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# ***Implementing Part 1 of the Guide for Arranging Rehabilitation Assessments and Requiring Examinations (2024)***

Rehabilitation Case Manager Workshops  
August 2025

## Key Insights for Rehabilitation Case Managers (RCMs) from the workshops

This document should be read in conjunction with the information and resources available on the Comcare website (see links at the end).

### Use of Section 37 Rehabilitation Programs

- Where appropriate, RCMs are encouraged to progress with a Section 37 program where sufficient and consistent information is available (e.g., diagnosis, treatment plan, RTW plan, and goals) or has been provided by the treating practitioner within the required timeframe, to determine an employee's capability of undertaking the program.

### Managing Delays in Obtaining Medical Information

- Medical information and reports from a treating practitioners can sometimes take more than 14 days, and requests for pre-payment are common.
- Where sufficient, consistent information is already available through consultations or case conferences, RCMs may proceed with S37 program development.
- Developing a solid rapport with practice managers and GP's from first contact has been a helpful strategy for some RCMs in reducing delays and improving co-operation.
- To avoid unnecessary delays in supporting an employee's return to work, you don't need to wait any longer than the required time frames outlined in the Guide to progress to an assessment under s36 or a program under section 37.

### Seeking Employee Views on Examiner Preferences

- When employees do not respond to requests for their views in relation to examiner preferences, follow-up can include a phone call and a clear timeframe for response.
- Employees are **not** required to nominate a "preferred practitioner" to undertake a rehabilitation examination but may express general preferences such as gender, location, preference for a particular assessor.
- RCMs should clearly document in writing all attempts to obtain employee views or to capture the employee's views when provided verbally or in writing.

### Challenges with Determining "Sufficient information"

- Your professional judgment is the basis for making this determination and your decision-making process should be documented clearly.
- Outdated or insufficient medical information may justify arranging a Section 36 assessment.
- While some assessments (such as transferable skills or ergonomic assessments) can occur under Section 37, a full section 36(3) examination (including Initial Needs Assessments) to determine an employee's capability to undertake a rehabilitation program should not be performed as part of a rehabilitation program issued under section 37.
- Participants highlighted the value of using structured templates, case conferences, and proactive calls with treating practices to obtain information.
- Additional resources, including a checklist for arranging rehabilitation assessments and short learning modules, will be made available in the coming months.
- RCMs are encouraged to contact the Scheme Policy and Design team or the RTW Support team at Comcare for further guidance or training opportunities.

**Key message:** Professional judgement remains central. Where there is sufficient and consistent information, RCMs should move forward without delay and make use of the supports and information available, including new Comcare resources, information from the Claims Manager, and training.

## Useful Links:

- [Download the updated rehabilitation assessment examination form \(PDF, 254.4 KB\)](#)
- [Download the updated rehabilitation assessment form \(PDF, 238.1 KB\).](#)
- [Download the updated Rehabilitation Case Manager handbook \(PDF, 1.5 MB\)](#)
- [Access the Frequently asked questions: Guide for arranging assessments and requiring examinations \(PDF, 113.2 KB\)](#)
- [View the Guide for arranging rehabilitation Assessments and Requiring Examinations and Explanatory Statement](#)
- [MicroLearn: Part 1 – Arranging rehabilitation assessments under section 36 of the SRC Act](#)
- [MicroLearn: Part 2 – Arranging medical examinations under section 57 of the SRC Act](#)
- [E-Learn Rehabilitation Case Management – First steps](#)
- [E-Learn Return to Work Case Conferencing](#)