WorkCover WA Online User Guide

Workplace Rehabilitation Providers

To assist Workplace Rehabilitation Providers (WRP) in using WorkCover WA Online.

1. Accessing WorkCover WA Online

To use WorkCover WA Online you need to create an account.

WorkCover WA Online can be accessed through the Quick Access menu on WorkCover WA's website, www.workcover.wa.gov.au. To create an account click on Register Here and complete the Register screen.

Apply for registration by selecting the category of Workplace Rehabilitation Provider and then select the WRP you work for.

Every WRP has a nominated Local Security Officer (LSO) who is responsible for approving your association to the WRP. Once approved you will be able to access the WRP module for your WRP in WorkCover WA Online.

More information on managing your WorkCover WA Online account can be found on the Workplace Rehabilitation Providers page on WorkCover WA's website.

2. Local Security Officer

Every WRP is required to have a least one LSO. Your initial LSO will be established by WorkCover WA.

Once established your LSO is responsible for:
- Approving and removing staff access
- Granting LSO status
- Maintaining contact information

Approving a staff member

- Click on the Administration icon
- The Pending Requests table will list the users requesting access
- If you wish to approve, click on the Approve button
- Confirm decision

Removing a staff member

To ensure a former staff member cannot access your information you must remove them from your approved users.

- Click on the Administration icon
- Click details for the User you wish to remove
- Click on the Remove button
- Confirm the removal

LSO status

To make a user a LSO
- Click on the Administration icon
- Click details for the User you wish to be a LSO
- Click on the Set as LSO button
- Confirm the appointment

To remove a LSO click on the WrpLsoX button

- Click on the Administration icon
- Click details for the User you wish to remove a LSO
- click on the WrpLsoX button
- Confirm the removal

3. Contact Information

WRPs must maintain their contact information in WorkCover WA Online. This information is displayed on WorkCover WA's website and will be used when WorkCover WA needs to contact a WRP.

Manage Contact Details

A WRP is required to maintain the following contact details:

- **Workplace Rehabilitation Provider**

  This information (excluding the email address) will appear on WorkCover WA's website. Please select either your business or postal address for website display.

- **Principal**

  The contact details for your Principal can be updated but if your Principal changes you must contact WorkCover WA with this information.

- **Senior Management Contact**

- **Senior Office Contact**

Please note employees do not need to have a WorkCover WA Online registration to be listed as a contact and one person can hold multiple roles.

To maintain contact details:

- Select the *Administration* icon from main menu
- Select *Manage Contact Details* from the *Administration* menu

To update the details of the WRP or current contact:

- Click on the Edit link in the Actions column of the appropriate contact
- Update details and click the Submit button
- Confirm changes

This is only to update details of an existing contact. Do not use to add a new contact to the Role.

To add another contact role to an existing contact

- Click on the Edit link for that person
- Select the additional role/s for that person
- Click on the Submit button
- Confirm you wish to replace the existing person

To add a new person to one of the roles:

- Click on Add New Person
- Enter details
- Select Role/s the person is responsible for
- Enter postal details or copy corporate postal address
- Click on the Submit button
- The system will then ask you to confirm that you wish to replace the person currently in the role.
- Click on the Confirm button

Manage Offices

WRPs can enter additional offices that will display on WorkCover WA's website.

- Click on the Administration icon
- Click on Manage Offices
- Click on Add New Office button
- Enter address details
- Click on the Submit button

Additional offices can be edited and deleted on the Manage Offices screen.

Areas Serviced

If a WRP can service an area but does not have an office in that region it can select that region for display on WorkCover WA's website.
- Click on the Administration icon
- Click on Areas Serviced
- Click on the required regions
- Click on the Submit button

4. Referrals

New Referrals

Referrals received after 1 July 2018 will be entered by the Insurer/Self Insurer.

If a WRP receives a referral from a source other than an Insurer/Self-Insurer they must send a copy of the *Form 310 Workplace Rehabilitation Referral* to the Insurer/Self-Insurer.

If the Insurer is unable to enter the referral immediately you will need to wait until they have entered the referral. Once entered:

- Your LSO will receive an email notifying them you have received a referral through WorkCover WA Online
- Select the Workplace Rehabilitation module on the home screen
- Your new referrals will be displayed at the top of the page
- Click on Details for the referral
- This will display the referral and provide claim details, contact details and what workplace rehabilitation service is requested.
- If you were expecting the referral select Yes and click the Select button.
- If you were unaware of the referral or unable to perform the service you can select No and provide a reason. You should contact the Insurer/Self-Insurer if you wish to discuss the referral.

Updating Information and Closing the Referral

- Closure details are still required to be entered within 28 days of closure
- If the outcome is RTW the closure information should be entered at time of closure not when durability is confirmed.
- Select the Workplace Rehabilitation module on the home screen
- Search for the required referral
- Click on Details for the referral
- You can edit the Date of Referral and Status at Referral
- Select Yes if the referral proceeded. If the referral did not proceed select no and click on the Submit button.
- Select the proposed goal and enter the date this goal was agreed by the key parties (if multiple dates use the date the worker agreed). You can enter and edit the Proposed Goal at any time during the referral and WorkCover WA Online will display the previous entries.

- Select the Status at Closure (refer to *Information Sheet – Workplace Rehabilitation – Worker's Status at Referral and Closure*)
  - Working Full Capacity
    - Enter date of referral closure
    - Enter the date durability considered likely
    - Click on Submit button

- o All other statuses
  - Select status
  - Enter date of referral closure
  - Select reason for no return to work (refer to *Information Sheet – Workplace Rehabilitation – Closure Reasons*)
  - Click on Submit button

Referrals from Rehab Online

Referrals that were entered in Rehab Online and transferred to WorkCover WA Online will be referenced as Legacy Referrals in WorkCover WA Online. These referrals will be need to be processed differently within WorkCover WA Online.

- Click on Details for the referral
- Select the Service Requested (If Specific Service select the assessment requested)
- Click on Submit button
- You are not required to enter a Status at Referral for Legacy Referrals.
- Proceed as you would for a referral post 1 July 2018

Durability

- Thirteen weeks after a successful return to work outcome was considered likely to be durable, a table will appear on the referral screen showing which referrals require durability to be followed up.
- Click on Details for the referral
- If RTW was sustained for 13 weeks select yes and enter date confirmed.
- Click on Submit button

5. Statistics

- To view your RTW statistics, select the Statistics link on the Workplace Rehabilitation page
- Enter the date range you wish to view.
- The Statistics page can be printed by clicking on the Print button.
- The Statistics page will show you how many referrals you have open as per today regardless of the date range entered. You can download a report of all your open referrals.
- You can download a report of all of your closures
- Please note the downloaded reports are in the CSV format which will allow you to arrange the report to your preference.