

Return to Work Case Conferences

fact sheet



Returning to work promptly and safely has positive health benefits for workers who have been injured in their workplace. Case conferences are an important step in supporting a worker to stay at or return to work after a workplace injury.

A case conference is a planned and collaborative approach to discuss a worker's recovery, capacity to work and to develop a 'Return to Work Program'.

A case conference can occur face to face by phone or teleconference between those involved in the rehabilitation process:

- worker
- employer
- doctor
- workplace rehabilitation provider
- insurer.

The kinds of issues that can be discussed at a case conference include:

- the worker's latest Certificate of Capacity
- the worker's progress and treatment plan
- the types of duties the employer can provide while the worker has work restrictions
- the workplace support the worker needs
- any modifications which may be required to the workplace or work equipment.
- the services which will be covered by the worker's claim and who will co-ordinate them.

Ask your insurer to organise a case conference if there are return to work issues to be discussed and agreed.

A successful case conference will

- be well planned
- define the issues to be discussed
- ensure all parties are respectful, actively participate and contribute to the discussions
- identify barriers to the worker returning to work
- discuss strategies to assist the worker returning to work
- set timeframes to monitor and review the worker's recovery and return to work.

Need further assistance?

WorkCover WA has a number of resources at workcover.wa.gov.au to help prepare and run a case conference.



Watch WorkCover WA's Case Conferences educational video



Watch WorkCover WA's Return to Work educational video



Use the Case Conference template to help plan and run a case conference and prepare a Return to Work Program

Case Conference Plan

Date	
Time	
Location	
Claim number	
Case conference organiser	

Attendees	Name	Contact details	Signature
Worker			
Employer			
Doctor			
Workplace rehabilitation provider			
Insurer			
Other			

Purpose of the Case Conference

Return to work

- Suitable duties
- Workplace modifications
- Work hours

Workplace rehabilitation

- Redeployment
- Job search
- Work trial
- Other

Activities/interventions

- Treatment plan
- Medical referrals/reports
- Other

Other (please list)

Agenda items (please list)

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Agreed action plan (please list)	By who	By when

Follow up Case Conference required

Yes

If so, when?

No

Return to Work Steps

