



Responsibilities matrix

Rehabilitation and return to work coordinator,
case manager and contracted rehabilitation provider

The role and delegated authority of a self-insured employer's rehabilitation and return to work coordinator will depend on internal policies and delegations of the employer.

		Role of the rehabilitation & return to work coordinator (coordinator)	Role of the case manager	Role of the contracted rehabilitation provider	
Injury management	1. Worker notifies employer	1	May receive initial notification of injury.		
		2	Where appropriate, notifies the claims agent of the occurrence of the injury as soon as possible. Ensures that the claim form is completed and submitted to the claims agent (or self-insured employer).		
		3	Makes early and considerate contact with the injured worker (gathers information, conveys employer's support and concern, ensures worker can access treatment, explain employer's commitment to provision of suitable work).		
		4	Gathers information about the worker's medical restrictions and capacity for work. Contacts the treating doctor if clarification about restrictions and duties is required. Shares information obtained with the case manager. Uses knowledge of the workplace in association with the supervisor/manager to canvas suitable work that is within the worker's restrictions. Assists worker to remain at work or return to work. Develops a suitable employment schedule.		
		5	Ensures supervisor and co-workers understand the injured worker's restrictions. Provides the supervisor with a copy of the suitable duties schedule. Monitors progress of return to work through regular contact with the supervisor and injured worker.	Contacts the worker, employer (coordinator) and treating doctor on receipt of the claim notification. Explores any issues relating to diagnosis, cause. Identifies barriers to return to work and expected time frame for recovery. Requests medical reports and/or arrange investigations as required. Engages and works collaboratively with the treating doctor. Shares information about the worker's medical restrictions and capacity for work with the coordinator.	
	2. Claim determination	6	Assists with information that may encourage early claim determination.	Assesses and determines provisional liability and/or claim (including average weekly earnings calculation). Notifies the injured worker and the employer of determinations.	
		7	The coordinator is generally the contact person at the workplace for return to work purposes (having a detailed knowledge of the structure, work and culture of the workplace). Communicates any known barriers or problems with the return to work with case manager.	Approves payment of income maintenance and reimbursement of medical expenses reasonably incurred by the injured worker.	
		8	Provides information that will assist the case manager to determine whether or not a referral to a contracted rehabilitation provider is needed.	Assesses the requirement for a referral to a contracted rehabilitation provider, consulting with the worker, coordinator and treating medical practitioner.	
		9		Chooses a contracted rehabilitation provider.	
		10		Advises the worker, employer and treating medical practitioner of the referral for rehabilitation services and the contracted rehabilitation provider who will undertake the services.	Receives referral and takes instructions from the case manager.
	3. Return to work management	11	Assists with liaising with case manager, contracted rehabilitation provider and injured worker in the preparation and implementation of a rehabilitation and return to work plan, utilising knowledge of the workplace and information provided by the case manager, contracted rehabilitation provider, doctor and supervisor/manager. Monitors progress of an injured workers' return to work at the workplace and takes steps as far as practicable to prevent the occurrence of a secondary disability by identifying known barriers and providing feedback to the case manager and contracted rehabilitation provider.	Liaises with treating doctor, coordinator, contracted rehabilitation provider and other relevant parties as required to identify key barriers/issues and rehabilitation strategies required to obtain outcome. Approves return to work strategies.	Liaises with treating doctor, coordinator, case manager and other relevant parties as required to identify key barriers/issues and rehabilitation strategies required to obtain outcome. Assesses an injured worker's rehabilitation potential and identify appropriate return to work strategies.
		12		Confers with coordinator, contracted rehabilitation provider, treating doctor and injured worker regarding the development of a rehabilitation and return to work plan.	Develops individual plans in consultation with case manager, coordinator, treating doctor and injured worker, that take into account relevant medical, social, educational, psychological and employment factors.
		13		Reviews rehabilitation programs and/or rehabilitation and return to work plans to ensure they are progressing towards the identified objectives and the ongoing relevance of the objectives in consultation with the worker, coordinator and treating doctor. Assesses the requirement for evaluation and intervention services in consultation with worker, coordinator, contracted rehabilitation provider and treating doctor; completes a written referral for the identified service. Assesses the need for rehabilitation support services by seeking clarification of the worker's circumstances in relation to home duties, child care etc.; identifies the appropriate provider for support services, approving the costs and liaising with the contracted rehabilitation provider.	Coordinates and monitors plans, ensuring that the injured worker continues, where possible, meaningful employment with their pre-injury employer and that all parties comply with all rehabilitation. Assesses and makes recommendations to the claims manager for other evaluation and intervention services as needed.
		14		Authorises the payment of medical and approved rehabilitation expenses.	Submits accounts for approved rehabilitation services to the case manager.
		15	Ensures payroll officer is advised when the injured worker's hours of work change; inform case manager/contracted rehabilitation provider and supervisor/manager when information about a change in capacity for work is received.		Provides regular progress reports and updates as required.
		16	Maintains confidential notes containing details of communication between the worker, the coordinator and other relevant parties.	Creates and maintains claim files.	Creates and maintains rehabilitation files.
		17	Attends rehabilitation and return to work meetings at the workplace.		Coordinates and conducts rehabilitation and return to work meetings on a regular basis as agreed in the program and/or plan and ensures all relevant parties have a copy of programs and plans.
		18	Liaises with relevant parties to ensure that information regarding capacity and duties is available.	Organises case conferences.	Coordinates case conferences when required to discuss rehabilitation and return to work progress.
		19			Ensures, as appropriate, that the employer and injured worker comply with all other rehabilitation requirements of the <i>Workers Rehabilitation and Compensation Act 1986</i> and Regulations.
		20		The claims agent will determine whether or not it is reasonably practicable for an employer to continue to provide work to an injured worker.	Ensures early identification and advice to claims managers on barriers and issues.
		21		Ceases rehabilitation when the objective/s has been achieved or the worker has achieved the best practicable level of physical and mental recovery.	Ensures that when injured workers refuse or fail to participate in their rehabilitation program, or fail to undertake an obligation of their rehabilitation and return to work plan, the worker's obligations and potential consequences are explained to them, and the case manager is kept informed.
		22			Completes an appropriate case closure report when the objective/s of the referral have been achieved, or rehabilitation services are ceased.