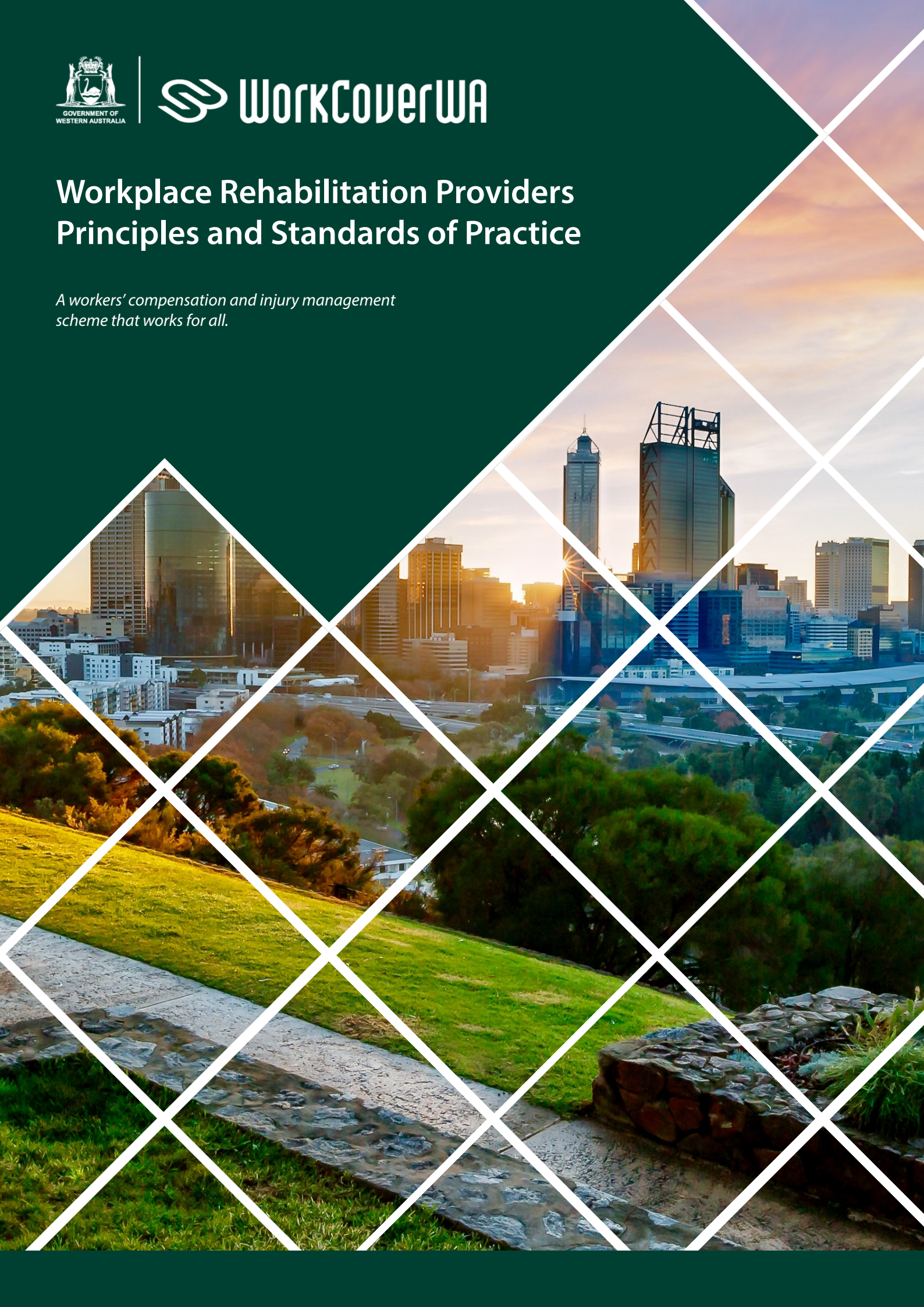




Workplace Rehabilitation Providers Principles and Standards of Practice

*A workers' compensation and injury management
scheme that works for all.*





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Acknowledgement of Country

We acknowledge the traditional custodians throughout Western Australia and their continuing connection to land, waters and community. We pay our respects to their cultures and to elders past and present.

Disclaimer: This publication contains information for workplace rehabilitation providers and stakeholders using their services.

To ensure workplace rehabilitation providers comply with legal obligations, reference to the *Workers' Compensation and Injury Management Act 1981* (WA) is required.

Version 1.0. April 2021.



"Our purpose is clear. Every worker has the right to return to work after a workplace injury. Every employer has the responsibility to provide the support and programs to enable workers to return to work."

Foreword

The *Workplace Rehabilitation Provider Principles and Standards of Practice (Principles and Standards)* provide clear service expectations to ensure workplace rehabilitation providers deliver high quality services to support successful return to work. These *Principles and Standards* build on the momentum set in the *Insurer and Self-insurer Principles and Standards of Practice* released on 1 July 2020. The expectations clearly follow the direction of the *Insurer and Self-insurer Principles and Standards of Practice* to provide cohesion and familiarity for workplace rehabilitation providers. Importantly, this document sets worker and employer needs at the centre and strengthens our impetus of continuous service improvement across six priority areas.

While recognising the national context and strategic directions impacting Australian workplace rehabilitation providers, the *Principles and Standards* articulate Western Australian regulatory expectations.

The principles are guiding statements applicable to all aspects of service delivery and should be referred to for all issues not directly covered by the standards of practice. The standards of practice outline six priority areas identified by WorkCover WA, which have the greatest potential to impact on workers and employers.

By focusing on the priorities and expectations, together we are positioning the scheme to make a real difference to workers and employers across Western Australia. My expectation is workplace rehabilitation providers will introduce, improve and implement controls to ensure the *Principles and Standards* are achieved to maximise the workers' compensation experience for workers and employers. Injury management and return to work support is an important component of a successful workers' compensation scheme.

I am confident workplace rehabilitation providers will embrace the *Principles and Standards* and continue to provide workers and employers with professional support, advice and services to maximise return to work outcomes. A continuous monitoring and review cycle will support workplace rehabilitation providers and measure their success in meeting these expectations.

Chris White
Chief Executive Officer
WorkCover WA

What we do

WorkCover WA is the government agency responsible for managing the Western Australian workers' compensation and injury management scheme. It is a statutory authority accountable to the Minister for Industrial Relations.

The role of WorkCover WA includes:

- providing strategic policy advice to government regarding workers' compensation
- regulating workers, employers and service providers and monitoring compliance with the *Workers' Compensation and Injury Management Act 1981 (WA)* (the Act)
- educating workers, employers and others about workers' compensation and injury management, and
- providing an independent dispute resolution service.



How we do it

WorkCover WA regulates the performance of service providers to ensure a high standard of service is provided to workers and employers. The *Principles and Standards* reflect WorkCover WA's commitment to ensure Western Australian workers and employers have adequate workers' compensation and return to work support.

Workplace rehabilitation providers are required to comply with the Act. As such, legal expectations are not referenced in this publication. While the Act is the primary instrument used to regulate the workers' compensation scheme, additional mechanisms ensure WorkCover WA is clear on priority areas and what is expected from service providers.

The *Principles and Standards* clarify areas which, if not performed well, typically result in poor outcomes for workers and employers.

The *Principles and Standards* replace the Service Provision and Service Descriptions for Workplace Rehabilitation Providers and apply from 1 July 2021.

Why we do it

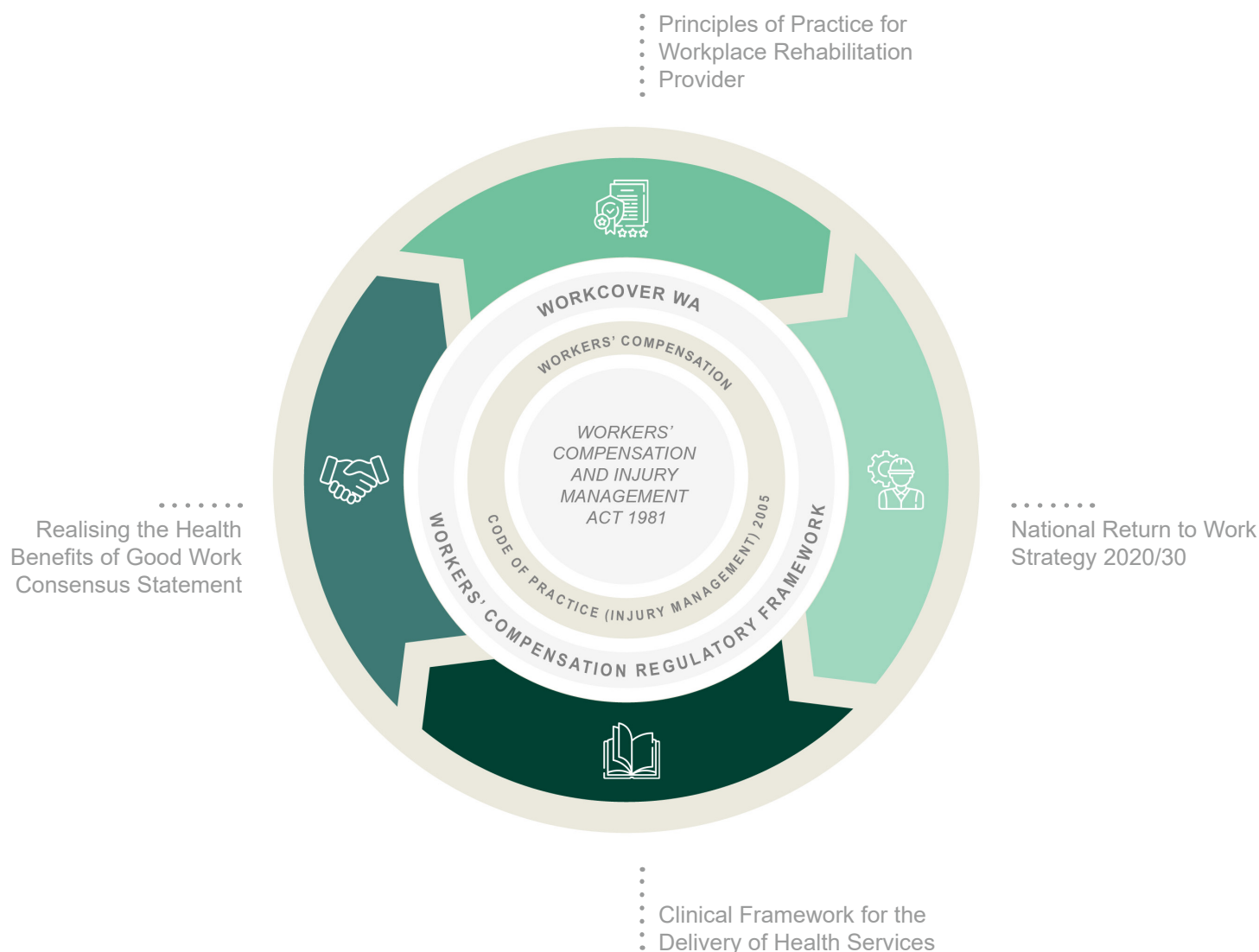
Workers' compensation schemes aim to minimise the cost and impact of work-related injury and illness. One of WorkCover WA's central objectives is to promote timely, safe and durable return to work for workers and employers.

The *Principles and Standards* support workers to return to work, or to stay at work while they recover from work-related injury or illness. When the return to work process is executed proficiently, it can be straightforward for the worker, employer and scheme. However, when not successfully implemented, it can be complex for all stakeholders.

The *Principles and Standards* were developed on the basis positive return to work involves all stakeholders working collaboratively and effectively.

Context

WorkCover WA regulates workplace rehabilitation providers in Western Australia, using a framework based on nationally agreed performance expectations and specific Western Australian requirements as set out in the Act, regulations and the *Principles and Standards* as shown below.



Workers' Compensation Code of Practice (Injury Management) 2005

The *Workers' Compensation Code of Practice (Injury Management) 2005* (the Code) supports the Act and sets out the specific legal requirements on employers associated with injury management at the workplace. Compliance with the Code is mandatory and failure to comply can result in significant penalties for employers.

The *Principles and Standards* require that workplace rehabilitation providers supporting a return to work must be aware of the Code and ensure that return to work services provided reflect the requirements of the Code and assist employers to meet their obligations.

WorkCover WA Workers' Compensation Regulatory Framework

The *Workers' Compensation Regulatory Framework (Regulatory Framework)* is the foundation of all activities ensuring regulation is based on risk and proportional regulatory responses.

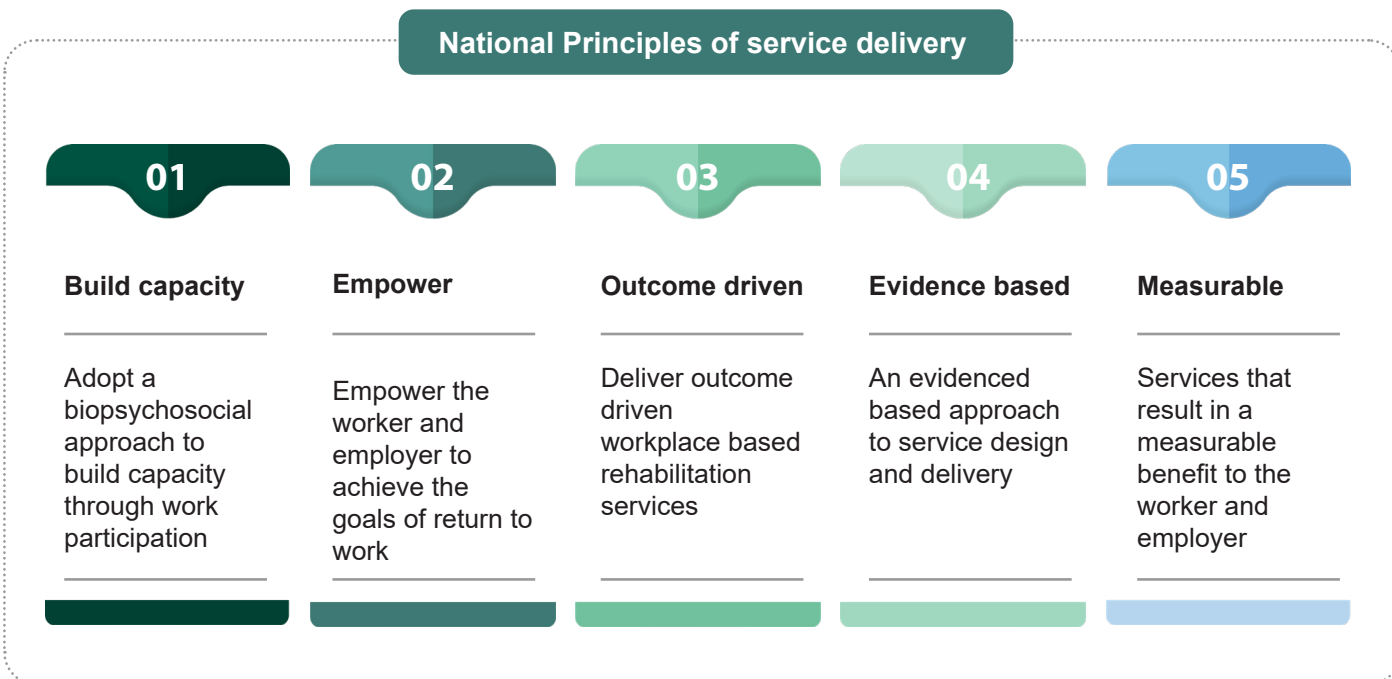
The *Regulatory Framework* outlines WorkCover WA's regulatory vision, principles, objectives, strategies and expected outcomes. It articulates tools used to regulate stakeholders, including advice and education activities, and enforcement and compliance initiatives. The *Principles and Standards* are part of the *Regulatory Framework*.

National Principles of Practice for Workplace Rehabilitation Providers

WorkCover WA is a member of the Heads of Workers' Compensation Authorities (HWCA). Collectively, the HWCA have endorsed key workplace rehabilitation principles and strategic directions.

On a national level, the HWCA released the *Principles of Practice for Workplace Rehabilitation Providers (National Principles)* to guide expectations of quality service delivery to workers with a compensable injury. WorkCover WA is a signatory to this agreement and it is a requirement for workplace rehabilitation providers in Western Australia to comply with it.

The *Principles and Standards* support the directions in the *National Principles* and provide further Western Australian regulatory expectations. The *National Principles* are:



Realising the Health Benefits of Good Work Consensus Statement

There is an important relationship between health and work. The HWCA is a signatory to the *Realising the Health Benefits of Good Work Consensus Statement* released by the Australasian Faculty of Occupational and Environmental Medicine of The Royal Australasian College of Physicians. This initiative is based on evidence demonstrating good work is beneficial to health.

The *Principles and Standards* recognise the importance of workplace rehabilitation providers in assisting workers and employers to identify 'good work' options and to take the appropriate actions to achieve positive return to work outcomes.

National Return to Work Strategy 2020/30

Safe Work Australia's *National Return to Work Strategy 2020/30* (the Strategy) aims to minimise the impact of work-related injury and illness and enable workers to have a timely, safe and durable return to work. The Strategy recognises the role workplace rehabilitation providers play in optimising workers' recovery and return to work.

The *Principles and Standards* provide further direction about how workplace rehabilitation providers can promote and contribute to successful return to work outcomes.

Clinical Framework for the Delivery of Health Services

All Australian jurisdictions are signatories to the Transport Accident Commission and the Victorian WorkCover Authority's *Clinical Framework for the Delivery of Health Services (Clinical Framework)*. The *Clinical Framework* is an evidence-based guide designed to support healthcare practitioners delivering services to people with compensable injuries. It reflects contemporary research and has been endorsed by all Australian jurisdictions.

The five clinical approaches shown to deliver optimal recovery and return to work outcomes for workers are:

- measure and demonstrate the effectiveness of treatment
- adopt a biopsychosocial approach
- empower the injured person to manage their injury
- implement goals focused on optimising function, participation and return to work
- base treatment on best available research evidence.

WorkCover WA encourages all health service providers, including workplace rehabilitation providers, to adopt and use the *Clinical Framework* to achieve a positive impact on health and wellbeing in addition to a timely return to work.



Principles

Principles are overarching expectations for service delivery in the Western Australian workers' compensation scheme. They provide direction for workplace rehabilitation providers when delivering services to workers, employers and stakeholders.

Principles guide decision-making in all aspects of workers' compensation and are particularly important for service delivery not covered by the priority areas or standards of practice. For this reason, the principles remain the same as those in the *Insurer and Self-insurer Principles and Standards of Practice*.



Principle 1

Transparent and timely

Decisions and processes made by workplace rehabilitation providers must be fair, timely, transparent, efficient and, where practicable, informal.



Principle 2

Reasonable and active

Workplace rehabilitation providers must take reasonable and proactive steps to be informed before decisions are made, and must not delay decisions once sufficient information is obtained.



Principle 3

Regular and responsive

Regular and responsive communication must underpin the delivery of workers' compensation services, particularly where sensitive and complex issues exist.



Principle 4

Viable and accountable

Workplace rehabilitation providers processes, practices and systems support the long term viability, accountability and performance of the workers' compensation scheme.

Priority areas

Priority areas are guided by the principles to ensure a fair and equitable workers' compensation experience for workers and employers.

Each priority area has a set of standards to guide workplace rehabilitation provider services. Where applicable, priority areas remain consistent to those contained in the *Insurer and Self-insurer Principles and Standards of Practice*.



Priority 1: Worker and employer experience

Workplace rehabilitation providers' processes, systems and practices will contribute to a fair workers' compensation experience for workers and employers.



Priority 2: Case management

Workplace rehabilitation providers will actively manage cases to promote worker and employer participation and return to work. This will be evidenced and supported by stakeholder engagement, prompt decisions, consultation, clear policies and practices.



Priority 3: Injury management

Workplace rehabilitation providers will work collaboratively and professionally with all stakeholders to set clear goals and deliver evidence-based individualised services to support timely and durable return to work.



Priority 4: Accountable performance

Workplace rehabilitation providers will collect and document information to be accountable for services provided and fees charged. Performance will be monitored by WorkCover WA and workplace rehabilitation providers will provide additional information on request.



Priority 5: Scheme regulation and administration

Workplace rehabilitation providers will comply with WorkCover WA's regulatory and administrative requirements.



Priority 6: Records management

Workplace rehabilitation providers will maintain records evidencing all key policies, processes and decisions.

Standards of practice (Standards)

Standards prescribe the minimum level of service workers and employers are to expect from workplace rehabilitation providers.

Workplace rehabilitation providers must meet these standards and are encouraged to improve on them. Where applicable, standards remain consistent to those contained in the *Insurer and Self-insurer Principles and Standards of Practice*.



Priority 1: Worker and employer experience

Workplace rehabilitation providers' processes, systems and practices will contribute to a fair workers' compensation experience for workers and employers.

1.1	Communication	1.4	Privacy and consent
1.2	Accessibility	1.5	Conflict of interest
1.3	Contact	1.6	Education and advice



Priority 2: Case management

Workplace rehabilitation providers will actively manage cases to promote worker and employer participation and return to work. This will be evidenced and supported by stakeholder engagement, prompt decisions, consultation, clear policies and practices.

2.1	Referrals	2.5	Change in worker's capacity
2.2	Progress report	2.6	Additional claim
2.3	Costs	2.7	Timeframes
2.4	Travel	2.8	Complaint management



Priority 3: Injury management

Workplace rehabilitation providers will work collaboratively and professionally with all stakeholders to set clear goals and deliver evidence-based individualised services to support timely and durable return to work.

3.1	Specific service referral	3.7	Modify service delivery plan
3.2	Rehabilitation program referral	3.8	Return to work program(s)
3.3	Initial assessment	3.9	Monitor return to work program(s)
3.4	Initial assessment report	3.10	Change in vocational goals
3.5	Service delivery plan	3.11	Closure of rehabilitation cases
3.6	Return to work hierarchy	3.12	Durability confirmation



Priority 4: Accountable performance

Workplace rehabilitation providers will collect and document information to be accountable for services provided and fees charged. Performance will be monitored by WorkCover WA and workplace rehabilitation providers will provide additional information on request.

- | | | | |
|------------|----------------------|------------|-----------------------|
| 4.1 | Accountable services | 4.6 | Cost comparison |
| 4.2 | Return to work rate | 4.7 | Program duration |
| 4.3 | Capacity improvement | 4.8 | Case requirement |
| 4.4 | Durability rate | 4.9 | End of service survey |
| 4.5 | Settlement rate | | |



Priority 5: Scheme regulation and administration

Workplace rehabilitation providers will comply with WorkCover WA's regulatory and administrative requirements.

- 5.1** Data quality
- 5.2** Invoices
- 5.3** Professionalism
- 5.4** WorkCover WA policy



Priority 6: Records management






Workplace rehabilitation providers will maintain records evidencing all key policies, processes and decisions.

- 6.1** Case management recordkeeping
- 6.2** Injury management recordkeeping
- 6.3** Administrative expectations

Performance indicators

Performance indicators enable WorkCover WA to assess and monitor the extent workplace rehabilitation providers achieve outcomes and comply with the *Principles and Standards*.

WorkCover WA aims to ensure workers and employers who engage with the workers' compensation scheme are treated fairly and equitably, irrespective of their location and circumstance. Performance indicators are used across all priority areas and standards to measure how well workplace rehabilitation providers achieve this aim. For this reason, the performance indicators remain the same as those in the *Insurer and Self-insurer Principles and Standards of Practice*.

01	Performance indicator 1: Number of complaints Identifies the number, nature, severity and outcome of complaints received by workplace rehabilitation providers and WorkCover WA.	
02	Performance indicator 2: Number of improvement notices Identifies the number, nature and severity of improvement notices issued by WorkCover WA to workplace rehabilitation providers as a result of standards not being met.	
03	Performance indicator 3: Timely and appropriate resolutions Reviews the timeliness and appropriateness of the response of workplace rehabilitation providers to findings from complaints, breaches and improvement notices.	
04	Performance indicator 4: Evidence of documentation Measures if all processes are documented, if files evidence actions taken, their timeliness, decisions made and reasons for them.	
05	Performance indicator 5: Outcomes of worker and employer surveys Measures outcomes arising from surveys undertaken by workplace rehabilitation providers, insurers, self-insurers or WorkCover WA.	
06	Performance indicator 6: Outcome of audits Measures outcomes arising from audits and reviews undertaken by WorkCover WA.	

Monitoring

Workplace rehabilitation providers must comply with the *Principles and Standards* and are responsible for developing and implementing policies, procedures and practices consistent with them.

WorkCover WA will monitor workplace rehabilitation provider compliance against the performance indicators through audits, assessments, reviews and/or investigations. Outcomes will be reported to stakeholders to ensure transparency and accountability. The standards will be managed in accordance with WorkCover WA's *Regulatory Framework* with a proportionate response to non-compliance.

WorkCover WA will monitor workplace rehabilitation provider compliance in the context of national and state regulatory expectations.



Priority 1: Worker and employer experience

Workplace rehabilitation providers' processes, systems and practices will contribute to a fair workers' compensation experience for workers and employers.

Standards

1.1 Communication

Workers, employers and stakeholders will be kept informed on significant matters affecting return to work and injury management. Unless prescribed, these matters will be communicated within 5 days.

Workplace rehabilitation providers will be empathetic and sensitive in their communication.

1.2 Accessibility

The accessibility needs of workers and employers will be considered. They will be informed of the availability of support services including interpreter services which will be made available on request.

1.3 Contact

Receipt of correspondence from workers, employers and stakeholders will be acknowledged within 5 days.

Workplace rehabilitation providers will initiate and document regular and responsive contact with workers, employers and stakeholders to ensure they are aware of the initial assessment, service delivery plan, return to work program, next steps, and stakeholder responsibilities.

1.4 Privacy and consent

The confidentiality of workers personal and health information is paramount.

Identified misuse or unauthorised disclosure will have consequences. Consent authority is required and must always be given before collecting or disclosing personal information.

If workers refuse or withdraw consent, they must be informed of the potential impact on the progress of their case.

1.5 Conflict of interest

Workplace rehabilitation providers will have processes in place to ensure actual, perceived and/or potential conflicts of interest are assessed, recorded, managed and declared to stakeholders prior to referral proceeding.

1.6 Education and advice

Workplace rehabilitation providers will promote health literacy and empower workers and employers to be actively involved in workplace rehabilitation.

At the first consultation, workplace rehabilitation providers will provide *Workers' Compensation and Injury Management: A guide for workers* to inform workers of their rights and the responsibilities of all stakeholders in the rehabilitation process.

Workplace rehabilitation providers will ensure employers have access to *Workers' Compensation and Injury Management: A guide for employers*.

When workers, employers or stakeholders would benefit from further independent advice, support and assistance, they will be referred to WorkCover WA.

Need further assistance?



Check out our:

- *Workers' Compensation and Injury Management: A guide for workers*
- *Workers' Compensation and Injury Management: A guide for employers*



Use our:

- Consent form template
- Workplace rehabilitation provider self-assessment tool



Watch our:

- Conversation series: Workplace rehabilitation providers



Priority 2: Case management

Workplace rehabilitation providers will actively manage cases to promote worker and employer participation and return to work. This will be evidenced and supported by stakeholder engagement, prompt decisions, consultation, clear policies and practices.

Standards

2.1 Referrals

Workplace rehabilitation providers will accept or reject referrals from insurers or self-insurers in WorkCover WA Online within 3 days.

When a referral is made by another stakeholder, workplace rehabilitation providers will contact insurers or self-insurers to discuss the referral and provide a *Workplace rehabilitation referral* form within 3 days.

Referrals will be allocated to qualified workplace rehabilitation consultants as specified in the *National Principles* and WorkCover WA's *Guidelines to be approved as a Workplace Rehabilitation Provider*.

Before accepting new referrals, workplace rehabilitation providers will consider their capacity to proactively manage caseloads.

2.2 Progress reports

Progress reports will provide stakeholders with regular, timely and accurate updates on the status of the workplace rehabilitation program. Progress reports will detail key developments, emerging issues, contributing factors, outcomes to be achieved and rehabilitation costs incurred during the reporting period.

Workplace rehabilitation providers will make progress reports available to stakeholders at least every 6 weeks unless otherwise negotiated. A maximum of one hour can be charged for the progress report.

2.3 Costs

Workplace rehabilitation providers will demonstrate the need for services, return to work activities and costs. Regular information about costs incurred and anticipated costs of the worker's rehabilitation services will be provided to stakeholders. Costs will be documented in progress reports as outlined in *Standard 2.2*.

2.4 Travel

Travel will only be charged from closest destination to the service location. Where multiple cases are serviced, travel will be apportioned. Alternative consultation including video and audio conferencing will be considered where practicable when face-to-face contact is not essential.

2.5 Change in worker's capacity

When a change in a worker's capacity impacts their ability to undertake workplace rehabilitation activities, workplace rehabilitation providers will contact stakeholders within 3 days to discuss the changed capacity.

Any decision to suspend or reduce workplace rehabilitation will be agreed by stakeholders and documented on file.

2.6 Additional claim

When workers lodge an additional claim, both workplace rehabilitation cases will be managed concurrently. When one claim is finalised before the other, workplace rehabilitation providers will contact insurers or self-insurers to ascertain the remaining open claim entitlements.

2.7 Timeframes

Workplace rehabilitation providers will manage cases in a timely and responsive manner. When timeframes are unable to be met, stakeholders will be contacted to negotiate alternative arrangements. Reasons for decisions will be documented.

2.8 Complaint management

Workplace rehabilitation providers will have timely, fair and readily accessible internal processes for managing and resolving complaints. Complaints will be acknowledged by workplace rehabilitation providers within 3 days and resolved in a cooperative and consultative manner.

Need further assistance?



Check out our:

- *Guidelines to be approved as a Workplace Rehabilitation Provider*



Use our:

- Progress report template



Watch our:

- Conversation series: Insurers and self-insurers



Priority 3: Injury management

Workplace rehabilitation providers will work collaboratively and professionally with all stakeholders to set clear goals, deliver evidence-based individualised services to support timely and durable return to work.

Standards

3.1 Specific service referral

Workplace rehabilitation providers will:

- arrange for assessments to be completed within 7 days of referral
- provide assessment reports to stakeholders within 7 days of assessment completion.

Standalone assessment

When stakeholders are provided with the report, cases will be closed in WorkCover WA Online within 14 days of service completion. Insurers or self-insurers will enter a new referral into WorkCover WA Online within 7 days, when specific service referrals identify a rehabilitation program requirement.

3.2 Rehabilitation program referral

Workplace rehabilitation providers will initiate contact with workers, employers, insurers, treating medical practitioners and relevant stakeholders within 3 days of a rehabilitation program referral.

3.3 Initial assessment

Workplace rehabilitation providers will conduct an initial assessment within 7 days of referral. This includes meeting with workers and consultation with employers, treating medical practitioners and relevant stakeholders.

When an initial assessment does not proceed, workplace rehabilitation providers will document and communicate reasons for case closure to the worker and stakeholders. Referrals will be closed in WorkCover WA Online as 'Did not proceed' within 14 days.

3.4 Initial assessment report

The initial assessment report will be provided to stakeholders within 7 days of the initial assessment completion and outline planned actions.

Initial assessment reports will identify the required services and establish goals consistent with the return to work hierarchy (refer standard 3.6). Goals will be developed in collaboration with the worker and stakeholders.

When an initial assessment is completed but no further services are provided, referral will be closed in WorkCover WA Online as 'Did not proceed beyond initial assessment' within 14 days.

3.5 Service delivery plan

Workplace rehabilitation providers will develop a service delivery plan based on the initial assessment and stakeholder consultation.

Service delivery plans will be provided to workers, employers and insurers within 7 days of initial assessment completion. Service delivery plans will be approved and signed by workers to acknowledge their participation and involvement in the workplace rehabilitation program. Stakeholders will be offered 7 days to identify concerns with the service delivery plan.

Stakeholders will be consulted when estimated costs or timeframes in the service delivery plan may be exceeded.

3.6 Return to work hierarchy

Workplace rehabilitation providers will approach return to work in the context of the following hierarchy:

- same job, same employer
- different job, same employer
- same job, different employer
- different job, different employer.

Workplace rehabilitation providers will consult with stakeholders when the return to work goal is not determinable at either referral, or during the initial assessment.

3.7 Modify service delivery plan

Workplace rehabilitation providers will modify service delivery plans in consultation with stakeholders when return to work goals have changed. The modified service delivery plan will be agreed and provided to stakeholders within 7 days (refer standard 3.5).

3.8 Return to work program(s)

Workplace rehabilitation providers will develop or update a return to work program, within 3 days of the need being identified and all relevant information being obtained.

Workplace rehabilitation providers will collaborate with stakeholders to ensure the return to work program is based on:

- the worker's capacity
- the availability of suitable duties
- the worker's injury and any associated medical restrictions
- biopsychosocial and economic issues
- consistency with medical expectations and evidence based medical recovery timeframes.

Return to work programs will include goals, outcomes, clear milestones, expected duration, actions or interventions and the worker's documented agreement.

Consultation with treating medical practitioners will inform return to work program development. The return to work program will be consistent with medical certification and modified when certification changes. Return to work programs will be workplace based and include regular stakeholder review.

3.9 Monitor return to work program(s)

Workplace rehabilitation providers will use objective measures to regularly review rehabilitation goals, monitor return to work program progress, communicate with relevant stakeholders and document outcomes in the progress reports.

When return to work programs are unable to continue, workplace rehabilitation providers will contact stakeholders within 3 days.

3.10 Change in vocational goal

When a change in goal is identified, workplace rehabilitation providers will reassess the worker's needs and document the services required to achieve the new goal.

Workplace rehabilitation providers will identify alternative vocational options and facilitate suitable employment placement, when return to the pre-injury role is not possible.

Workplace rehabilitation providers will consider formal training after other return to work options have been pursued. Training will be in the context of future employment and subject to insurer approval.

3.11 Closure of rehabilitation cases

Workers return to work will be monitored for a minimum of 4 weeks upon achieving the workplace rehabilitation goal.

Rehabilitation cases will be closed when the monitoring period has been completed and the workplace rehabilitation goal has been maintained.

Rehabilitation cases will also be closed when the workplace rehabilitation is no longer appropriate.

Closure reasons will be documented (as outlined in WorkCover WA's *Closure reasons guideline*) and cases closed within 14 days in WorkCover WA Online.

Workplace rehabilitation providers will communicate in writing the reasons for closure to stakeholders. On request, a final report will be provided to stakeholders within 7 days.

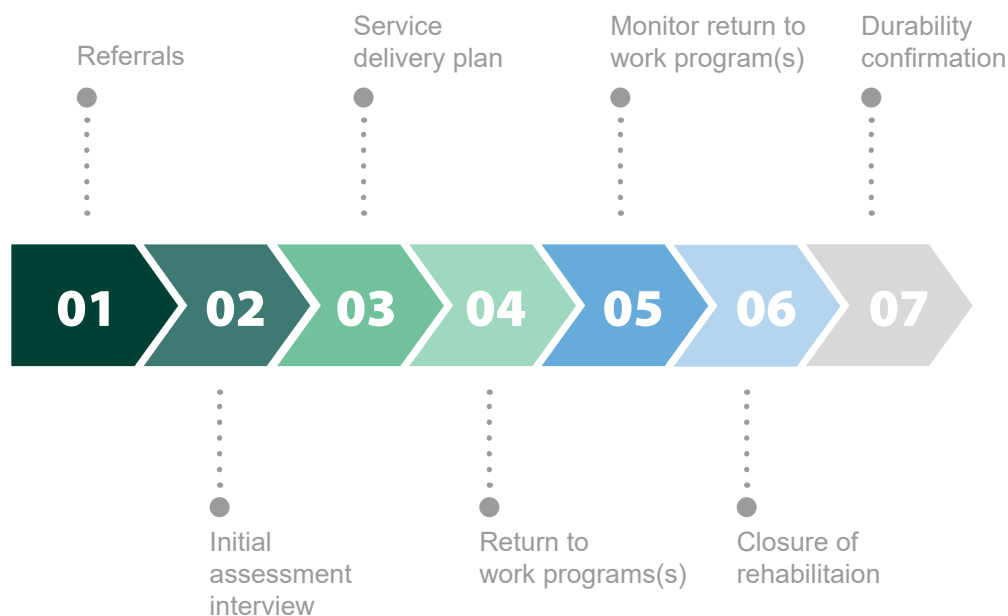
3.12 Durability confirmation

Workplace rehabilitation providers will confirm durability 13 weeks after the date the return to work goal is achieved.

Workplace rehabilitation providers will enter durability confirmation (at the end of the 13 week period) into WorkCover WA Online within 14 days. When workers leave employment and are not contactable, workplace rehabilitation providers will enter durability as 'not achieved'.

During the 13 week period, if workplace rehabilitation providers become aware intervention is required, approval will be sought from insurers or self-insurers to reopen the file. If services reopen and capacity is maintained, durability is not affected. If services reopen and capacity is not maintained, durability monitoring commences upon achievement of the return to work goal.

Stages of injury management



Need further assistance?



Check out our:

- Initial assessment report template
- Progress report template
- Closure report template



Use our:

- Form 310 Workplace rehabilitation referral
- Form 311 Service delivery plan
- Form 312 Workplace rehabilitation referral closure



Priority 4: Accountable performance

Workplace rehabilitation providers will collect and document information to be accountable for services provided and fees charged. Performance will be monitored by WorkCover WA and workplace rehabilitation providers will provide additional information on request.

Standards

4.1 Accountable services

Workplace rehabilitation providers will consult with stakeholders when estimated goals, costs or timeframes in the service delivery plan may be exceeded.

4.2 Return to work rate

Workplace rehabilitation providers are required to achieve a minimum return to work rate of 85% for cases involving the same employer and/or a minimum return to work rate of 65% for cases involving a new employer.

Return to work rate exclusions are outlined in WorkCover WA's *Closure reasons guideline*.

4.3 Capacity improvement

Workplace rehabilitation providers will improve work capacity from referral to case closure.

4.4 Durability rate

Workplace rehabilitation providers with a durability rate lower than the industry average for all return to work cases will be monitored by WorkCover WA.

4.5 Settlement rate

Workplace rehabilitation providers with a settlement rate greater than the industry average will be monitored by WorkCover WA.

4.6 Cost comparison

Workplace rehabilitation providers will be accountable for program costs. WorkCover WA will monitor workplace rehabilitation providers with an average overall program cost and individual service costs greater than the industry average.

4.7 Program duration

Workplace rehabilitation providers will be accountable for program duration. WorkCover WA will monitor workplace rehabilitation providers with average overall program durations greater than the industry average.

4.8 Case requirement

Workplace rehabilitation providers will manage at least 12 workplace rehabilitation cases annually.

4.9 End of service survey

Workplace rehabilitation providers will provide workers and employers with access to a standardised end of service survey.



Priority 5: Scheme regulation and administration

Workplace rehabilitation providers will comply with WorkCover WA's regulatory and administrative requirements.

Standards

5.1 Data quality

Workplace rehabilitation providers will maintain effective quality assurance systems for all data supplied to WorkCover WA. Data maintained by workplace rehabilitation providers and reported to WorkCover WA must be complete, accurate, timely and submitted in accordance with WorkCover WA specifications.

5.2 Invoices

Workplace rehabilitation providers will submit invoices for payment at least monthly and in accordance with the gazetted rate.

5.3 Professionalism

Workplace rehabilitation providers will act with integrity, diligence, transparency and confidentiality and comply with their professional code of conduct, standards and guidelines. Workplace rehabilitation providers will participate in professional development to maintain contemporary workplace rehabilitation practices.

5.4 WorkCover WA policy

Workplace rehabilitation providers will maintain knowledge of the Act and comply with all relevant policies issued by WorkCover WA.



Priority 6: Records management

Workplace rehabilitation providers will maintain records evidencing all key policies, processes and decisions.

Standards

6.1 Case management recordkeeping

Workplace rehabilitation providers will document:

- case management reports
- certificates of capacity
- communication
- complaints
- consent authority
- consultant qualifications and experience
- costs and invoices
- file and progress notes
- medical reports
- referrals
- supervision arrangements
- timeframes
- travel.

6.2 Injury management recordkeeping

Workplace rehabilitation providers will document:

- specific service referral
- rehabilitation program referral
- initial assessment interview
- service delivery plan and modifications
- relevant reports
- return to work programs
- change in goals
- closure of rehabilitation cases
- confirmation of durability.

6.3 Administrative expectations

Workplace rehabilitation providers will ensure:

- contact details are maintained on WorkCover WA Online
- case outcomes are entered in WorkCover WA Online
- record storage controls are documented
- compliance with the *Principles and Standards*
- reasons are documented (exceptional circumstances) where *Principles and Standards* cannot be met.

Glossary

Act <i>Workers' Compensation and Injury Management Act 1981 (WA)</i>	Insurer An insurer approved in accordance with the Act.	Workplace rehabilitation provider An organisation approved by WorkCover WA to provide workplace rehabilitation and support for workers to return to work.
Biopsychosocial A systematic model used to describe holistic elements of an assessment designed to understand the complex interactions of biological, psychological, social and economic aspects of health, injury, illness and health care delivery.	Referral Injured workers, employers or treating medical practitioners can initiate a referral to a workplace rehabilitation provider.	Workplace rehabilitation services Services used to identify and address risk factors which may impact a successful return to work, to translate functional gains into meaningful work, and provide evidenced-based advice on the best pathway to recovery and return to work.
Case Once a referral has been accepted.	Return to work Process of returning workers to the position held prior to injury, or to a new position the worker is capable of performing.	
Compensable injury An injury or illness determined to be work-related and may be compensated.	Return to work rate Number of workers returning to work as a proportion of finalised cases.	
Day A calendar day, unless otherwise stated.	Self-insurer An employer exempted from the obligation to insure.	
Durability Workers maintain their return to work for 13 weeks after the date the return to work goal is achieved.	Settlement rate Number of settlements recorded as a proportion of finalised cases.	
Durability rate Number of durable return to work as a proportion of finalised cases.	Stakeholder Includes brokers, employers, insurers, legal representatives, treating medical practitioners, peak bodies, registered agents, self-insurers, unions and workers.	
Employer An employer as defined in the Act, including a 'self-insurer', and if consistent with the context, the employer's authorised representative.	Worker A worker as defined in the Act, including an injured worker, following a work-related injury or illness, and if consistent with the context, the worker's authorised representative.	
Evidenced based An approach which integrates the best available research evidence with clinical expertise and patient values.	Workplace rehabilitation consultant Suitably qualified professional engaged to provide workplace rehabilitation services.	

Acknowledgements

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Chairperson, WorkCover WA

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