



Service Provision and Service Descriptions (standards) for Approved Workplace Rehabilitation Providers

Service delivery requirements for Workplace Rehabilitation Providers relating to the principles of workplace rehabilitation.

8/12/2011



Table of Contents

Introduction	1
Background and purpose	1
Creation of the Service Provision/Delivery Requirements	1
Scope/ Applicability/ Standards and Approach	2
Workplace Rehabilitation Service Delivery Continuum	3
Assessment of Need	3
Initial Rehabilitation Assessment	3
Return to Work Planning	7
Development of a Service Delivery Plan	7
Active Implementation and Review	10
Initial Assessment (IA)	10
Functional Capacity Assessment (FCA)	11
Vocational Assessment (VA)	11
Ergonomic Assessment (EA)	12
Jobs Demands Assessment (JDA)	12
Workplace Assessment (WPA)	13
Aids and Appliances Assessment (A&AA)	14
Support and Vocational Counselling	14
Case Management	15
Progress Reporting.....	15



Service Provision and Service Descriptions (standards) for Approved Workplace Rehabilitation Providers

Training and Education	17
Placement Activities	18
Durable Return to Work	19
Return to Work – Durability confirmation.....	19
Rehabilitation Program Closure.....	19
Glossary of terms and abbreviations	20
Appendix 1 Organisational and Administrative Principles	21
Appendix 2 Quality Assurance and Continuous Improvement Principles; and Staff Management principles	22
Appendix 3 Staff Management Principles (cont'd) and Monitoring of Provider Performance	23



Introduction

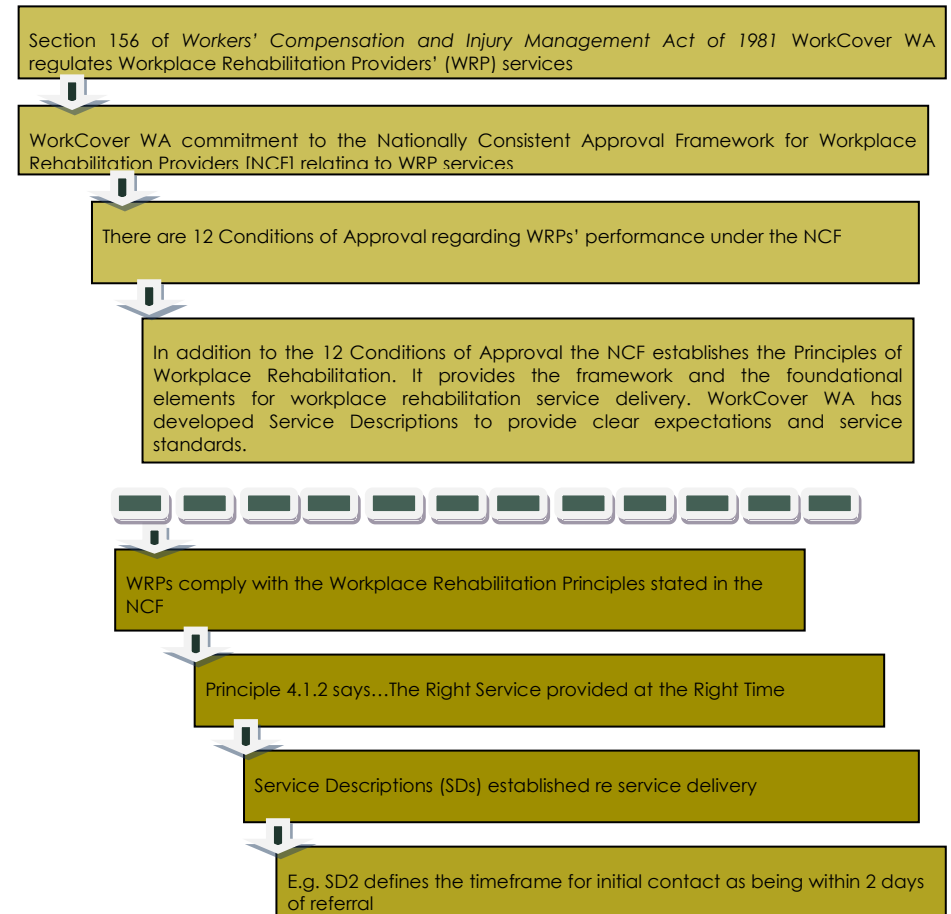
Background and purpose

Under the Nationally Consistent Approval Framework for Workplace Rehabilitation Providers (NCF), conditions for approval include:

1. The workplace provider shall comply with the Principles of Workplace Rehabilitation.
2. The workplace provider shall ensure that all services are delivered in accordance with the Workplace Rehabilitation Model by persons who hold the minimum qualifications as defined in the **Principles of Workplace Rehabilitation** and in accordance with **Service Descriptions** appropriate to the workers compensation authority where the approval is being sought.

This document provides guidance to Workplace Rehabilitation Providers (WRPs) regarding the service descriptions by setting out the service delivery standards that are expected by WorkCover WA. The criteria can be used by Approved Workplace Providers (WRPs) to assist with the completion of the self-assessment evaluations and utilised by WorkCover WA in monitoring WRP performance.

Creation of the Service Provision/Delivery Requirements





Scope/ Applicability/ Standards and Approach

Scope

This document outlines service standards that apply to all WorkCover Western Australia Authority (WorkCover) Approved Workplace Rehabilitation Providers.

It will further form the basis of the annual self-assessment, that Workplace Rehabilitation Providers are expected to complete and any future audit or quality assurance programs introduced by WorkCover WA.

Applicability

The WRP is to ensure that all services are delivered:

- in accordance with the Workplace Rehabilitation Model by persons who hold the minimum qualifications
- in accordance with the Workplace Rehabilitation Service Delivery Continuum
- in accordance with the Key Service Principles and the Service Delivery Standards.

Standards:

WRPs are to develop and maintain a service philosophy and procedures that reflects the requirements of the:

- *Workers' Compensation and Injury Management Act 1981*
- *Workers' Compensation and Injury Management Regulations 1982*
- Code of Practice (Injury Management)
- Nationally Consistent Approval Framework for Workplace Rehabilitation Providers.

Approach

This document was developed using the following approach:

- Consideration of the Nationally Consistent Approval Framework for Workplace Rehabilitation Providers.
- Consideration of various state and territory approaches to the implementation of the framework and Evaluation Guide.
- Consideration of Western Australia's unique needs and operational environment.
- Development of guidelines (this document) for the use by WRPs to implement and apply the Service Provision and Service Delivery Descriptions (standards); using a logical and natural order that is consistent with the Workplace Rehabilitation Service Delivery Continuum.

Workplace Rehabilitation Service Delivery Continuum



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Assessment of Need</p> <p>Early, accurate identification of risks and needs ensures that the most appropriate intervention is applied to achieve a safe return to work.</p> <p>Assessment of need continues throughout the course of service delivery as new information is received.</p>	<p>The right services provided at the right time</p> <ul style="list-style-type: none"> a. Workers receive prompt attention and intervention appropriate to their needs. b. Barriers, risks and strengths are identified and strategies promptly implemented. c. Services are actively coordinated and integrated with other injury management and RTW activities. 	<p>Initial Rehabilitation Assessment</p> <p>Early Intervention</p> <p><i>SD1</i> Within two [2] days of a referral for an initial assessment of an injured worker's capability of undertaking a rehabilitation program a WRP shall ensure that:</p> <ul style="list-style-type: none"> (a) the VR1 form is completed by the referring party requesting either Initial Rehabilitation Assessment or Specific Service intervention (b) the referral is allocated to a workplace rehabilitation consultant with suitable qualifications (c) the referring parties are contacted to – <ul style="list-style-type: none"> - accept and acknowledge the receipt of referral - clarify the nature of the services requested.



Assessment of Need

Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
Assessment of Need	The right services provided at the right time	Initial Assessment <i>SD2</i> A WRP is to ensure that: (a) initial contact with all key parties is made within two [2] days of the referral (b) the initial assessment should be conducted within five [5] days of the referral (c) the referral is to be submitted on WorkCover WA online within [28] days of the initial appointment. The Initial assessment may include the following activities: <ul style="list-style-type: none">• an initial meeting with the injured worker• a workplace visit• consultation with the employer• consultation with treating practitioners• identification of the need for delivery of specific services to enable the completion of Initial Assessments.



Assessment of Need

Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Assessment of Need (cont'd)</p>	<p>Effective communication with all relevant stakeholders</p> <ul style="list-style-type: none"> a. Respectful, open and effective working relationships are established and maintained with and between workers and employers and other relevant parties. b. The WRP acts as the link between treatment providers and the workplace to translate functional gains into meaningful work activity. c. Progress towards the RTW goal is communicated to key parties throughout service provision. d. Durability of employment is confirmed 13 weeks after placement. 	<p><i>SD3</i> The Initial interview outlines the injured worker's rights/responsibilities in the rehabilitation process and specifically addressing:</p> <ul style="list-style-type: none"> • requirements for active participation in the workplace rehabilitation processes • the right to a choice of WRP – the provider is to obtain confirmation of the injured worker being informed of their right to choose the provider • requirements for the injured worker to review and approve the Service Delivery Plan [SDP] • confirmation of this advice, signed by the worker should be placed on the worker's file. <p><i>SD4</i> Specific Services</p> <ul style="list-style-type: none"> • Can be provided during the initial assessment as well as throughout the rehabilitation program. • Are to be conducted in a timely manner to ensure that the initial assessment is not unduly protracted or delayed. • Should be conducted in accordance with timeframes as per Service Delivery Requirements (i.e. SD 16-SD 23). <p><i>SD5</i> The initial assessment report of the worker's capability of undertaking a rehabilitation program is to be provided to key parties within five [5] days of completion of the initial assessment and is to outline the most appropriate course of action to maintain, or return the worker to early, safe and durable employment.</p> <p><i>SD6</i> If a WRP is unable to meet the service timeframes they should contact the referrer to negotiate alternate timeframes. The reasons for not meeting the service delivery standard should be documented.</p>



Assessment of Need

Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Assessment of Need (cont'd)</p>	<p>A focus on RTW:</p> <ul style="list-style-type: none"> a. An expectation that a RTW goal and the services required are established with key parties at the commencement of and throughout service provision; b. Appropriate services are identified and delivered to maximise RTW outcomes; and c. Services focus initially on RTW in the worker's pre-injury employment, or, if this is not possible, with another employer. 	<p>SD7 Creation of the RTW Goal</p> <p>The primary focus of RTW programs under the <i>Workers' Compensation and Injury Management Act 1981</i> is to assist injured workers to remain at, or return to their pre-injury work. A WRP shall, whenever possible, approach the RTW of an injured worker by considering the following hierarchy:</p> <ul style="list-style-type: none"> I. same job/same employer II. different job/same employer III. similar job /different employer IV. different job/different employer. <p>SD8 Where the Initial assessment does not proceed:</p> <ul style="list-style-type: none"> • the WRP is to communicate the reasons for case closure to the key parties • the WRP is to demonstrate evidence that the injured worker has been informed prior to case closure.



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Return to Work Planning</p> <p>Is required when all necessary assessments have been completed.</p> <p>Return to work planning will:</p> <ul style="list-style-type: none"> - Specify strategies that address the identified risks, needs, strengths and capacities having regard for the worker’s medical status, functional capacity, vocational status, psychosocial concerns, employer requirements, workplace issues and any other RTW barriers. - Be in consultation with the key stakeholders e.g. worker, treating medical practitioner etc. 	<p>Evidenced based decisions</p> <ul style="list-style-type: none"> a. Assessments demonstrate the need for a service. b. The type of service selected is the most appropriate and cost effective of those available to achieve the RTW goal. c. An equitable and consistently applied approach to recommending commencement and cessation of service delivery. d. Consideration is given to workplace industrial relations and human resource matters that may affect the worker’s RTW. 	<p>Development of a Service Delivery Plan</p> <p>SD9 Development of an appropriate SDP:</p> <ul style="list-style-type: none"> • Is based on initial assessment results in consultation with the following key parties: <ul style="list-style-type: none"> - Employer/insurer – verbal approval shall be obtained with accompanying written evidence (file note) to support the approval. - Injured worker- the injured worker is to sign the SDP to acknowledge their involvement and approval. - Treating medical practitioner - written approval, or when verbal approval is obtained this shall be accompanied by written evidence, such as a file note. • Reflects and incorporates relevant barriers to the RTW. • Sets an appropriate goal that is in accordance with the RTW hierarchy. • Identifies the required services. • A draft SDP is to be sent to key parties within ten [10] days upon completion of the initial assessment, for approval. • Is submitted to WorkCover WA online within 28 calendar days of the injured worker signing the SDP. • Is to be modified when there is a change of the return to work goal in consultation with the following key parties: <ul style="list-style-type: none"> - Employer/insurer – verbal approval is to be obtained with accompanying written evidence (file note) to support the approval.



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<ul style="list-style-type: none"> - Be consistent with the insurer's Injury/Case/Claim Management Plan. - Take account of the preferred hierarchy (Refer to SD7), but not at the expense of the worker's needs or the employer's capacity. - Consider personnel management and industrial issues in the workplace and adopt strategies to address these issues if they are barriers to the worker's RTW. 	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p>	<ul style="list-style-type: none"> - Injured worker- the injured worker is to sign the SDP to acknowledge their involvement and approval - Treating medical practitioner - verbal approval shall be obtained with accompanying written evidence (file note) to support the approval. <ul style="list-style-type: none"> • Amended SDPs are to be forwarded to key parties within five [5] days and submitted on WorkCover WA online within 28 days of the injured worker signing the amended SDP. <p><i>SD10</i> Where a RTW program is required, it shall be developed within five [5] days of the key parties identifying and agreeing to the need for a RTW.</p> <p><i>SD11</i> A WRP is to ensure the RTW program includes:</p> <ul style="list-style-type: none"> • the RTW goal, outcomes, treatment, expected duration of the program and identified actions/interventions to ensure the goal is achieved • a statement as to whether the injured worker agrees with the program. <p>Providers should be cognisant of privacy concerns and if any document is sent out for general distribution, it should not contain any personal/medical information.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Return to Work Planning (cont'd)</p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p>	<p><i>SD12</i> A WRP is to proactively communicate and collaborate with key parties to ensure that the RTW program is based on a shared understanding of:</p> <ul style="list-style-type: none"> • the injured worker's capacity to achieve agreed goals • the worker's injury and any relevant medical restrictions associated with the injury • any personal, social or environmental factors that may present a risk of a delayed RTW evidence-based medical recovery timeframes. <p><i>SD13</i> A WRP shall ensure RTW programs are workplace-based and include review meetings with key parties.</p> <p><i>SD14</i> A WRP is to ensure:</p> <ul style="list-style-type: none"> • RTW programs are consistent with medical certification and modified when certification changes • reasonable steps are taken to ensure injured workers agree with the content of the program • key parties are provided with copies of the RTW program, five [5] days after agreement by the parties.



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Active Implementation and Review</p> <p>Implementing workplace rehabilitation services involves:</p> <ul style="list-style-type: none"> - Coordination and timely mobilisation of the services and resources. - Cost effective service delivery that avoids unnecessary duplication, is integrated with treatment services and provided in a timely manner. - Regular, timely and active reviews of the RTW strategy for the worker conducted to: <ul style="list-style-type: none"> ▪ Gather evidence of progress towards outcomes. 	<p>Effective service provision at an appropriate cost:</p> <ol style="list-style-type: none"> a. The needs of the worker and employer are identified by means of adequate and appropriate assessment. b. Service levels match the worker and employer needs. c. Service costs match the range and extent of service provision. 	<p>Service Provision</p> <p><i>SD15</i> In assessing RTW options a WRP shall consider whether the injured worker can return to pre-injury employment, modified or new duties with the pre-injury employer. Evidence of this consideration is to be documented on file.</p> <p>Workplace rehabilitation services that assist an injured worker to RTW with the pre-injury employer may involve the following:</p> <p>Initial Assessment (IA)</p> <p>Service Definition</p> <p>An Initial Assessment (IA) examines the needs of an injured worker and the workplace requirements to develop a rehabilitation program. The assessment includes consideration of services and treatments recommended to assist the injured worker to return to work.</p> <p>The rehabilitation consultant will conduct an in-depth interview with the injured worker to obtain information relating to the injured workers' capability to undertake a rehabilitation program. Further detail is gathered from medical practitioners, health practitioners and the employer to contribute to the assessment of the injured worker's needs.</p> <p><i>SD16</i> The WRP shall:</p> <ul style="list-style-type: none"> • acknowledge receipt of the referral within two [2] days of receipt of the referral and advise key parties • contact the key parties within two [2] days following the allocation to the rehabilitation consultant • conduct the initial assessment or workplace visits within five [5] days from receipt of the referral • ensure the initial assessment report is provided to key parties within five [5] days of completion of the initial assessment. <p>Refer to SD6 regarding adherence to timeframes.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p> <ul style="list-style-type: none"> ▪ Review the impact of interventions on identified RTW needs. ▪ Maintain contact, and align expectation with all relevant stakeholders. 	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>Functional Capacity Assessment (FCA) Service Description</p> <p>A Functional Capacity Assessment (FCA) determines the injured worker's current functional capacity and work potential using standardised and non-standardised assessment tools to evaluate the injured worker's abilities and limitations against identified work related criteria.</p> <p><i>SD17</i> The WRP shall:</p> <ul style="list-style-type: none"> • acknowledge receipt of the referral within two [2] days and arrange for the FCA to be conducted within five [5] days of referral • make FCA reports available to key parties within five [5] days upon completion of the FCA. <p>Vocational Assessment (VA) Service Description</p> <p>Assessing an injured worker's current skills and experience, taking into account the injured worker's functional and work capacity and identifies transferable skills. It may also include an assessment of labour market information. The VA report should outline the injured worker's vocational options, retraining needs and a labour market analysis if required.</p> <p>The vocational assessment process which can include the identification of the following:</p> <ol style="list-style-type: none"> (a) the injured worker's current medical status (b) the injured worker's work history and their transferable skills and abilities (c) factors influencing RTW (d) labour market analysis and labour market factors (e) duties/tasks associated with achievable and sustainable employment (f) suitable employment options (g) rehabilitation services required to support the vocational options identified.



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p><i>SD18</i> The WRP shall:</p> <ul style="list-style-type: none"> Acknowledge receipt of the referral within two [2] days and arrange for the VA to be conducted within five [5] days of referral Make VA reports available to all parties within five [5] days upon completion of the VA. <p>Ergonomic Assessment (EA) Service Description</p> <p>Ergonomic Assessments (EAs) ensure that an injured worker's workstation is ergonomically appropriate to minimise the effects of injury to support the RTW of an injured worker.</p> <p><i>SD19</i> The WRP shall:</p> <ul style="list-style-type: none"> acknowledge receipt of the referral within two [2] days and arrange for the EA to be conducted within five [5] days of referral make EA reports available to key parties within five [5] days upon completion of the EA the report may include information on: <ul style="list-style-type: none"> posture physical and muscular work demands equipment and workplace design environmental factors (including lighting, noise and temperature) keyboard use pause and stretch exercises. <p>Jobs Demands Assessment (JDA) Service Description</p> <p>Job Demands Assessment (JDA) involves an examination and breakdown of the skills and demands specific to a particular task or duties within the workplace.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>The job demands analysis examines the key physical and psychological demands of a task or occupation to ascertain if they are within the injured worker's capacity and if any changes to the job role need to be considered in order to accommodate the injured worker.</p> <p>SD20 The WRP shall:</p> <ul style="list-style-type: none"> • acknowledge receipt of the referral within two [2] days and arrange for the analysis to be conducted within five [5] days • make job demands reports available to key parties within five [5] days upon completion of the assessment. <p>Workplace Assessment (WPA) Service Description</p> <p>A Workplace Assessment (WPA) is a specialised on-site assessment of an injured worker's duties and/or potential suitable duties with the same or different employer.</p> <p>The WPA will assist to resolve problems identified to be causing or aggravating workplace injuries and will also identify preventative actions, such as OHS risk assessment, ergonomic assessment or training.</p> <p>The findings of the WPA are to be communicated to the key parties and if required, used as the basis to negotiate the development and commencement of a RTW program.</p> <p>SD21 The WRP shall:</p> <ul style="list-style-type: none"> • acknowledge receipt of the referral within two [2] days and arrange for the analysis to be conducted within five [5] days • make Workplace Assessment reports available to key parties within [5] days upon completion of the assessment.



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective Communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>Aids and Appliances Assessment (A&AA) Service Description</p> <p>An Aids and Appliances Assessment (A&AA) is an assessment of the aids, equipment needs and/or modification of either the physical work environment, the management systems of the job, or the work practices that might be required to assist in achieving a RTW.</p> <p>The findings of the assessment are discussed with the key parties and insurer, to gain approval and support for obtaining equipment.</p> <p>SD22 The WRP shall:</p> <ul style="list-style-type: none"> • acknowledge receipt of the referral within two [2] days and arrange for the aids and equipment review to be conducted within five [5] days of referral • make the Aids and Appliances' assessment reports available to key parties within five [5] days of completion of the assessment. <p>Support and Vocational Counselling Service Description - Support Counselling</p> <p>Support counselling may be provided to assist the injured worker to adjust to the injury and with the injured worker's RTW.</p> <p>Family counselling may be provided related to the injured worker's vocational rehabilitation.</p> <p>Progress counselling may be provided in relation to the progress of, and problems with, the injured worker's RTW.</p> <p>Service Description - Vocational Counselling</p> <p>Vocational Counselling assists injured workers to explore realistic job options and transition through the redeployment process.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective Communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>SD23 The WRP shall:</p> <ul style="list-style-type: none"> • acknowledge receipt of the referral within two [2] days and arrange for the initial counselling to be conducted within five [5] days of referral • make the vocational counselling report available upon request by key parties, within five [5] days of the request. <p>Case Management Service Description</p> <p>Case management is a coordinated, multi-disciplinary approach to delivering a safe, durable return to work. Programs are developed collaboratively and agreed by the key parties. This collaborative approach ensures the parties are all working towards the same outcome.</p> <p>SD24 For each injured worker a rehabilitation program is developed which identifies:</p> <ul style="list-style-type: none"> • the assessed needs of the injured worker • the goals to be achieved, the proposed interventions or strategies including placement activities where a new employer is required • the responsibilities of the key parties • time-frames for achievement • periodic evaluation and reporting • upgrade of hours and duties when recovery allows • costs. <p>Progress Reporting</p> <p>Progress reports provide the key parties with regular, timely and accurate updates on progress of the rehabilitation program.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>Progress reports detail:</p> <ul style="list-style-type: none"> the key developments during the reporting period a summary of the outcomes to be achieved in the next reporting period a summary of the rehabilitation costs incurred at that point in time. <p>SD25 The WRP shall:</p> <ul style="list-style-type: none"> complete a progress report on a monthly or six [6] weekly basis from the date of the initial report make progress reports available to key parties and the insurer within five [5] days of a request charge no more than one [1] hour for the completion of a progress report. <p>SD26 A WRP is to regularly review the progress towards the rehabilitation goal and monitor progress against the RTW program in consultation with key parties and other relevant treating health professionals to ensure that the goal is still appropriate (i.e. relevant, achievable and consistent with the SDP). The outcome of the review and progress against the RTW program should be included in the regular progress report as detailed above.</p> <p>SD27 A WRP shall provide regular information about the costs incurred and the anticipated costs of the injured worker's rehabilitation services to the key parties and be included in the regular progress report.</p> <p>SD28 If the WRP suspects a RTW program is not going to be successful, or the injured worker has discontinued undertaking a rehabilitation program, the WRP is to contact the key parties within one (1) day of becoming aware of the situation.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>Training and Education Service Description</p> <p>Training and Education services are provided when suitable duties cannot be identified using the injured worker's existing transferrable skills. Predominately, this is when a qualification, certificate or licence may be required as a pre-requisite for the types of suitable employment options identified. This may include training such as a manual handling course.</p> <p><i>SD29</i> The WRP shall:</p> <ul style="list-style-type: none"> • refer to an appropriate training provider within three [3] days of training and education being identified as a requirement • arrange for the training and education to commence within ten [10] days of referral, unless otherwise agreed • monitor and review progress and outcome of any training and education service and make available any training and education feedback and/or evidence of achievement to key parties within ten [10] days of the request. <p><i>SD30</i> Where RTW with the original employer is not possible, the WRP may then assist the employer and the injured worker to identify suitable alternative vocational options and facilitate placement into suitable and ongoing alternative employment.</p> <p>Refer to Vocational Assessment and SD 18</p> <p><i>SD31</i> A WRP shall only consider vocational retraining after all other RTW options have been pursued (taking into account the injured worker's age, education and existing skills) where it is considered that a RTW in a similar job is not possible. Where retraining is considered, it must be linked to future employment outcomes.</p>



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p><i>Active Implementation and Review (cont'd)</i></p>	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>SD32 Workplace rehabilitation services that assist an injured worker to RTW with a new employer may involve all the services detailed above and placement activities.</p> <p>Placement Activities Service Description</p> <p>Placement Activities are designed to return injured workers to durable new employment when they cannot return to their pre-injury duties.</p> <p>This may include assistance with job search techniques, resume and application writing skills, interview techniques and other assistance required by the injured worker.</p> <p>SD33 The WRP shall:</p> <ul style="list-style-type: none"> • Develop an appropriate Resume to assist the placement activities in accordance with the injured workers' RTW goal and identified transferable skills and abilities from the Vocational Assessment Report. • Develop an agreed placement goal in consultation with injured worker and key parties, and conduct timely placement canvassing activities with progress updates provided every ten [10] days. • Review the progress of and the suitability of the placement activities if they have not been successful within ten [10] days, and consider the need for further intervention. • Offer a supported Job Search Programme to the injured worker, in consultation with key parties. The activities will be clearly identified and for a specified period of time (approximately six weeks).



Workplace Rehabilitation Service Delivery Continuum	Service Provision Principles	Service Descriptions
<p>Durable Return to Work</p> <p>Achieving a durable RTW includes:</p> <ul style="list-style-type: none"> - Setting expectations, developing agreed goals and defining the extent and the type of workplace rehabilitation services needed to support the intervention. - Advising the need for ongoing workplace rehabilitation services and negotiating these with the insurer, employer or treating doctor, if such are required to maintain the worker at work. - Confirmation of durability of employment (if employed). 	<p>A focus on return to work</p> <p>The right services provided at the right time</p> <p>Effective Communication with all relevant parties</p> <p>Evidenced based decisions</p> <p>Effective service provision at an appropriate cost</p>	<p>Return to Work – Durability confirmation</p> <p>SD34 If during the 13 week period, the WRP becomes aware of risks to maintaining a durable placement, the provider will determine if intervention is required. Approval for any intervention is to be sought and obtained from the insurer and/or:</p> <ul style="list-style-type: none"> • if the required intervention is not significant the 13 week durability period remains uninterrupted whilst the intervention service is delivered • if the required intervention is significant the provider will discuss workplace rehabilitation strategies with the insurer and the outcome may be recommencement of workplace rehabilitation service delivery. <p>Rehabilitation Program Closure</p> <p>SD35 A rehabilitation program can be closed when one of the following conditions is met:</p> <ul style="list-style-type: none"> • the goal has been achieved • the goal is no longer achievable (refer to VR3 for a list of reasons) • agreed timeframe after job search support is complete • agreed RTW is likely to be durable. <p>Evidence of why the case is closed is to be maintained on file</p> <p>SD36 If a WRP recommends closing a rehabilitation program, the WRP is to communicate in writing the reasons for this recommendation to key parties.</p> <p>SD37 A WRP is to demonstrate evidence that the injured worker has been informed prior to case closure occurring.</p>



Glossary of terms and abbreviations

Term/Abbreviation	Description
Days	All references to days are working days unless otherwise specified.
Durability Measure	13 weeks after the WRP determines in agreement with the insurer (agent) the employment placement is likely to be durable, either the WRP or insurer will make contact with the injured worker and/or employer to confirm durability of employment placement. It is at this point the 13 week RTW durability measure is made.
Key Parties	Key parties referred to are the injured worker, medical practitioner and employer.
Minimum Qualifications	<p>Workplace Rehabilitation Consultants will have a qualification recognised, accredited or registered by one of the following associations or State registration boards:</p> <ul style="list-style-type: none"> · Australian Society of Rehabilitation Counsellors · Rehabilitation Counselling Association of Australia · Australian Association of Occupational Therapists (registered) · Physiotherapist Registration Board (registered) · Australian Association of Exercise and Sports Science (accredited as Exercise Physiologists) · Psychologists Registration Board (registered) · Speech Pathology Australia · Australian Association of Social Workers · Medical Board (registered) · Nurses Registration Board (registered) <p>AND 12 months or more experience delivering workplace rehabilitation services.</p> <p>Where workplace rehabilitation consultants have less than 12 months' experience delivering workplace rehabilitation services, a comprehensive induction program will be completed and professional supervision provided for at least 12 months.</p>
RTW	Return to Work
Workplace Rehabilitation Model	Involves a designated workplace rehabilitation consultant responsible and accountable for coordinating services that are designated to achieve a cost effective, safe, early and durable return to work for the injured worker. Workplace rehabilitation is delivered based on an assessment of need, planning, active implementation, review and evaluation.
WRP	Workplace Rehabilitation Provider.
Return to Work Program	<p>The document describing the return to work program has to include:</p> <ol style="list-style-type: none"> (a) the names of the injured worker and the employer, and any other details needed to identify them (b) a description of the goal of the program (c) a list of the action that has to be taken to enable the worker to return to work, identifying who has to take each action (d) a statement as to whether the worker agrees with the content of the program.
Rehabilitation Program	The provision to the worker of prescribed services, according to the worker's assessed needs, for the purpose of enabling the worker to return to work.



Appendix 1 Organisational and Administrative Principles

In addition to the Principles and Service Descriptions, WRPs are required to adhere to the following business, governance and administrative arrangements.

Comprehensive and robust governance structure

- A WRP shall ensure systems of probity that avoid conflict of interest as well as prevent, manage and report malpractice/fraud.
- A WRP shall ensure that its financial affairs are managed in accordance with accepted financial practices and applicable State laws, including keeping accurate accounts and full details of all receipts and expenditure.
- A WRP shall ensure that all individuals employed or engaged by the WRP to provide RTW services are covered by or hold appropriate and adequate insurances, including professional indemnity, public liability insurance and workers' compensation insurance.

Records management

A WRP is to have a records management system that meets legislative requirements and provide for:

- comprehensive, accurate and accessible records pertaining to all clients, staff and business operations
- security of records.

Privacy and confidentiality practices

A WRP shall:

- have systems that incorporate privacy and confidentiality requirements within all aspects of the organisational and administrative arrangements
- ensure that in all cases it complies with the Privacy Act 1998 (Cth).

Safe work practices

A WRP shall:

- have a systems in place that complies with the relevant injury management and workers' compensation legislation
- comply with the appropriate occupational health and safety legislation
- have service delivery locations which provide a safe, accessible and appropriate environment for all who visit the premises.

Organisational management structures

- At least one person in the management structure with a qualification recognised as being sufficient to satisfy the requirements of a workplace rehabilitation consultant and who is able to demonstrate at least five years' experience (refer to qualifications in the glossary).



Appendix 2 Quality Assurance and Continuous Improvement Principles; and Staff Management principles

Quality Assurance

Quality Model

- A WRP shall have quality systems that ensure customer focused service delivery, and collect, analyse and monitor qualitative and quantitative data to identify areas of strength and opportunities for systems and service improvement.

Quality Assurance

A WRP is to:

- a) implement appropriate review mechanisms (e.g. self-evaluations and peer reviews) to assure compliance with the Conditions of Approval
- b) implement and document any corrective or preventative actions arising from the self-evaluation and monitor and review their effectiveness.

Customer focus

A WRP shall:

- a) have systems to collect, review, analyse and action solicited and unsolicited feedback from customers
- b) implement an effective complaints management system.

Continuous improvement

A WRP Shall:

- (a) have systems for analysing information and data to identify opportunities for improvement
- (b) plan, pilot, refine and implement improvement strategies
- (c) monitor and review the effectiveness of any improvement strategies.

Staff Management Principles

Qualifications, Knowledge and experience

- A WRP shall ensure that consultants employed or engaged by the WRP to manage rehabilitation programs are verified as meeting the minimum qualifications.
- A WRP shall ensure that individuals employed or engaged by the WRP to provide RTW services have appropriate skills, knowledge and experience to deliver workplace rehabilitation services.
- Workplace rehabilitation consultants are to have knowledge of injury management principles and workers' compensation legislation, policies and procedures.
- A WRP shall notify WorkCover WA in writing of consultants employed or engaged to manage rehabilitation services.
- A WRP shall ensure that any consultant they have engaged to deliver rehabilitation services have appropriate current checks and clearances (police, OSH, security and child protection).

Note: A WRP is to notify WorkCover WA in writing of consultants employed or engaged to manage or deliver rehabilitation services.

Staff induction

A WRP shall:

- Have a robust induction and continuous learning and development program to support the acquisition and maintenance of staff skills and knowledge.



Appendix 3 Staff Management Principles (cont'd) and Monitoring of Provider Performance

Staff induction (cont'd)

- Ensure staff have access to and understand all current policies and procedures relevant to their work.
- Ensure staff have appropriate supervision and support and participate in peer review processes.
- Ensure staff are compliant with the professional code of conduct relevant to WRPs or the WRP's specific qualifications code of conduct.

Adequate staff resourcing

A WRP shall:

- Ensure there are caseload management systems that efficiently allocate cases to consultants with the experience and skill level to match the worker's injury, needs and potential case complexity.
- Employ handover practices where cases are reviewed and all relevant parties informed to maintain continuity of care for the injured worker.

Monitoring

During each three year approval period, WorkCover WA may conduct an independent evaluation to determine the workplace rehabilitation provider's compliance with the Conditions of Approval, the Principles of Workplace Rehabilitation and Service Descriptions.

A WRP shall:

- Participate in annual self-evaluations and participate in independent evaluations as required by WorkCover WA to demonstrate compliance with the conditions of approval.
- Ensure that documentation is on file to demonstrate ongoing compliance with the service provision standards and service descriptions.

- Make such information to WorkCover upon request.

Performance Requirements

A WRP is to demonstrate management of at least 12 cases of workplace rehabilitation within any workers' compensation jurisdiction for each 12 month period within the three [3] year approval period.

A WRP shall demonstrate RTW rates of:

- a) 95% with a 10% tolerance for cases involving the same employer. WRPs achieving a rate of 85% and above meet the benchmark rates
- b) 75% with a 10% tolerance for cases involving a new employer. WRPs achieving a rate of 65% and above meet the benchmark.