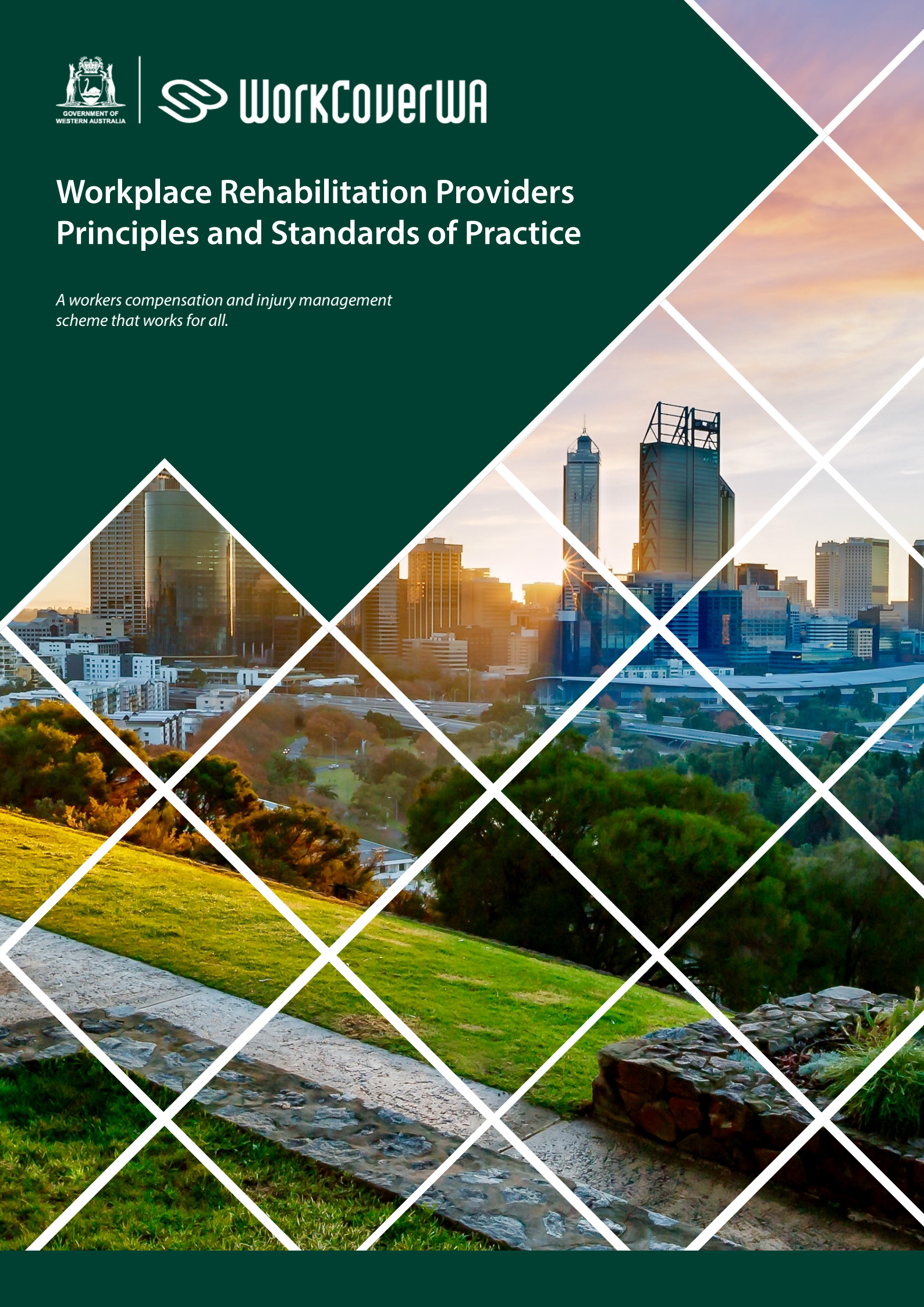




Workplace Rehabilitation Providers Principles and Standards of Practice

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





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Disclaimer

No part of this document limits, or is intended to limit, rights and obligations under the law.

To ensure compliance with legal obligations, refer to the *Workers Compensation and Injury Management Act 2023* (WA) (the Act) and associated legislation.

Version 2. July 2024.

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.



“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. 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 workplace rehabilitation providers and measure their success in meeting these expectations.

Chris White
Chief Executive Officer
WorkCover WA



Who does this product apply to?

These *Principles and Standards* apply to approved workplace rehabilitation providers who provide workplace rehabilitation services to workers in the Western Australian worker compensation scheme.

What we do

WorkCover WA is a statutory authority, accountable to the Minister for Industrial Relations, and responsible for ensuring the operation of an efficient and effective workers compensation and injury management scheme in Western Australia (the scheme).

WorkCover WA's role includes:

- monitoring compliance with legal and regulatory requirements for employers, insurers and others participating in or affected by the scheme
- educating the WA scheme participants about workers compensation and injury management
- providing an independent dispute resolution service
- providing strategic policy advice to government regarding workers compensation.

WorkCover WA's primary objective is to balance the interests of workers and employers and to ensure a "*workers compensation and injury management scheme that works for all*".

Standards of practice

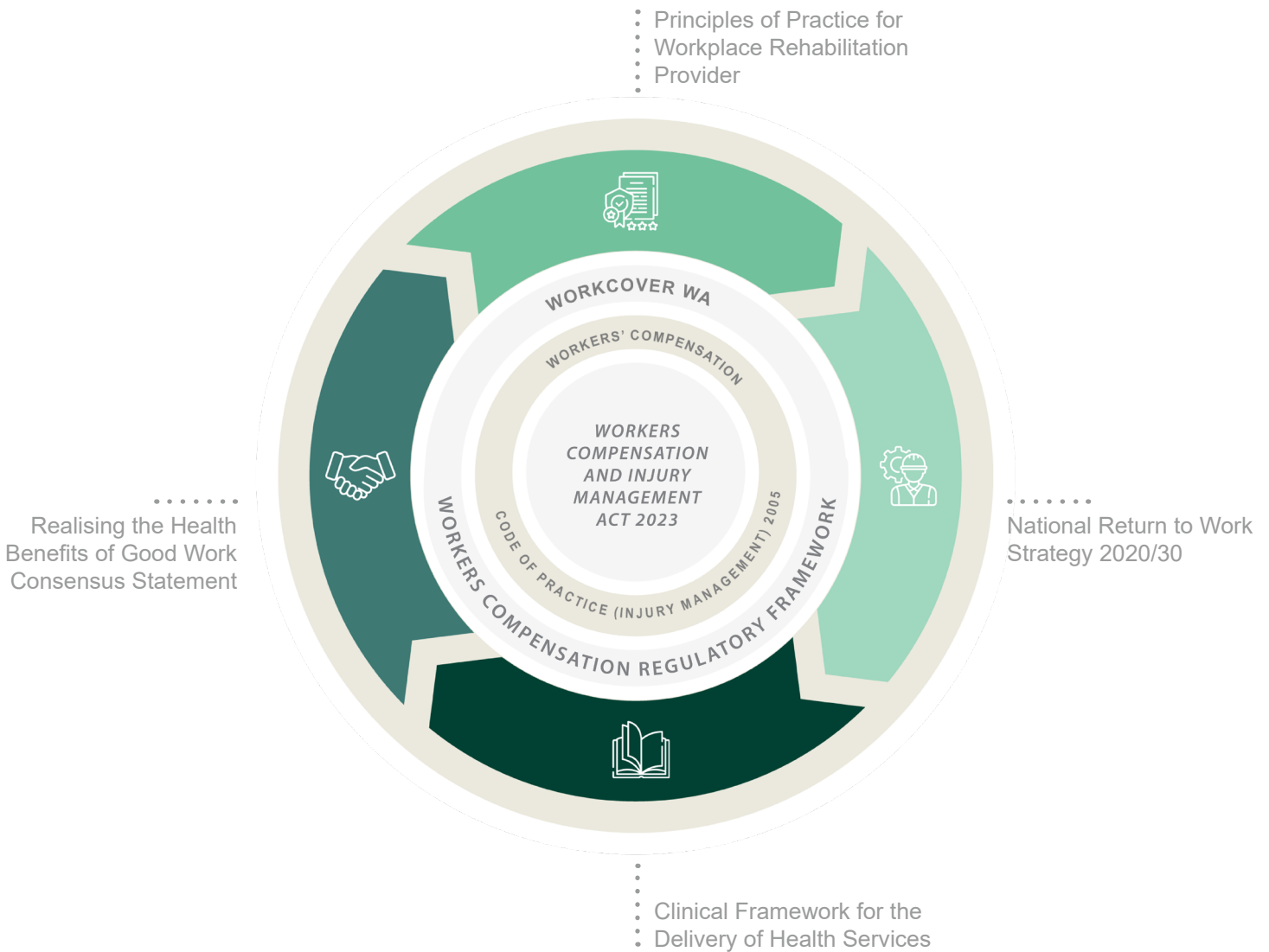
Clear guidance on service delivery expectations within each priority area.

Performance indicators

The measures used for monitoring standards of practice and delivery of outcomes.

Introduction

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.



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.

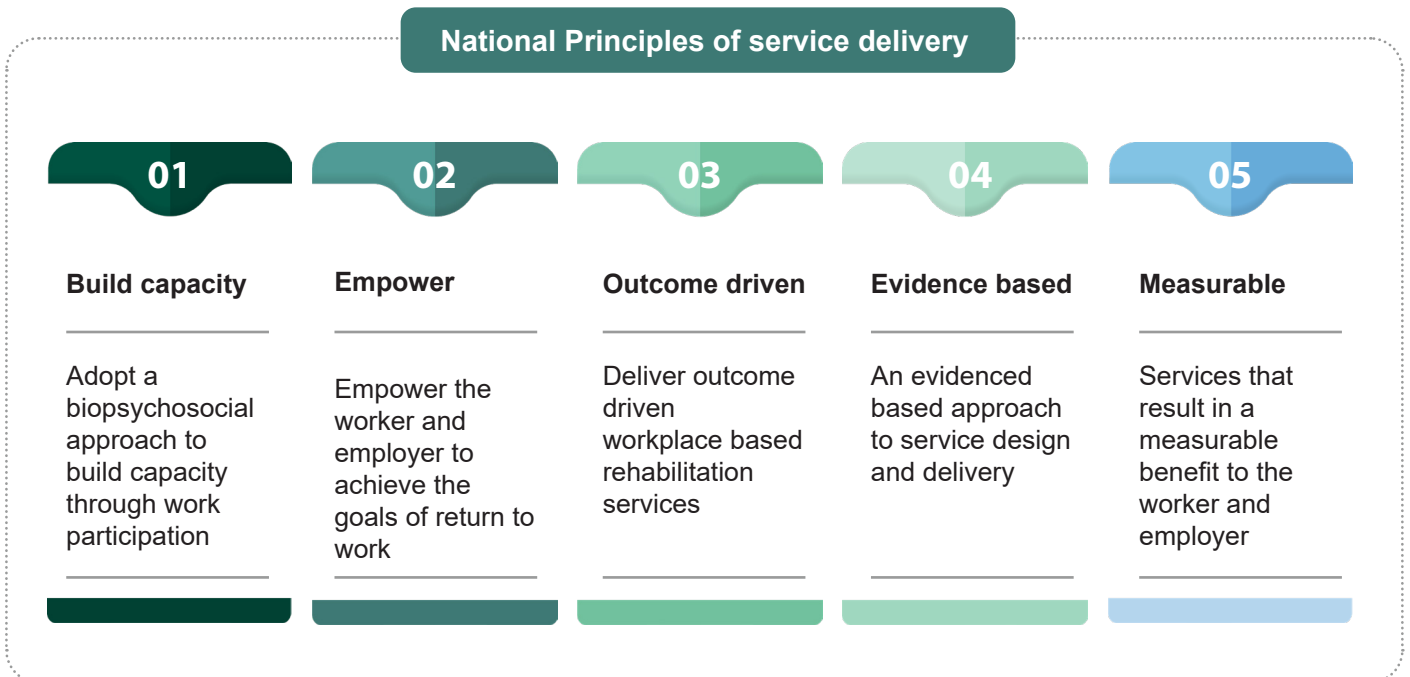
The *Regulatory Framework* outlines WorkCover WA's regulatory vision, principles, objectives, strategies and expected outcomes. It articulates tools used to regulate stakeholders, including advice and education activities, and enforcement and compliance initiatives. The *Principles and Standards* are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



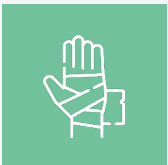
Priority 1: Worker and employer experience

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





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.



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.

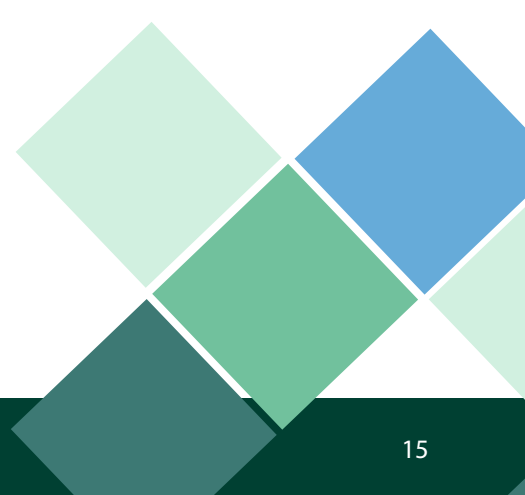
When return-to-work programs are unable to continue, workplace rehabilitation providers will contact stakeholders within 3 days.

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.

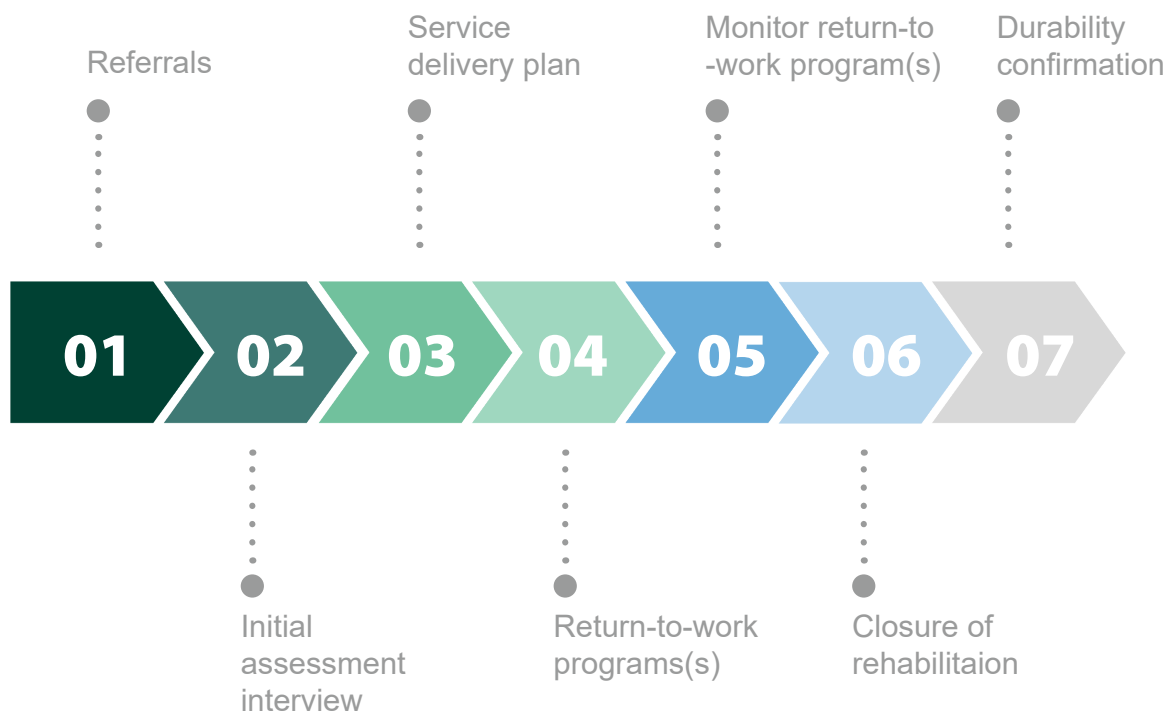
3.12 Durability confirmation

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





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 Ministerial Fee Order.

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 conditions of approval 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

Workers Compensation and Injury Management Act 2023 (WA)

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.

Case

Once a referral has been accepted.

Compensable injury

An injury or illness determined to be work-related and may be compensated.

Day

A calendar day, unless otherwise stated.

Durability

Workers maintain their return to work for 13 weeks after the date the return-to-work goal is achieved.

Durability rate

Number of durable return to work as a proportion of finalised cases.

Employer

An employer as defined in the Act, including a 'self-insurer', and if consistent with the context, the employer's authorised representative.

Evidenced based

An approach which integrates the best available research evidence with clinical expertise and patient values.

Insurer

An insurer who is licensed (inc. specialised insurers) by WorkCover WA to operate in the scheme in accordance with the Act, and an insurer's appointed representatives.

Referral

Injured workers, employers or treating medical practitioners can initiate a referral to a workplace rehabilitation provider.

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.

Return-to-work rate

Number of workers returning to work as a proportion of finalised cases.

Self-insurer

An employer exempted from the obligation to insure.

Settlement rate

Number of settlements recorded 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.

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.

Workplace rehabilitation consultant

Suitably qualified professional engaged to provide workplace rehabilitation services.

Workplace rehabilitation provider

An organisation approved by WorkCover WA to provide workplace rehabilitation and support for workers to return to work.

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.

Acknowledgements

WorkCover WA sincerely thanks members of the reference group who generously shared their knowledge, understanding and experience.

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Chairperson, WorkCover WA

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Representative of Unions WA

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WorkCover WA

Thanks are extended to all stakeholders who provided input into the *Principles and Standards* during community consultation.



Assistance

For further information about the standards or their application, contact WorkCover WA's Advice and Assistance Line on **1300 794 744**.



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