

Workplace Rehabilitation Providers Tasmanian Requirements

**Accreditation Requirements
for Workplace Rehabilitation
Providers in Tasmania**

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Introduction

The WorkCover Tasmania Board promotes and supports effective injury management and a safe return to work as soon as possible for workers who become ill or injured at work.

Most people injured at work return to work within a few days, however those with more serious injuries may need help to recover and return to work. This process can be supported by workplace rehabilitation services.

Workplace rehabilitation uses work as part of a worker's therapy and recovery. Through timely intervention, involving an individualised assessment, suitable work becomes part of the pathway to recovery.

WorkCover Tasmania accredits workplace rehabilitation providers (WRPs) to assist employers and workers with return to work processes. They help workers get back to work, or to stay at work while they recover from a serious work-related injury or illness by providing expert advice and workplace rehabilitation services.

WRPs and workplace rehabilitation services

A 'WRP' means an organisation that is accredited under the *Workers Rehabilitation and Compensation Act 1988* (the Act) to provide workplace rehabilitation services.

The organisation may be a corporation, partnership, sole-trader or some other type of business with an Australian Business Number (ABN).

Workplace rehabilitation services are prescribed under section 3 of the Act as:

- initial workplace rehabilitation assessment
- assessment of the functional capacity of a worker
- workplace assessment
- job analysis
- advice concerning job modification
- rehabilitation counselling
- vocational assessment.

These services are specialised and must be delivered by people who are competent and qualified health professionals.

WRPs engage health professionals such as occupational therapists, physiotherapists, psychologists or rehabilitation counsellors with expertise to:

- identify and address biological, psychological and socio-economic risk factors and workplace barriers which may impact a successful return to work
- to translate functional gains into meaningful work
- provide evidence-based advice on the best pathway to recovery and return to work.

WRPs engage with the worker's treating providers and help inform treatment plans, providing insights into the working environment that enable work to be used as therapy.

Under section 77A of the Act, WRPs are not to deliver prescribed workplace rehabilitation services in the Tasmanian workers compensation and rehabilitation scheme unless the provider has been accredited by WorkCover Tasmania.

Under Tasmania's workers compensation laws, workplace rehabilitation does not include:

- work conditioning
- treatment (including therapeutic counselling)
- overseeing/monitoring of an injured worker's treatment
- determining a worker's ongoing entitlements
- claims management
- assessment of daily living.

Accreditation of WRPs

Section 77 of the Act provides WorkCover Tasmania with powers to regulate, approve and revoke accreditation for WRPs to operate in the Tasmanian workers compensation scheme.

Applications are assessed against Approval Criteria and Conditions of Accreditation

The criteria and conditions are derived from the [Heads of Workers' Compensation Authorities \(HWCA\): Principles of Practice for Workplace Rehabilitation Providers \(the Principles of Practice\)](#).

These are subject to any amendments stipulated in WorkCover Tasmania's 'Accreditation Requirements for Workplace Rehabilitation Providers in Tasmania' (the Tasmanian Requirements).

The Principles of Practice guide WRPs in delivering quality workplace rehabilitation services to workers with a compensable injury. The Principles also align with the evidence base that good work is not only good for health and wellbeing but that long-term absence from work has a negative impact on physical and mental health. The evidence also supports the value of work as part of recovery and not just as the end goal of rehabilitation (see [the Royal Australasian College of Physician's information on the health benefits of good work](#)).

Organisations should read the Principles of Practice and the Tasmanian Requirements prior to making an application to WorkCover Tasmania to become an accredited WRP in Tasmania.

WRPs approved in other states must complete WorkCover Tasmania's application form and satisfy all requirements to be accredited in Tasmania. WorkCover Tasmania does not recognise cross-jurisdictional approvals.

Approval Criteria

The Approval Criteria is derived from the Principles of Practice: Part 2 – Principles of Administration, relating to competent and qualified professionals and appropriate governance processes.

Principles of Administration

WRPs must demonstrate how they will comply with the HWCA Principles of Practice: Part 2 – Principles of Administration, relating to the competence and qualifications of individuals delivering workplace rehabilitation services and governance processes.

Principles six and seven are the administrative principles and these are the core criteria for approval.

A summary of the administrative principles and WorkCover Tasmania's expectations is given below. However, you will need to read HWCA's Principles of Practice for the full descriptors when preparing your application for approval.

Principle six: Competent and qualified professionals

Individuals providing workplace rehabilitation services must:

- maintain an applied knowledge of the Principles of Practice and the *Workers Rehabilitation and Compensation Act 1988*
- maintain relevant professional registration, membership or accreditation with their professional association
- participate in ongoing professional development
- have effective communication skills
- operate ethically and comply with the standards, guidelines and codes of their profession.

Individuals must also have a minimum of 12 months or more of recent experience (that is within the last 5 years) delivering workplace rehabilitation services. Where an individual has less than 12 months' experience a comprehensive induction and learning plan must be completed with at least 12 months' supervision.

Supervision plans are also required for:

- individuals returning to practice after an absence of greater than five years, and
- individuals with a significant change to their scope of practice.

The supervision practice plan should be the plan submitted to the individual's professional membership/association or employing organisation.

In the event that a professional association or employing organisation does not have a supervision framework, a WorkCover Tasmania supervision practice plan template should be used.

Supervision must be provided by someone who has the appropriate skills to do so.

This must be a person with at least 12 months or more recent experience (that is within the last five years) delivering workplace rehabilitation services. This is likely to be either:

- a person where the individual under supervision works, that is, at an accredited workplace rehabilitation provider organisation, or
- a member of their professional association, for example, Australian Society of Rehabilitation Counsellors (ASORC) supervision plans must be supervised by a full ASORC member, or
- for a sole practitioner, this will be either a member of their professional association or an external person with recent experience delivering workplace rehabilitation services.

A copy of the supervision practice plan agreed upon with the individual's professional association, employing organisation, or external supervisor must be provided to WorkCover Tasmania.

WorkCover Tasmania may request evidence of supervision plans as part of the WRP's annual self-reporting submissions or during periodic audits.

Principle seven: Appropriate governance processes

WRPs must have systems to ensure:

- customer focused service delivery,
- conflicts of interests are identified and appropriately managed
- malpractice is prevented, managed and reported.

WRPs must collect data to undertake reporting and analysis against WorkCover Tasmania requirements, and co-operate with WorkCover Tasmania in performance and compliance assessments.

WRPs must meet relevant state and commonwealth legislative requirements for operating a business, including relevant records management, privacy, and confidentiality.

WRPs must have appropriate insurances, such as professional indemnity, workers compensation and public liability, and an appropriate level of financial administration.

The WRP's facilities at all locations where services are delivered must provide an accessible and appropriate environment for workers, staff and visitors and comply with local workplace health and safety legislation.

In particular, WRPs must have at least one person in its management structure with a relevant qualification recognised as satisfying the requirements of delivering workplace rehabilitation services and who can demonstrate at least five years' relevant and recent workplace rehabilitation experience.

This person is responsible for managing staff (including contractors) that deliver workplace rehabilitation services to ensure:

- individuals delivering workplace rehabilitation services are competent and qualified (as described in principle six and the Tasmanian Requirements)
- individuals undergoing comprehensive induction and learning plans are receiving ongoing support, and that appropriate and regular supervision is occurring
- individuals are assigned services that they are qualified and competent to deliver
- individuals have a manageable workload
- individuals have current checks and clearances (police, security, work health and safety, and working with vulnerable people) appropriate for the worker and employer requirements.

Sole practitioners or an organisation that does not employ other staff or contractors to deliver workplace rehabilitation services do not need to demonstrate at least five years' relevant workplace rehabilitation experience.

However, sole practitioners must be able to demonstrate that they are able to comply with all other elements of principles six and seven.

Modifications of relevant professions and eligibility requirements

WorkCover Tasmania has modified the list of relevant professions and registration and membership levels listed in HWCA's Principles of Practice to also include:

- Chiropractor – registered with the Australian Health Practitioner Regulation Agency (AHPRA)
- Osteopath – registered with AHPRA
- Speech Pathologist – accredited with Speech Pathology Australia
- Psychologist – with provisional registration
- Rehabilitation Counsellor – with Associate membership of Australian Society of Rehabilitation Counsellors (as a pathway towards full membership).

For a full list of the professional groups recognised by the Tasmanian accreditation framework, refer to Appendix A.

It is also important to note that in Tasmania, workplace rehabilitation services may only be delivered by **designated** professional groups, refer Appendix B.

An explanation of each of the prescribed workplace rehabilitation services is available at Appendix C.

Registration to Work with Vulnerable People (RWVP)

WRPs are reminded that individuals delivering a child health service or child health program, that is for workers under the age of 18, **must** have a Tasmanian Registration to Work with Vulnerable People. This is a legislated requirement under the [Registration to Work with Vulnerable People Act 2013](#) (RWVP Act) and the [Registration to Work with Vulnerable People Regulations 2014](#).

WorkCover Tasmania also encourages individuals delivering a health service or health program for vulnerable adults to hold a Registration to Work with Vulnerable People. As an employer you may require an employee to hold a Registration under section 9 of the RWVP Act.

WRPs must also have Tasmanian Registration to Work with Vulnerable People if delivering a health service or health program for workers that receive funding under the National Disability Insurance Scheme (NDIS) regardless of their age.

See the [Consumer, Building and Occupational Services](#) website for information on working with vulnerable people.

Conditions of Accreditation

The Conditions of Accreditation are derived from the Principles of Practice: Part 1 – Principles of Service Delivery, relating to the expectations of quality service delivery.

An organisation must agree to adhere to the Conditions of Accreditation to be approved as an accredited WRP.

Principles of Service Delivery

WRPs must agree to deliver services in accordance with the HWCA Principles of Practice: Part 1 – Principles of Service Delivery, relating to the expectations of quality service delivery.

A summary of the service delivery principles and WorkCover Tasmania's expectations is given below. However, you will need to read HWCA's Principles of Practice for the full descriptors when preparing your application for accreditation.

Principles one: Adopt a biopsychosocial approach to build capacity through work participation

WRPs are to adopt a biopsychosocial approach to build capacity through work participation. WRPs must identify risks and needs when planning interventions including:

- identifying the biological, psychological and socio-economic risk factors and barriers to return to work
- developing and using of strategies to address biopsychosocial risk factors.

WRPs are to build capacity through work when they:

- collaborate with the worker and the support team
- provide independent, timely and evidence-based advice
- assist the employer and treating providers.

Principle two: Empower the worker and employer to achieve the goals of return to work

WRPs are to empower the worker and the employer to achieve return to work goals by supporting and motivating the worker and employer to be actively involved in the process.

Principle three: Deliver outcome driven workplace-based rehabilitation services

WRPs are to identify individually tailored goals, and support these goals to be cost effective by ensuring:

- objective information is collected from the worker
- treating providers are engaged early
- processes are in place where goal achievement is slow, absent or where there is no capacity for work
- return to work strategies are realistic and meaningful.

Principle four: An evidence-based approach to service design and delivery

WRPs are to apply contemporary and evidence-based best practice. They must:

- maintain knowledge of industry trends
- use assessment and reviews to demonstrate the need for intervention
- exercise good judgement in providing services.

Principle five: Service that results in a measurable benefit to the worker and employer

WRPs must deliver services that result in a measurable benefit to the worker and employer. HWCA's Principles of Practice says WRPs must use objective measures to:

- track and evaluate recovery and return to work outcomes
- measure progress against goals
- communicate progress with the worker
- terminate services in a timely manner
- ensure the durability of goal attainment.

WorkCover Tasmania Standards of Practice

WRPs must meet any minimum performance and service standards as defined by the WorkCover Tasmania Board.

WorkCover Tasmania requirements

Fees for services

WorkCover Tasmania does not set rates for workplace rehabilitation services or allied health services. However, under section 75 (2A) of the Act, a provider must not charge a fee that is higher than what they would normally charge for that service if that service were provided for a matter not connected with a claim for workers compensation.

Invoicing and service codes

WRPs must invoice insurers using WorkCover Tasmania's service codes for the specific workplace rehabilitation services provided (refer to Appendix D). This will improve the quality of data collected by WorkCover Tasmania. Data collected is used by WorkCover Tasmania for industry and trend analysis.

Annual self-reporting

WRPs must submit reports to WorkCover Tasmania, as requested, including but not limited to:

- an updated staff details form
- an annual report summarising or declaring:
 - activities undertaken in the last 12 months
 - feedback and complaints raised, and action taken
 - conflict of interest matters
 - privacy breaches
 - cyber breaches
 - ethical issues
 - adherence to the HWCA Principles of Practice
- continuous improvement or corrective action plans and reports
- a Statement of Commitment to the Approval Criteria and Conditions of Accreditation

WRPs must use WorkCover Tasmania templates, where they are provided, for their reports.

Audits

WRPs must participate in periodic audits undertaken by WorkSafe Tasmania staff (on behalf of WorkCover Tasmania) to demonstrate conformance with the Approval Criteria and the Conditions of Accreditation.

Consideration may also be given to reviewing provider performance by reviewing and analysing:

- data from the WorkCover Information Management System (including duration and cost)
- complaints records
- self-reports submitted by the WRP
- corrective action plans and reports resulting from the provider's self-reporting or WorkCover Tasmania audits
- information supplied to WorkCover Tasmania.

The information will identify trends across the Tasmanian workers compensation system, and identify individual providers performing outside the workplace rehabilitation industry standard. Trend data will assist WorkCover Tasmania to determine possible initiatives to improve the workers compensation system and to identify practices that are working well.

Information about individual provider performance may trigger further investigations by WorkCover Tasmania through interviews with insurers and the provider, and/or may initiate a periodic or exception evaluation being arranged to assess the provider's conformance with the Approval Criteria and Conditions of Accreditation.

Record keeping

WRPs must keep records to demonstrate ongoing compliance with the Approval Criteria and the Conditions of Accreditation, and make information available to WorkCover Tasmania upon request.

Customer feedback and complaints management

WRPs must have systems in place for customers or clients to easily provide feedback and lodge complaints.

WRPs must have timely and consistent processes for managing and resolving complaints, and should also look to identify any trends and be proactive in eliminating any causes for complaint.

Application process

WorkSafe Tasmania staff process applications on behalf of WorkCover Tasmania.

To apply to be a WRP you must submit a completed application to workcover.tasmania@justice.tas.gov.au.

Application forms are available on the WorkSafe Tasmania website.

Fees

WorkCover Tasmania does not charge a fee for applications.

Applying to be an accredited WRP

Part A: Applicant's Details

Applicants must provide:

- business ownership details
- name and contact details of referees
- statements relating to conflicts of interest
- information about any current or previous professional misconduct or criminal proceedings against the organisation or individuals working for the organisation
- copies of relevant insurance policies

Part B: Approval Criteria and Conditions of Accreditation

Applicants must provide a succinct statement demonstrating how it will conform to WorkCover Tasmania's Approval Criteria and Conditions of Accreditation.

An application must include:

- a completed staff details sheet
- evidence of a relevant qualification and at least five years' recent experience delivering workplace rehabilitation services for at least one person in its management structure
- evidence of membership, registration, or accreditation with a professional group recognised by the framework for each individual delivering workplace rehabilitation services
- evidence of 12 months or more experience for each individual delivering workplace rehabilitation services
- copies of approved supervision plans for individuals without 12 months or more experience delivering workplace rehabilitation services

Part C: Statement of Commitment to the Approval Criteria and Conditions of Accreditation

Applicants must sign a Statement of Commitment to the Approval Criteria and Conditions of Accreditation (refer to Appendix E). The statement outlines WorkCover Tasmania's expectations and includes the WRP's acceptance that WorkCover Tasmania may withdraw accreditation where requirements are not met.

Part D: Consent to collect, disclose and release information

Applicants must sign a consent for WorkCover Tasmania to collect, disclose and release information with other jurisdictional workers compensation authorities.

Providing false or misleading information is a serious offence and will nullify any current application or WRP's Instrument of Accreditation.

WorkCover Tasmania may also liaise with other workers compensation authorities, where the WRP delivers workplace rehabilitation services, to exchange information about the application.

Assessment of application

An application will be approved if the applicant meets the Approval Criteria and is able to demonstrate the organisation's capacity to meet the ongoing Conditions of Accreditation.

If further information is needed to assess the application, then the applicant will be given an opportunity to provide further information.

If an application is unsuccessful, the applicant will be advised of the reasons in writing. An organisation that has been unsuccessful in their application will not be eligible to apply for accreditation until they can demonstrate that the reasons for non-approval no longer exist.

If an application is successful, an Instrument of Accreditation will be issued.

Approved applicants

Accredited WRPs and the prescribed services for which the organisation has been approved will be listed on the WorkSafe Tasmania website.

Duration of accreditation

Accreditation commences on the day on which it is granted and remains in force until it is revoked, suspended or surrendered.

Renewal is not required in Tasmania.

Complaints handling and investigations

Complaints about a WRP

A complaint about a WRP can be lodged via the [Feedback form](#) on the WorkSafe Tasmania website or via email to workcover.tasmania@justice.tas.gov.au.

The accreditation framework has a complaints handling process that aims to be a transparent, balanced and timely process for all parties involved.

On receipt of a complaint, WorkSafe Tasmania staff may (where appropriate) ask the complainant:

- if they have already discussed the matter directly with the individual or WRP organisation to try and resolve the matter
- if they have already discussed the matter with the injury management co-ordinator to see if they can resolve the issue
- what they would like WorkSafe Tasmania to do with the feedback, that is:
 - nothing, for information only
 - investigate
 - provide assistance

If the complainant would like the matter investigated then WorkSafe Tasmania staff would (where appropriate):

- obtain the complainant's consent to raise their complaint with the WRP and other relevant parties
- notify the WRP of the complaint and ask the WRP to review the complaint in line with their complaint handling and dispute resolution processes (if this hasn't already occurred)
- inform the appointed injury management co-ordinator to see if they can resolve the issue

If the injury management co-ordinator identifies concerns about a WRP's compliance with Professional Standards or the Conditions of Accreditation, or a breach of the *Workers Compensation and Rehabilitation Act 1988* then the injury management co-ordinator will refer the matter back to WorkCover Tasmania to direct the complaint to the appropriate person or body to investigate depending on the nature of the complaint:

- complaints about a WRP's behaviour or standards of professional practice will be referred to the individual's professional association relevant to their membership, accreditation or registration
- complaints about potential breaches of the *Workers Compensation and Rehabilitation Act 1988* may be investigated by WorkSafe Tasmania inspectors
- complaints about potential breaches of a WRP's conditions of accreditation or non-compliance with the Principles of Practice will be investigated by WorkSafe Tasmania staff and referred to WorkCover Tasmania depending on the circumstances.

WorkSafe Tasmania staff will review the complaint and responses provided and determine the full details of the complaint and appropriate action, if any, and advise all parties. The insurer/employer will also be advised of the complaint and final outcome.

If a complainant's consent is not obtained, then no further action can be taken about that complaint. However, the complaint will be recorded against the WRP on WorkSafe Tasmania's complaints register, which is reviewed regularly for themes and emerging trends.

Complaints and complaints management are considered by WorkSafe Tasmania staff as part of its evaluation of a WRP's conformance with their Conditions of Accreditation.

Investigation and disciplinary action

Where a review or investigation undertaken by or on behalf of WorkCover Tasmania reveals a breach of the Criteria for Approval or Conditions of Accreditation, WorkCover Tasmania will take action depending upon the nature and severity of the breach.

These actions may include:

- issuing a warning letter and corrective actions
- convening a counselling interview
- convening a 'show cause' interview
- suspending a provider's accreditation
- cancelling a provider's accreditation

Surrender, suspension or revocation of accreditation

Surrender of accreditation

WRPs may surrender their accreditation at any time. This must be in writing and addressed to WorkCover Tasmania by email to workcover.tasmania@justice.tas.gov.au.

WRPs must detail any active workplace rehabilitation referrals or cases, including any arrangements made for these referrals or cases.

Revocation or suspension of accreditation

WorkCover Tasmania may revoke or suspend a WRP's accreditation, if it is satisfied that the WRP has failed to comply with the Act or any of the WorkCover Tasmania's requirements, and the failure constitutes a substantial breach of the Act or those requirements.

Grounds for cancellation of a provider's Instrument of Accreditation may include, but is not limited to:

- not conforming to the Approval Criteria or Conditions of Accreditation
- not meeting minimum performance measures, if any, associated with the Conditions of Accreditation
- failure to maintain staffing with qualifications at levels that enable appropriate service provision
- not advising WorkCover Tasmania of a change of business arrangements that may impact on accreditation under the Conditions of Approval
- making false declarations
- criminal conviction
- financial impropriety
- professional misconduct
- evidence of a serious health and safety risk to, or coercion of, injured workers
- demonstrated conflict of interest.

Where a provider has failed to meet the Approval Criteria or Conditions of Accreditation and then failed to address its non-conformance, WorkCover Tasmania will advise of its intention to revoke or suspend the WRP's accreditation in writing, explaining the reasons for this decision and the appeals process. WRPs whose accreditation is cancelled must co-operate in the transfer of current cases to another WRP.

Contact us

For further information:

- call 1300 366 322
- email workcover.tasmania@justice.tas.gov.au
- go to the WorkSafe Tasmania website at www.worksafe.tas.gov.au

Appendix A: Professional associations

Individuals that deliver workplace rehabilitation services must acquire and maintain **full membership, accreditation, or registration** with one of the following professional associations or Australian Health Practitioners Regulation Agency (AHPRA) registration boards:

Professional association or registration board	Membership, accreditation or registration
Australian Association of Social Workers	Full membership
Australian Society of Rehabilitation Counsellors	Full membership
Chiropractic Board of Australia	AHPRA registration
Exercise and Sports Science Australia	Accredited Exercise Physiologist (AEP)
Medical Board	AHPRA registration
Nurses Registration Board	AHPRA registration
Occupational Therapy Board of Australia	AHPRA registration
Osteopathy Board of Australia	AHPRA registration
Physiotherapy Board of Australia	AHPRA registration
Psychology Board of Australia	AHPRA registration
Rehabilitation Counselling Association of Australasia	Full membership
Speech Pathology Australia	Full membership

Individuals may also deliver workplace rehabilitation services if they have one of the below 'levels' of membership or registration.

However, individuals **must progress to full membership or registration** within the time limits set by the relevant professional association or registration board.

Professional association or registration board	Membership, accreditation or registration
Australian Society of Rehabilitation Counsellors	Associate membership <i>in supervision</i>
Psychology Board of Australia	AHPRA provisional registration <i>individuals are undertaking supervised practice or internship</i>
AHPRA	Limited registration for postgraduate training or supervised practice, relevant to overseas applicants

Appendix B: Designated professions allowed to deliver specific workplace rehabilitation services

In Tasmania, **only** designated professional groups can deliver specific workplace rehabilitation services. These are listed in the table below.

Workplace rehabilitation services	Qualification/profession
Initial workplace assessment	<ul style="list-style-type: none"> • Chiropractor • Exercise Physiologist • Medical Practitioner • Nurse • Occupational Therapist • Osteopath • Physiotherapist • Psychologist • Rehabilitation Counsellor • Speech Pathologist • Social Worker
Functional capacity assessment	<p>Physical components:</p> <ul style="list-style-type: none"> • Chiropractor • Exercise Physiologist • Occupational Therapist • Osteopath • Physiotherapist <p>Psychological components:</p> <ul style="list-style-type: none"> • Occupational Therapist • Psychologist
Workplace assessment	<p>Physical components:</p> <ul style="list-style-type: none"> • Chiropractor • Exercise Physiologist • Occupational Therapist • Osteopath • Physiotherapist <p>Psychological components:</p> <ul style="list-style-type: none"> • Occupational Therapist • Psychologist • Rehabilitation Counsellor • Social Worker
Job analysis	<p>Physical components:</p> <ul style="list-style-type: none"> • Chiropractor • Occupational Therapist • Osteopath • Physiotherapist

	<p><i>Psychological components:</i></p> <ul style="list-style-type: none"> • Occupational Therapist • Psychologist • Rehabilitation Counsellor • Social Worker
Advice concerning job modification	<ul style="list-style-type: none"> • Chiropractor • Medical Practitioner • Nurse • Occupational Therapist • Osteopath • Physiotherapist
Rehabilitation counselling	<ul style="list-style-type: none"> • Psychologist • Rehabilitation Counsellor • Social Worker
Vocational assessment	<ul style="list-style-type: none"> • Psychologist • Rehabilitation Counsellor • Social Worker

Appendix C: Definitions of prescribed workplace rehabilitation services

Initial workplace rehabilitation assessment

Service description

Examining the worker's injury, usual job and duties, current medical situation (including psychosocial factors), education, employment history and workplace factors to determine, and establish a plan to address the worker's and employer's rehabilitation needs.

Activities

- Assessing the worker's and employer's needs.
- Consulting with the medical practitioner and treating professionals.
- Making workplace visits to identify/negotiate suitable duties, and develop an injury management plan where a specific workplace assessment is not indicated.

Functional capacity assessment

Service description

Objectively measuring the injured worker's existing work capacity against specific and relevant work demands. In assessing function, the worker's skills and abilities are implicitly evaluated.

Known predictors of return to work outcomes must be incorporated to maximise the functional assessment's contribution to the return to work process.

A functional assessment can be performed as a stand-alone assessment or as a component of a workplace assessment.

Activities

- Identifying the worker's current work capacity to develop individualised pre-injury/suitable duties or alternate vocational options.
- Providing a safe upgrading commensurate with improving work capacity.
- Discussing with the nominated treating medical practitioner to encourage appropriate medical certification and more precise workplace capacities and restrictions.
- Identifying suitable alternative duties.
- Establishing a vocational goal, if a worker is unable to return to their pre-injury job.
- Identifying any return to work barriers (including sub-maximal effort).

Workplace assessment

Service description

The worker must participate in the workplace assessment. The assessor must determine if the proposed duties are within the worker's current work capacity and that the worker can perform all proposed duties safely.

The purpose of the workplace assessment is to design an injury management plan that is precisely matched to the worker's current work capacity, providing for safe upgrading of duties commensurate with improving capacity. A workplace assessment would necessarily include

components of a functional assessment to determine capacity for relevant work tasks.

A workplace assessment includes:

- the worker performing the relevant work tasks
- components of a functional assessment to determine capacity for relevant work tasks.

The workplace assessment findings are discussed with the nominated treating medical practitioner to assist appropriate certification and consistency with the injury management plan.

Activities

- Identifying the critical physical, psychological, social, environmental and organisational demands and risk factors of all relevant work tasks.
- Determining the employer's capacity and willingness to offer suitable alternative duties.
- Facilitating a job match of the injured worker's functional capacity with appropriate components of the pre-injury job or other suitable duties.
- Identifying methods of temporarily or permanently modifying/mitigating the work demands to facilitate a safe return to work.
- Identifying suitable alternative duties that will increase the worker's tolerances and work capacity.
- Making workstation assessments.

Job analysis

Service description

Analysing the critical physical and psychological demands of a task or occupation to ascertain if they are within the worker's capacity and if any accommodations need to be made.

The findings are discussed with the nominated treating medical practitioner to assist appropriate certification and are encompassed in the injury management plan, including a general description of the job, essential and non-essential functions, information on the working environment, and specifications of the job demands.

Additional recommendations for job modifications may also be made.

Activities

Gathering information on physical demands by:

- taking digital pictures and video
- measuring and observing job tasks
- reviewing existing job descriptions
- interviewing supervisors and other workers.

Gathering information on psychological demands by:

- administering work environment scales (for example, Moos scales)
- psychological components of job analysis such as workload, role clarity and ambiguity.

Job modification

Service description

Assessing aids, equipment needs and/or modification of the physical work environment, the management systems of the job, or the work practices to help achieve return to work.

Activities

- Providing advice about aids, equipment and/or modification including discussion, education and negotiation with worker/employer/return to work coordinator and, if applicable, union.
- Organising the supply of equipment and ensuring that the injured worker can safely use the equipment.

Rehabilitation counselling

Service description

This includes vocational counselling and adjustment to disability counselling. This comprises counselling the worker throughout the course of workplace rehabilitation, and focussing on their rehabilitation needs. Counselling is aimed towards overcoming barriers to remaining at work or returning to work.

Activities

- Determining counselling needs.
- Providing supportive, educational and motivational counselling conducted throughout service delivery.
- Helping the injured worker maximise function and manage disability and adverse events.
- Providing counselling to identify suitable job options.

Vocational assessment

Service description

Assessing the worker to identify vocational options and recommend strategies to achieve the vocational options. Vocational assessment services can range from brief vocational screening through to comprehensive vocational assessment and counselling, depending on the worker's circumstances.

Realistic vocational options are identified by analysing the worker's work profile and matching the work profile with a suitable work environment. The work profile includes a description of the worker's transferable skills, abilities, aptitude, interests, preferences, restrictions and work capacities.

Job options are then analysed for their match with the worker's profile such as work requirements, work culture and availability within the accessible labour market. The worker's pre-injury wage and status is also considered when making the match. If the match is incomplete, skills acquisition is considered through practical or formal training modes.

Activities

- Identifying transferable knowledge, skills and abilities based upon previous employment history, hobbies, interest and educational achievements.
- Identifying the need for vocational retraining, job search skills training and vocational counselling.

- Re-integrating the worker into the workplace through work trials and work placement based experience.
- Providing psychometric testing to clarify an individual's level of literacy, numeracy, cognitive ability, English language competency and capacity to learn new skills.

Appendix D: WorkCover Tasmania Service Codes

WRPs must invoice insurers for workplace rehabilitation services using these service codes:

Workplace rehabilitation service	Service code
Initial workplace rehabilitation assessment	WRP001
Functional capacity assessment	WRP002
Workplace assessment	WRP003
Job analysis	WRP004
Job modification	WRP005
Rehabilitation counselling	WRP006
Vocational assessment	WRP007
Case management (not the IMC)	WRP008
Case management (as the IMC)	WRP009
Non-accredited services	WRP010

Purpose of service codes

Insurers have been asked to use these service codes when reporting their claim payment data to WorkCover Tasmania. The purpose of collecting this data is to better support the monitoring of the workers compensation scheme.

There are seven codes for prescribed workplace rehabilitation services (WRP001-WRP007) and three codes for non-prescribed workplace rehabilitation services (WRP008-WRP010).

Case management

Although case management is not a prescribed workplace rehabilitation service under the Act, it is understood that some WRPs provide these services.

The framework recognises that injury management co-ordinators are “responsible” for case management, either directly or in an overseeing capacity.

WRPs are asked to use these codes when invoicing for case management activities.

The case management codes are to be used by WRPs (where applicable) and by external injury management co-ordinators.

These codes are **not** for capturing the costs of in-house injury management co-ordinators working for insurers.

Non-prescribed service codes

Non-prescribed service codes should be used when:

Service code	Workplace rehabilitation service
WRP008	Case management activities are provided by someone who is not the appointed injury management co-ordinator (IMC). For example, case management activities are being provided by a WRP but these activities are being overseen by an appointed IMC.
WRP009	Case management activities are provided by someone who is the appointed IMC. This is for external IMCs only, not for in-house IMCs working for insurers.
WRP010	<p>This is for other non-prescribed services where codes WRP001-WRP009 are not suitable. For example:</p> <ul style="list-style-type: none">• Advice or assistance in relation to job seeking• Advice or assistance in arranging vocation re-education or training• Other

Appendix E: Statement of Commitment to the Approval Criteria and Conditions of Accreditation

Read and sign the below statement acknowledging your commitment to comply with the Approval Criteria and Conditions of Accreditation:

1. The WRP must comply with the Approval Criteria and Conditions of Accreditation as specified in WorkCover Tasmania's Accreditation Requirements for Workplace Rehabilitation Providers in Tasmania (the Tasmanian Requirements).
2. The WRP must comply with the [Heads of Workers' Compensation Authorities \(HWCA\): Principles of Practice for Workplace Rehabilitation Providers](#) (the Principles of Practice) subject to any amendments stipulated in the Tasmanian Requirements.
3. The WRP must ensure that all workplace rehabilitation services are delivered by persons who have and maintain relevant professional registration or membership as defined in the Tasmanian Requirements.
4. The WRP must ensure that all workplace rehabilitation services are only delivered by designated professional groups as defined in the Tasmanian Requirements.
5. The WRP must ensure that all workplace rehabilitation services are delivered by persons with 12 months or more experience delivering workplace rehabilitation services **or** is completing a comprehensive induction and learning plan with at least 12 months' supervision.
6. The WRP's management structure must include at least one person who holds a qualification listed in the Tasmanian Requirements and who is able to demonstrate five years' relevant workplace rehabilitation experience. Sole practitioners or an organisation that does not employ other staff or contractors to deliver workplace rehabilitation services are exempt from this requirement.
7. The WRP must operate in an ethical manner, complying with the code of conduct associated with their professional registration or membership, including operating within the limits of their acquired level of expertise.
8. The WRP must meet any minimum performance and service standards as defined by the WorkCover Tasmania Board.
9. The WRP must provide data to WorkCover Tasmania consistent with the Conditions of Accreditation.
10. The WRP must participate in annual self-reporting and WorkCover Tasmania audits to demonstrate conformance with the Conditions of Accreditation.
11. The WRP's facilities at all locations where services are delivered must provide an accessible and appropriate environment for workers, staff and visitors and comply with local workplace health and safety legislation.
12. The WRP must remain financially solvent.
13. The WRP must maintain appropriate insurances, including professional indemnity, workers compensation and public liability.

14. WRPs must meet relevant state and commonwealth legislative requirements for operating a business and delivering services, including records management, privacy, confidentiality, work health and safety, and the *Workers Rehabilitation and Compensation Act 1988*.
15. The WRP must comply with section 75 (2A) of the *Workers Rehabilitation and Compensation Act 1988*, meaning the WRP must not charge a fee that is higher than what they would normally charge for that service if that service were provided for a matter not connected with a claim for workers compensation.
16. The WRP must invoice insurers using WorkCover Tasmania's service codes for the specific workplace rehabilitation services for which they deliver.
17. The WRP must have customer feedback and complaints management systems in place to ensure outcome and customer focused service delivery.
18. The WRP must notify WorkCover Tasmania in advance, or as soon as practical, if any of the following situations arise, and accept that WorkCover Tasmania will review the status of accreditation and determine whether the proposed arrangements conform with the Conditions of Accreditation:
 - i. the business is sold or the controlling interest in the business is taken over by a new shareholder(s), owner(s) or director(s)
 - ii. the business changes its trading name or location of premises
 - iii. the business supplies or has connections with other suppliers of services within the workers compensation industry
 - iv. a new chief executive officer or director or head of management is appointed
 - v. there is a major change in the service delivery model and/or staff which may impact on the delivery of the workplace rehabilitation services
 - vi. there is any other change that affects, or may affect, the provider's service quality and procedures
 - vii. the WRP has entered into voluntary financial administration, becomes insolvent or is the subject of bankruptcy proceedings
 - viii. there is any professional misconduct or criminal proceedings being taken against the WRP or any individuals employed or engaged by the WRP
19. The WRP must accept that WorkCover Tasmania may:
 - i. initiate an evaluation at any time during the period of the accreditation which may involve an evaluation of conformance to the Conditions of Accreditation
 - ii. consult with the relevant professional or industry associations in determining what are reasonable expectations regarding performance
 - iii. impose additional requirements
 - iv. exchange information with other workers compensation authorities on provider performance
 - v. cancel accreditation status if the above conditions are not met.

I/we have read, understand and accept that I/we meet and will continue to conform to the Approval Criteria and Conditions of Accreditation and give consent for sharing of information in relation to this application and the ongoing accreditation.

I/we understand and are aware that any breach with the terms and conditions of accreditation may nullify any application or Instrument of Accreditation issued by WorkCover Tasmania in the event the application is approved.

Organisation name

Name and title of authorised signatory

Name and title of authorised signatory

Signature of authorised signatory

Signature of authorised signatory

Date

Date

1300 366 322
worksafe.tas.gov.au

For more information contact

Phone: 1300 366 322 (within Tasmania)

(03) 6166 4600 (outside Tasmania)

Email: workcover.tasmania@justice.tas.gov.au

An initiative of the WorkCover Tasmania Board delivered by WorkSafe Tasmania

