

## Case and injury management excellence – Joanne Rielly

Case and Injury Manager Joanne Rielly prides herself on a flawless record for return to work with a total of 22 out of 22 injured workers returning to work at the Courts Administration Authority (CAA).

When she started in the role, Joanne inherited a number of existing cases, and she also worked with newly injured workers and their managers, to find suitable duties within their areas or in redeployment.

Joanne makes direct contact with an injured worker within 24 hours of being notified of an injury, to reassure them they will be cared for and make sure their initial needs are being met.

She is then able to understand injured workers' needs quickly and work towards ensuring they have a suitable return to work plan in place.

She has been described as tough but fair, however this is how she has been able to achieve such great return to work results.

She collaborates with injured workers, their managers, and rehabilitation providers, to find suitable workplace solutions. Through this process, she quickly identifies and deals with return to work barriers in a way that achieves positive outcomes for all parties.

For example, a CAA worker was injured during a violent restraint resulting in three surgeries. The operations meant she was unable to undertake her previous duties as a sheriff's officer, so Joanne organised for the worker to be retrained in office administration.

During the administration training the injured worker developed ganglions on her wrist which prevented her from completing the training.

Plunged into a depression through the inability to work, the worker discussed the possibility of retraining as a therapist in the aged care industry with Joanne. Joanne worked to make this happen.

After work experience and training, the worker now works 65 hours per fortnight as a diversional therapist, "[these] events may be meaningless to some, but to me it gave me my life back, for which I will always be grateful," the worker says.

This is just one example of Joanne going out of her way to make things happen.

Her courage to go beyond previously established practice is one of the reasons for her success at CAA.

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