

ENGAGEMENT SUPPORT TEAM



The Engagement Support Team incorporates two streams which can work independently or together depending on the needs of the group portfolio and or an individual.

Here's a quick summary of our two streams:

CARE COORDINATION



Care Coordination supports workers who have a Declined or Reasonably excused Mental Health Claim, or those with a Work Capacity Decision resulting in reduction to nil.

Workers are connected with non-claim related supports to assist with treatment, employment, financial and other community services in line with their needs and goals.

This support aims to:

- Provide an empathetic and transparent approach to liability determination, and transition off benefits.
- Educate workers about tailored supports they can access outside of workers Compensation to minimise the likelihood of a request for review.
- Those who have had a reduction to nil can be linked to Career Coaching services following the closure of existing rehab, if they require further support to find employment.

CAREER COACHING



Career Coaching services are aimed at recognising workers' existing skills and strengths to find a role that aligns with these. These services are delivered in a flexible manner over the phone. The service is free of charge, and does not incur a claims cost.

Career Coaching services can be engaged for workers who:

- Are detached, or where the return to work goal is a new employer
- Have capacity for work
- Do not have an active rehabilitation service, or where rehabilitation services are not achieving outcomes

Workers will be connected with an experienced Job Coach who will provide tailored support as to appropriate vocation/job options, required job seeking tools and connection to the job market. The Job Coach will support in:

- Increasing capacity & Nominated Treating Doctor sign-off.
- Completing section 53s (where required, and following discussion with the CMS).
- Documentation such as Transferrable Skills Assessments & Labour Market Analysis. These can be used to complete work capacity decisions.