

GP Resource: Facilitating good work for your patient

Participation in 'good work' is key to recovery. This resource will assist you to have a conversation with your patients about the role of good work in their recovery; identify what makes good work for your patient; and advise the employer on required adjustments to support participation in good work.



Good work is:

- Safe and healthy
- Respectful
- Engaging
- Fair
- Meaningful
- Secure

Good work means people have:

- skills to do their job
- clarity about their role and deliverables
- positive work relationships
- reasonable work hours and deadlines
- the right level of autonomy
- support when required
- capability and capacity that match the demands of the job.

Remember:

- Good work is different for everyone.
- Not every aspect of good work listed above needs to be present for the work to be good work.
- It's about progress, not perfection.



Facilitating good work is a team effort; it may be helpful for you and your patient to talk to the workplace about the issues and possible adjustments together.

DISCUSS

Talk with your patient, and if possible their employer, about what good work is and its role in their recovery. Talk about the health, financial and social impacts of being away from work.

IDENTIFY

Talk about what good work looks like for your patient and what needs to change so that they can safely participate in work. Examples of questions you may ask:

- What is working well in your job? What is not working well?
- Are the demands in your job manageable?
- Do you have the skills and support that you need to do the work?
- What are your relationships at work like?
- Do you feel valued at work?
- What would good work look like for you? What might need to change?

MAKE A PLAN

With your patient, agree on a practical plan that addresses the issues discussed. This may include identifying adjustments at work and/or suitable duties that will ensure your patient can contribute at work.

ADVISE

Provide advice to your patient and the workplace on reasonable adjustments needed for participation in good work. This may include changes to the patient's role, tasks, hours, equipment and/or work environment.



A simplified case example

DISCUSS – A GP spoke with their patient about good work and how it can help them in their recovery.

IDENTIFY – The patient said work is interesting, but she is overwhelmed by the work deadlines and an external stakeholder is difficult to manage. It would help if she did not have to manage this stakeholder on her own.

MAKE A PLAN – The GP, patient and a workplace representative agreed on the following plan for workplace support:

- involve the manager in meetings with the stakeholder
- develop the patient's skills to manage difficult stakeholder relationships
- provide extra support from the team to meet deadlines
- reduce the time the patient spends working on their own with the stakeholder, in the interim.

ADVISE - The GP provided written advice about adjustments required at this point in time.



Tip - Use a [Certificate of Capacity](#) to communicate your advice to the workplace.

For more information see [Psychological Assessment: Assessing a patient's capacity for work; A Guide for General Practitioner's to Manage work related injury](#) and [Snapshot: Principles on the role of the GP in supporting work participation](#).



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