

Advanced Personnel Management

www.apm.net.au

early intervention injury
management



rehabilitation solutions

return to work planning



Overview

- Who is APM
- Legislative Changes
 - Section 220
- Accredited RTW programs
- How can we assist
- Program Approach
- Where to from here

Who is APM?

- APM commenced operations in 1994 and is one of the largest private sector Injury Management and Employment Services providers in Australia.
- Services are provided to public and private sector - government agencies, insurers, employers, & individuals
- APM has offices in every State and Territory, with extensive regional and rural service reach.
- Our Injury Management business now has around 200 staff across 30 office locations; plus visiting services.
- QLD – Brisbane, Townsville, Gladstone, Gold Coast, Emerald

Services

- Early Intervention
- Rehabilitation and Injury Management
- RTW planning and Re-deployment
- Claims management assistance
- CTP, Medico-Legal, Life Insurance
- Ergonomics and Worksite Assessments
- Manual Handling Training
- Pre-Employment Screening
- Functional Capacity Evaluations
- Vocational Assessments and Job Search
- Psychological Counselling
- EAP



Legislation

- Prior to the recent changes there was an obligation to ensure rehabilitation and RTW services were provided.
- Previously: (S 220 and 221)
 - At the end of the statutory claim (if the worker had not returned to work), the insurer had to notify the Authority and the Authority (QCOMP) was required to refer the worker to programs that may help the worker return to work
 - This was performed by QCOMP RTW Assist
- Now:
 - As a result of legislative RTW Assist program does not exist and the responsibility for organising an ‘accredited RTW program’ sits with the insurer.
 - The time for organising the program has moved from then end of the statutory claim to when a notice of claim has been lodged.

Section 220

- The changes in Section 220 state:
 - An insurer must refer a worker who has lodged a notice of claim to an accredited return to work program of the insurer, unless the insurer is satisfied that, as a result of the injury, the worker will not be able to participate in the program.
 - An ‘accredited return to work program’ means a return to work program managed by the insurer that is accredited by the Regulator.

What is 'an accredited program'

- Draft guidelines outline what is required (of the insurer) to meet the performance standards and measures of an accredited RTW program
- The draft document covers:
 - Policy and procedures
 - Planning considerations
 - Implementation
 - Measurement and evaluation
 - Review and improvement



Insurer

- It is the insurer's responsibility to facilitate opportunities for RTW by:
 - Having high standard policies and procedures
 - Well trained and knowledgeable staff
 - Educating stakeholders
 - Ensuring involvement of workplace representatives and
 - Liaising with allied health practitioners to achieve durable RTW outcomes.
- Assistance may be through the use of internal or external resources

Performance Requirements

Planning

- Identify claims that may require additional resources to achieve a RTW outcome
- Ensure insurer staff have skills/competencies in RTW – and access to providers to assist with specific services (eg vocational assessments, host employment, retraining)
- Engage the workplace in the RTW program

Implementation

- Implement RTW plans as required by legislation
- Show worker involvement and clear documentation
- Make fair and reasonable decisions
- Support efforts to find alternative employment
- Train insurer staff (RTW competencies)
- Maintain records

Return to Work

- The focus is on delivery of a return to work plan.
- The plan may include
 - vocational assessments,
 - re-skilling or retraining,
 - job placement,
 - host employment/work experience
 - or referral to state or federal government funded service provider
- As previously, there are obligations on the worker to participate in the program
 - S267 common law duty of mitigation

Where APM can assist

- The aim of RTW planning and support is to provide injured workers with a viable path to sustainable employment.
 - It is essential that the program include a robust assessment methodology and take into account the compliance obligations of the injured workers.
 - Where the worker may not wish to participate in the program it is important to provide clear documented evidence that the program was within the worker's capabilities and that employment opportunities would have been available at the end of the program.

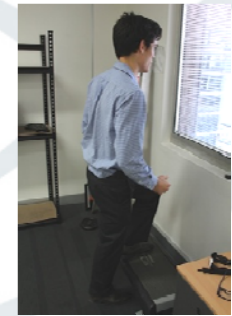
Our Approach

- Comprehensive assessment
 - Physical
 - Psychological
 - Social
- Client Engagement
 - Preparedness
 - Transition Planning
- Program Delivery
 - Job seeking and Job Placement
 - Retraining



Assessment

- Medical evidence
 - Current?
- Functional Capacity
 - PWPE
- Psychological factors
 - DASS
 - PANAS
- Other eg Pain behaviours
 - Oswestry
 - Orebro
 - FABQ



Vocational Direction

- Realistic options
- Analysis
 - past success and failures
- Aptitude and interest
- Labour Market
- Retraining options and availability
- Access to other programs
- Commercially viable
 - has to make sense to invest
- Sustainable



Barriers

- Typically rehabilitation and RTW programs have to address a wide range of barriers and other factors that may impact success.
 - Family and social support/Financial stressors/Pain behaviours/Unrealistic expectations/Legal issues
- Whilst these can't be ignored the focus of the program has to be on getting a RTW outcome.
 - i.e how we work with what we have

Program Delivery

- Simply doing up a CV and 'assisting' someone with job search (SEEK) doesn't deliver an outcome.
- APM works closely with Employers to develop relationships and create opportunities for work placements that lead to employment.
- Skilled staff; focus on engagement; change management
- Work preparation is multi faceted and aims to facilitate access to informal and formal job markets.
- Retraining options are researched and costed and recommendations made in the context of getting a positive outcome.



Communication

- Communication
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- Communication



Geographical Coverage

- Central multi disciplinary staffed offices in all capital cities and large regional centres.
- Smaller local offices and visiting services across all regions.
- Centralised specialist ESCs to assist with canvassing and job vacancies.
- Flexible delivery:
 - Eg specialist services face to face or using technology eg skype
- Staff supported by experts

Tailoring a solution

- Variable return on investment means variable budgets for RTW programs.
- Honest and open appraisal and determination of likelihood of success before investing.
- Local knowledge of the job market; and local contacts.
- Ability to cross refer to other employment programs as needed.

Commonwealth

- Some of you may ask why you wouldn't just hand over referral to a commonwealth funded employment service.
- To access any programs the individual must register with Centrelink.
 - Unlikely to receive payments and waiting periods for payment range from 1-13 weeks if you have more than \$5500 cash in the bank
 - They will be either be potentially DES eligible (based on assessment) or default into the general stream called JSA
- The individual has to be assessed as needing DES assistance (Centrelink administer a questionnaire called job Seeker Classification Instrument - JSCI)
 - If the assessment identifies potential barriers to work, the individual is referred for a JCA to determine how these barriers impact their capacity to work.
 - Not all JCA's will result in referral to DES.
 - If 'provider of choice' is at market share capacity referral may go somewhere else.
- Referrals to JSA usually commence in Stream 1, (low priority/low disability) and there is no obligation on providers to commence programs until after 13 weeks
 - It can be up to 12 months before true assistance is received in Stream 1 (dedicated consultant)
- Specialist providers – may be useful

Example – S 220 Referral

Background:

- R Ankle # Oct 2012
- L Tibia and Fibula # Motor accident Mar 2013
- Resigned from role and relocated to another town
- 15% impairment determined but refused lump sum offer and has since lodged notice of claim
- 33 years old; hasn't worked for over 12 months
- Electrician (mining)

Plan:

- Gain an understanding of the individual's injury and resulting functional abilities.
- Assess the individual's motivation, willingness and capacity to engage in a vocational program.
- Explore workplace history, education and transferable skills to identify suitable vocational options, including consideration of re-training alternatives.
- Structure a RTW program to meet the agreed objectives.

4 week progress

- The individual's solicitor was advised of the referral and from the initial telephone call, the client appeared motivated to engage in a vocational based program.
- Previous functional assessments had been completed and medical information was up to date. Medical/functional restrictions were not clear though and medical liaison was required.
- The focus was on identifying suitable vocational options factoring in a difficult labour market in the regional area in which this man resides.
- Due to current circumstances the client had no interest in further re-training and was keen to find work; potentially doing some additional training once employed.
- 4 possible job roles were identified but focus of job search was restricted to those needing no additional training.
- 4 potential employers have been sourced and one is keen to give the client a go on work trial. Work trial will commence with insurer/previous employer financial support

Things to consider

- Geography
 - Case was long term because IW had moved away from employment location
 - What are you able and willing to pay for?
- Multiple injuries
 - Work and non work related
- Insurance
 - What can you put in place to provide cover to facilitate work trials?
- Economics – have to make sense

For more information contact

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ADVANCED PERSONNEL MANAGEMENT

Referral Form for QLD WC Section 220

Email: injurymanagement@apm.net.au

| | | | |
|-----------------------------|----------------|------------------------|--|
| Referral Date | | Preferred APM Office: | |
| WORKER DETAILS | | | |
| Name | | Date of Birth | |
| Address | | | |
| Telephone (H) | | Telephone (M) | |
| Email | | | |
| Occupation | | Gender | |
| Claim Number | | Date Claim finalised | |
| INJURY DETAILS | | | |
| Nature of Injury | | Date of Injury | |
| Work Status | Working YES NO | (If yes) Hours Working | |
| (If no) Date ceased work | | Current Medical Status | |
| EMPLOYER DETAILS | | | |
| Company Name | | Industry | |
| Contact Name | | Telephone | |
| Email | | | |
| CLAIMS ADVISOR | | | |
| Name | | Telephone | |
| Address | | | |
| Email | | Fax | |
| TREATING DR | | | |
| Name | | Telephone | |
| Address | | | |
| Email | | Fax | |
| LEGAL REPRESENTATIVE | | | |
| Name | | Company | |
| Address | | | |
| Telephone | | Email | |
| DOCUMENTS | | | |
| Statutory File attached | YES NO | Other (please specify) | |
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