer each question honestly and to the best of your ability. If you need to interrupt your session, you can return to the survey at any time to complete the remaining questions.

If you experience any distress whilst completing, or following completion of this survey, please seek support. Potential sources of support include:

- Lifeline – Call 13 11 14 or visit <https://www.lifeline.org.au>
- BeyondBlue – Call 1300 22 4636 or visit <https://www.beyondblue.org.au>
- Your treating health practitioner (General Practitioner, Treating Psychologist)

Privacy

Participation in this survey is voluntary. We encourage you to complete the survey to assist Comcare in improving its services. If you decide to not complete the survey, this will not affect your participation in the service.

Any personal information you provide will be handled in accordance with the *Privacy Act 1988*. Your information will be treated confidentially and will be used to evaluate the service and for improvement purposes. Comcare is authorised by the *Safety, Rehabilitation and Compensation Act 1988* to collect, use and disclose your personal information to minimise the duration and severity of injuries by arranging rehabilitation, and to conduct and promote research into the rehabilitation.

For more information on how we handle your personal information and to view our Privacy Policy, please visit www.comcare.gov.au/privacy.