



WHS Training Specialists

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ADVANCED RETURN-TO-WORK COORDINATION COURSE

(A WorkCover NSW Workshop)

Background Information

The focus of this WorkCover workshop is on managing difficult cases where return to work is the plan but progress is being interrupted by disagreements or other problems. It contains notes and exercises common to all RTW Coordinators across all industries. Ideas for strategies and solutions will come from the group as well as the trainer.

Workshop Prerequisites

This WorkCover workshop is for Return-to-Work Coordinators and we recommend that attendees have at least 6 months experience before they attend.

Aim To improve the knowledge, skills and capacity of experienced RTW coordinators to facilitate an effective return to work for more complex return to work cases.

Content

Session One — Managing Complex Cases—Suitable Duties Dilemmas:

This covers the types of problems faced by RTW Coordinators in organising suitable duties.

Session Two — Strategic Case Management:

The emphasis in this session is identifying stages of decision making and the tasks to be completed at each stage of a complex case.

Session Three — Managing Complex Cases—Disputed Claims:

This session focuses on the strategies and structures in the WorkCover scheme that can be used for resolving disputed claims.

Session Four — Mapping:

This session introduces RTW Coordinators the negotiation skill of mapping, a useful technique for dealing with difficult situations where conflict is likely.

Session Five — Options for Permanently Partially Incapacitated Workers:

This session deals with the four main strategies for dealing with permanently partially incapacitated workers.

Session Six — Summary

Duration 1 day