

DRAFT for discussion

Return to work services fee schedule

Proposed effective date: 1 July 2014

DRAFT 7

2013 - 2014

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Overview

This document contains information on services and fees that apply to return to work and restoration to the community services. The services in this fee schedule may only be provided by providers appointed by WorkCoverSA at the time of the service referral and delivery.

All services and fees in this schedule are effective 1 July 2014.

Five groups of services are described. Each service group description includes:

- Quick reference guide
- Business process (where applicable)
- Policy
- Service item descriptors

The Provider must deliver the services in accordance with:

- their *Conditions of Appointment*, including the conditions, service item descriptors and guidelines detailed in this fee schedule
- the referral instructions provided by the *Case Manager*.

For copies of this document contact providers@workcover.com

If you have any questions, please call WorkCoverSA's Service Centre on 13 18 55.

Pre-injury employer services

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1. Pre-injury employer services

The purpose of pre-injury employer services is to achieve a safe and durable return to work at the worker's pre-injury employer (PIE).

Quick reference guide

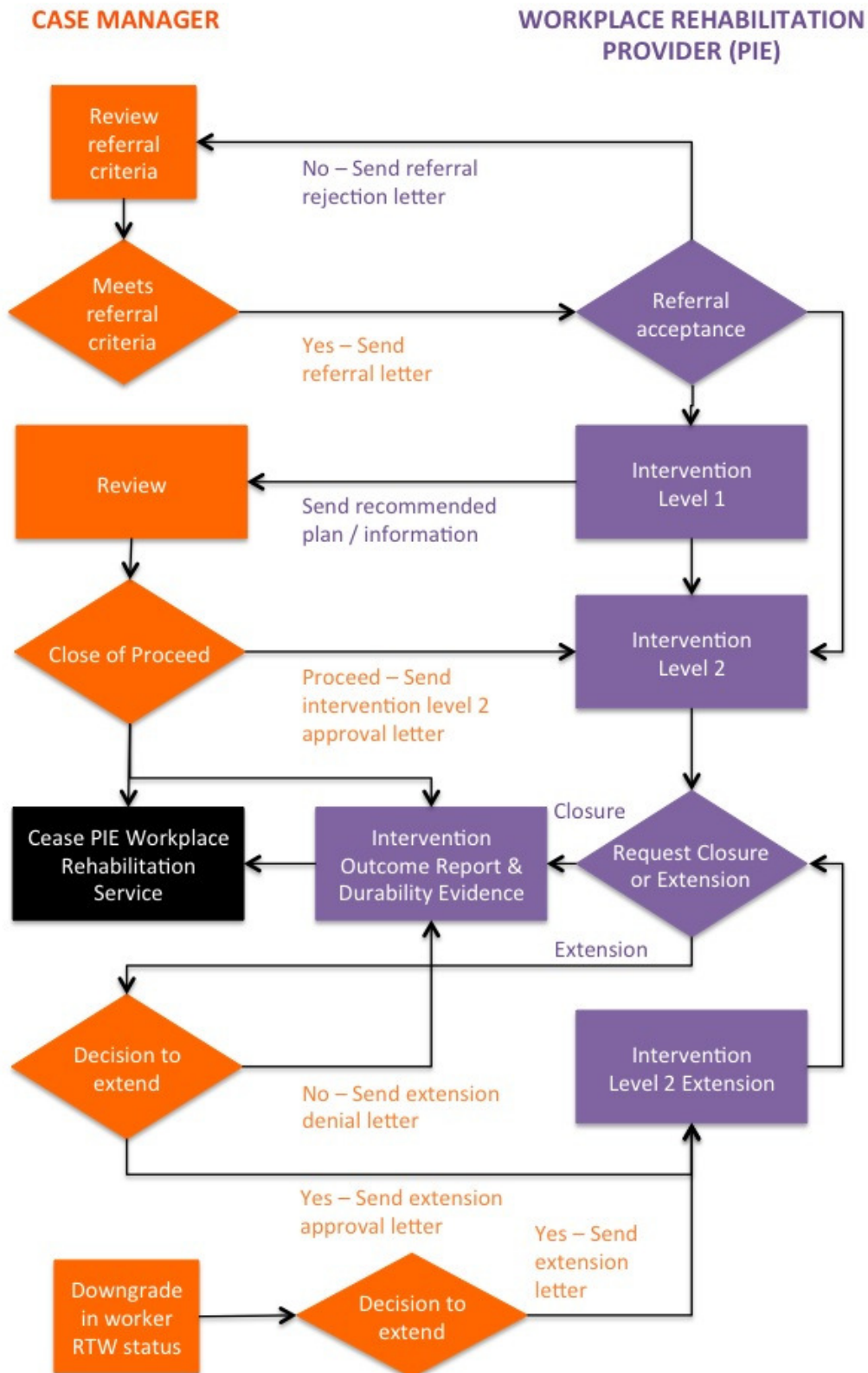
Item no.	Description	Max fee (ex GST)
Remain at work service (PIE)		
WR210	RAW Level 1 - Assessment (including travel) (Rehabilitation consultant)	\$947.10
WRxxx	RAW Level 1 - Assessment (including travel) (Specialist rehabilitation consultant)	\$1,163.40
WR220	RAW Level 2 - Intervention (Rehabilitation consultant)	\$135.30 per hour
WR221	RAW Level 2 - Intervention extension (Rehabilitation consultant)	
WRxxx	RAW Level 2 – Intervention PI duties (Rehabilitation consultant)	
WR230	RAW Level 2 - Travel (Rehabilitation consultant)	
WR231	RAW Level 2 - Travel extension (Rehabilitation consultant)	
WR222	RAW Level 2 - Intervention (Specialist rehabilitation consultant)	\$166.20 per hour
WR223	RAW Level 2 - Intervention extension (Specialist rehabilitation consultant)	
WRxxx	RAW Level 2 – Intervention PI duties (Specialist rehabilitation consultant)	
WR232	RAW Level 2 - Travel (Specialist rehabilitation consultant)	\$141.10 per hour
WR233	RAW Level 2 - Travel extension (Specialist rehabilitation consultant)	
WR240	RAW Intervention Outcome report	\$135.30
WR260	RAW Success Fee - Full outcome in ≤ 6 hours	\$600.00
WR261	RAW Success Fee - Full outcome in ≤ 9 hours	\$400.00
WR262	RAW Success Fee - Full outcome in ≤ 12 hours	\$200.00
Return to work service (PIE)		
WR310	RTW Level 1 - Assessment (including travel) (Rehabilitation consultant)	\$947.10
WRxxx	RTW Level 1 - Assessment (including travel) (Specialist rehabilitation consultant)	\$1,163.40
WR320	RTW Level 2 – Intervention (Rehabilitation consultant)	\$135.30 per hour
WR321	RTW Level 2 - Intervention extension (Rehabilitation consultant)	
WR330	RTW Level 2 – Travel (Rehabilitation consultant)	
WR331	RTW Level 2 - Travel extension (Rehabilitation consultant)	
WR322	RTW Level 2 – Intervention (Specialist rehabilitation consultant)	\$166.20 per hour
WR323	RTW Level 2 - Intervention extension (Medical rehabilitation consultant)	

WR332	RTW Level 2 – Travel (Specialist rehabilitation consultant)	\$141.10 per hour
WR333	RTW Level 2 - Travel extension (Specialist rehabilitation consultant)	
WR340	RTW Intervention Outcome Report	\$135.30
WR360	RTW Success fee - Full outcome in ≤ 10 hours	\$900.00
WR361	RTW Success fee - Full outcome in ≤ 15 hours	\$600.00
WR362	RTW Success fee - Full outcome in ≤ 20 hours	\$300.00

Item no.	Description	Max fee (ex GST)
Complex return to work service (CRTW)		
WR410	CRTW Level 1 - Assessment (including travel) (Rehabilitation consultant)	\$947.10
WRxxx	CRTW Level 1 - Assessment (including travel) (Specialist rehabilitation consultant)	\$1,163.40
WR420	CRTW Level 2 – Intervention (Rehabilitation consultant)	\$135.30 per hour
WR421	CRTW Level 2 - Intervention extension (Rehabilitation consultant)	
WR430	CRTW Level 2 – Travel (Rehabilitation consultant)	
WR431	CRTW Level 2 - Travel extension (Rehabilitation consultant)	
WR422	CRTW Level 2 – Intervention (Specialist rehabilitation consultant)	\$166.20 per hour
WR423	CRTW Level 2 - Intervention extension (Specialist rehabilitation consultant)	
WR432	CRTW Level 2 – Travel (Specialist rehabilitation consultant)	\$141.10 per hour
WR433	CRTW Level 2 - Travel extension (Specialist rehabilitation consultant)	
WR440	CRTW Intervention outcome report	\$135.30
WR460	CRTW Success fee - Full outcome in ≤ 12 hours	\$1,200.00
WR461	CRTW Success Fee - Full outcome in ≤ 20 hours	\$800.00
WR462	CRTW Success fee - Full outcome in ≤ 28 hours	\$400.00
Other pre-injury employer services		
WR901	Additional travel for regional areas (Rehabilitation consultant)	\$135.30 per hour
WRxxx	Additional travel for regional areas (Specialist rehabilitation consultant)	\$141.10 per hour
WR907	Travel expense reimbursement	Reasonable cost
WR910	Equipment expense reimbursement	Up to \$500

Business process

The flow chart below identifies the typical decisions and actions taken by the case manager and workplace rehabilitation provider in the provision of pre-injury employer workplace rehabilitation services. Payment for service will only be made when the written documentation, as detailed below, is provided.



Policy

Who can provide pre-injury employer services to workers

WorkCover will only pay for pre-injury employer services delivered by:

- ✓ Providers who are:
 - appointed as a *South Australian Workplace Rehabilitation Provider*, and
 - authorised to provide services in the Pre-injury employer services category, and
- ✓ Consultants that meet the Heads of Workers Compensation (HWCA):
 - minimum qualifications; or
 - minimum qualifications for exercise physiology, physiotherapy, occupational therapy, and psychology
- ✓ Consultants that meet the minimum clinical or industry experience levels as specified below, and will be paid in accordance with the Fee Schedule Quick Reference Guide:
 - Rehabilitation consultants: less than 2 years' full-time clinical or workers' compensation industry experience. Consultants with less than the minimum required experience may provide services to workers' compensation clients if supervised for a period of 12 months by a relevant specialist rehabilitation consultant. During this time, the consultant may only charge for services at the rehabilitation consultant fee.
 - Specialist rehabilitation consultants: have completed the equivalent of two years' full-time clinical practice as a Registered Physiotherapist, Qualified Occupational Therapist, Accredited Exercise Physiologist or Registered Psychologist, or the equivalent of two years' full-time workers' compensation practice as a Rehabilitation Counsellor registered with ASORC.

How much will WorkCover pay

WorkCover will pay the reasonable cost of Pre-Injury Employer services up to the maximum amounts detailed in the *WorkCoverSA Return to work services fee schedule*.

What WorkCover will pay for

WorkCover will pay for Pre-Injury Employer services that are:

- ✓ Focused on achieving safe, early, and durable outcomes
- ✓ Appropriate and necessary
- ✓ In accordance with the *WorkCoverSA Return to work services fee schedule*

What WorkCover will not pay for

WorkCover will not pay for Pre-Injury Employer services that include:

- × claims management activity
- × notifying the worker of claim determinations (including claim decisions, authorisation of payments, determination of entitlements)
- × managing worker or employer compliance relating to their workers compensation obligations

- × extended monitoring of the worker's status without progress towards the goal (medical, return to work or otherwise)
- × advocacy
- × treatment (including therapeutic counselling)
- × other services referred to by a workplace rehabilitation provider or consultant without the prior approval of the case manager (e.g. Return to work assessment services, Activities of daily living assessments etc).
- × Overseeing or monitoring of the worker's treatment or scheduling medical/treatment appointments.

These functions are not considered in the scope of workplace rehabilitation services and this fee schedule.

Categories of service

There are three complexity categories for pre-injury employer services:

PIE service category	Work status	Additional complexity criteria
Remain at work (RAW)	Currently working at the pre-injury employer	Nil
Return to work (RTW)	Not working	Primary injury is not psychological AND The referral is made 50 days or less after the agent receives the claims
Complex return to work (CRTW)	Not working	Primary injury is psychological OR The referral is made over 50 days after the agent receives the claim

Who can request Pre-Injury Employer services

- ✓ These services may only be requested by a claims agent, WorkCoverSA or a self-insurer.
- ✓ The requestor is to include relevant and appropriate information with the referral, which may include, but is not limited to: medical reports, current WorkCover Medical Certificate etc

REFERRALS

When can a referral be made

Two criteria are required for referral to Pre-Injury Employer services

- ✓ there is information (including medical evidence) to indicate that a return to work with the pre-injury employer is achievable, AND
- ✓ the worker is not expected to return to pre-injury duties and/or pre-injury hours within 4 weeks without workplace rehabilitation provider assistance.

A case manager may refer to Level 2 Intervention service:

- ✓ Following the successful completion of a Level 1 Assessment; or
- ✓ Where sufficient assessment has been previously completed and further assessment (Level 1 Assessment) is not warranted. For example, assessments and a relevant rehabilitation and return to work plan may already exist.

When a referral can be rejected

A referral for pre-injury employer return to work services is considered inappropriate and should therefore be rejected by the workplace rehabilitation provider when the:

- × referral is for an *authorised service category* for which the provider has not been appointed
- × worker is not available to participate in the services outlined in the referral
- × referral does not meet the referral criteria defined in this fee schedule for the relevant service item
- × referral includes services not included in this fee schedule
- × referral is not provided in the form specified by WorkCoverSA
- × provider can demonstrate it does not have the capacity to provide the services in the time required by the claims agent
- × provider or WorkCoverSA has given notice of termination under clause 4.1 of the *Conditions of Appointment*
- × provider is suspended from receiving new referrals pursuant to clause 4.2 of the *Conditions of Appointment*
- × an actual or perceived conflict of interest exists or may reasonably arise relating to performance of any part of the services - unless the provider notifies the agent and the agent provides written approval to the provider to proceed despite the existence or possibility of conflict of interest

The provider must advise the case manager in writing of a referral rejection including the reason, and not perform the requested services.

When a service can be suspended

An *Intervention level 2* or *Extension service* may be suspended:

- ✓ for a period up to 6 weeks; and
- ✓ where there is evidence that the worker's capacity has deteriorated since the time of referral, and
- ✓ where the worker is not expected to return to work during the suspension period, and
- ✓ where the provision of workplace rehabilitation services during the time of the suspension period is not expected to improve the worker's likelihood of returning to work, and
- ✓ where it is likely that a return to work outcome can be achieved if services are continued immediately beyond the suspension period, and
- ✓ when a written request for suspension, including the recommended suspension period, is approved in writing by the case manager. Acceptance of the suspension must be noted on the rehabilitation file.

Services can recommence automatically at the end of the suspension period unless:

- × a further suspension is approved by the case manager, OR
- × the referral is closed by the case manager, in which case the relevant *intervention outcome report* should be submitted.

Changing between different service types

Referrals are made for specific services types (Remain at work, Return to work, Complex return to work) based on the status of the worker at the time of referral. This service type will not change for the period of referral even if the workers status changes (e.g. worker was partially at work when referred and subsequently ceases all work).

If a referral is completed and the worker has not fully returned to work (or has returned to work and capacity deteriorates at a later time), the case manager may make a new referral at some point in the future when it is determined that workplace rehabilitation is likely to achieve a return to work outcome. The new referral will be made for the service type that is applicable at that time.

If the return to work goal changes from pre-injury employer to new employer whilst a pre-injury employer referral is active, the pre-injury employer referral should be closed and a new referral made for new employer services.

Ceasing pre-injury employer return to work services

Pre-injury employer return to work services should be ceased:

- ✓ where there is no evidence of continued progress towards a return to work goal
- ✓ when the current goal is no longer appropriate
- ✓ at the request of the case manager

A provider should discuss their recommendation to cease services with the case manager. This discussion should be evidenced on the rehabilitation file.

LEVEL 1 ASSESSMENT

Level 1 – Assessment (including travel time)

This service includes:

- ✓ An assessment
- ✓ Communication with the worker, employer, treating practitioner
- ✓ preparation of a return to work assessment report and recommended return to work plan, or other information to assist the case manager to establish a rehabilitation and return to work plan, which may involve an interview with the worker, employer and treating medical experts.
- ✓ Delivery of the assessment details and recommended plan within 10 business days of receiving the referral.

LEVEL 2 INTERVENTION

Level 2 – Intervention service

The purpose of this service is the implementation of the rehabilitation and return to work (RRTW) plan and goal.

No services can be provided under *Level 2 Intervention services*, including extensions and travel once a decision is made by the case manager to cease the service or an *Intervention Outcome Report* is prepared by the workplace rehabilitation provider.

<i>Timeframe and maximum hours</i>		
PIE service	Maximum level 2 intervention hours (including travel)*	Maximum timeframe for service delivery (excluding suspension)
RAW	12 hours	13 weeks
RTW	20 hours	26 weeks
CRTW	28 hours	26 weeks

*Prior to approval of a Level 2 - Service extension

Level 2 - Service extension

A case manager may approve a Level 2 service extension:

- ✓ Where there is a reasonable prospect that the worker is expected to return to pre-injury duties and/or pre-injury hours within the extension period.
- ✓ Where a Level 2 Intervention has been approved and delivered
- ✓ *For re-anchoring* - Where a worker's return to work falters following a successful return to full or partial hours and an outcome report was submitted. In these circumstances an extension may be approved to assist the worker to recover their return to work. An additional Intervention Outcome Report is required at the cessation of the re-anchoring extension. No success fee is payable in these circumstances.
- ✓ For a maximum of 5 hours service per worker (combined Level 2 – Service extension and Level 2 – Travel extension); and
- ✓ For a maximum duration of 4 weeks

REPORTS

Level 1 Assessment report

A Level 1 Assessment report is a summary of the initial assessment and intervention provided. It should include:

- ✓ a recommended *Rehabilitation and Return to Work Plan*
- ✓ details of the return to work barriers
- ✓ recommended goal(s) based on assessed worker needs
- ✓ recommended actions and services to address identified barriers
- ✓ timeframes and levels of service to achieve remain at/return to work objective
- ✓ recommendations when applicable, for alternative services at this time to support the worker's rehabilitation and return to work needs
- ✓ other related information as requested by the case manager

Intervention outcome report

An outcome report is a brief summary outlining the return to work improvements achieved at the time that when no further improvement in return to work is expected.

The report should include:

- ✓ Details of the return to work objective achieved through workplace rehabilitation service delivery including increased paid hours and date achieved
- ✓ A summary of the outcome of the service provision.
- ✓ A brief summary of the consultant's actions which supported the outcome
- ✓ The level of return to work achieved (full or partial etc)
- ✓ Details of residual risks or barriers to the return to work or its sustainability
- ✓ Where a partial or no return to work was achieved:
 - Any ongoing return to work barriers that may impact upon the worker's recovery and ability to participate in PIE services, different employer services or achieve suitable employment with a different employer
 - Suitable employment information including transferable skills, qualifications, interests and abilities identified during workplace rehabilitation services that may be relevant to the future planning for the worker's rehabilitation or return to work, including identification of suitable employment at a different employer
 - Other relevant recommendations and actions required to support the worker's return to work goal
 - References to other reports and assessments supporting the Intervention Outcome Report
 - Any ongoing return to work barriers that may impact upon the worker's recovery and ability to participate in PIE services, different employer services or achieve suitable employment with a different employer

An *Intervention Outcome Report* is to be provided to the case manager:

- ✓ When no improvement in return to work has been achieved through a Level 2 - Intervention or extension service and further intervention services are not justified, OR
- ✓ Where an improved return to work (full or partial) has been achieved through a Level 1, 2 or extension services and a further intervention service is not justified.
- ✓ at the request of a case manager
- ✓ Within 10 days of cessation of Level 2 - Intervention or extension services, or Level 1 services where a return to work outcome has been achieved.

All activities associated with preparation of the report are included within the fee for this item and cannot be separately charged under a different item code.

This item does not apply where only a Level 1 Assessment has been completed with no return to work outcome.

SUCCESS FEES

How success fees are determined

- The durability period is the 13 week period commencing from when placement is achieved as documented in a *Intervention Outcome Report*

- Only 1 success fee is payable for each claimant/referral
- Hours exclude additional regional travel charged WR901
- Payment will only be made when evidence of 13 weeks durability is provided on the specified *Durable RTW Certificate*

When a Success Fee is payable

A success fee payable to the provider where:

- ✓ A return to sustainable employment has been achieved; and
- ✓ the worker receives (or is due to receive) less than 5% of their maximum income maintenance entitlement throughout the durability period; and
- ✓ no more than the specified number of hours (Level 2 – service and travel combined) is used and charged.

Specified hours to achieve full outcome		
RAW	RTW	CRTW
≤ 6 hours	≤ 10 hours	≤ 12 hours
≤ 9 hours	≤ 15 hours	≤ 20 hours
≤ 12 hours	≤ 20 hours	≤ 28 hours

TRAVEL

All travel time required to deliver pre-injury employer return to work services is included in the fee and hours approved but is to be billed as a separate item number.

Additional regional travel may be approved by a case manager in appropriate circumstances.

WorkCover will pay for travel time:

- ✓ In accordance with the WorkCoverSA *Return to Work Services Fee Schedule*
- ✓ Where it is for the time taken to travel from the nearest office of the workplace rehabilitation provider to the following destinations:
 - worker's workplace, office of their employer, or other appropriate place to deliver a service
 - rooms of the workers medical practitioner
 - WorkCoverSA Claim Agent's office.
- ✓ if the travel is directly related to the provision of chargeable workplace rehabilitation services for a referred worker, as described in this fee schedule.

If the travel involves provision of workplace rehabilitation services to multiple workers, the travel time must be divided proportionately between each worker.

All travel must be documented in the worker's case file including date/time of travel, origin, destination and purpose of travel.

Additional regional travel

Up to five additional hours can be approved for regional travel at the case manager's discretion:

- if the worker's workplace is located in one of the regional postcodes listed in Attachment 1;
- where the worker's workplace is greater than 50km from the provider's closest place of business, AND
- for the time taken to travel beyond 50km from the provider's closest place of business - All travel within 50km of the provider's closest place of business is included within the Level 1, 2 or extension services.
- if the criteria for charging travel time are met as defined in the fee schedule and conditions section of this fee schedule
- up to a maximum of two blocks of five hours (no more than a total of 10 hours for a level 2 service).

Travel Expense Reimbursement

Travel expenses incurred for a workplace rehabilitation service delivered at the request of a claims agent, where the provider is required to travel to a destination greater than 100km from the provider's closest place of business.

- ✓ Travel expenses include economy airfares, overnight accommodation and reasonable cost for meals associated with the overnight stay, taxi fares, car parking and car hire expenses, excluding fuel costs and vehicle mileage.
- ✓ Tax compliant invoices for travel expenses must be provided with the relevant invoice for payment to be made. The invoice must be clearly itemised if more than one expense is being claimed e.g. airfare, accommodation, meals, etc.
- ✓ If travel is undertaken for more than one worker, the travel expenses must be divided accordingly.
- ✓ Economy airfare means the amount determined by WorkCoverSA to be the reasonable cost of undertaking the travel using a standard economy airfare

EQUIPMENT

Equipment Expense Reimbursement

Equipment expenses incurred by a workplace rehabilitation provider to directly support the worker's return to work.

- ✓ Prior approval from the case manager must be obtained
- ✓ Tax compliant invoices for equipment expenses must be provided with the relevant invoice before payment will be made. The invoice must be clearly itemised if more than one expense is being claimed.
- × Expenses for workplace equipment will not be reimbursed. These costs are the responsibility of the employer.

INVOICING

Refer to the invoicing section of this fee schedule. In addition, the following services must be charged as single invoice transactions:

- ✓ Level 1 – Assessment services (including travel time)
- ✓ Intervention Outcome Reports
- ✓ Success Fees

Where a service uses time based billing, the actual time taken must be accumulated for the day and then rounded to the nearest 6 minutes.

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New Employer

Fit for Work Services

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2. Fit for Work Services

The purpose of fit for work services is to increase the certified medical capacity of a worker to enable them to obtain sustainable suitable employment with a new employer.

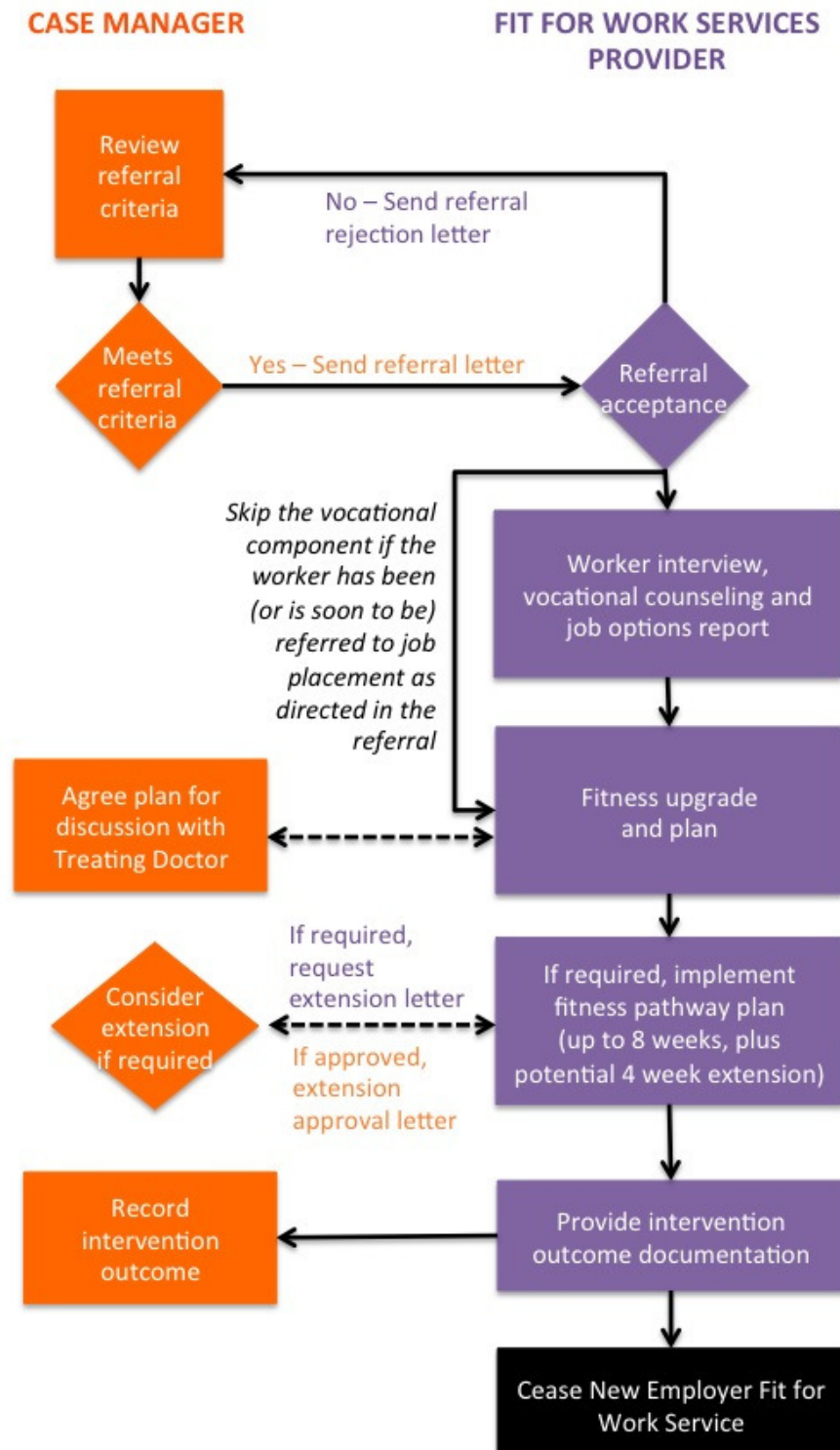
Quick reference guide

Item no.	Description	Max fee (ex GST)*	
		0-12 months	>12 months
Fitness upgrade integrated service			
		Time since date of injury at date of commencement	
		0-12 months	>12 months
WF101	Job options assessment (Rehabilitation consultant) Worker interview, vocational coaching and job options report	\$135.30 per hour (max 4 hours)	
WFxxx	Job options assessment (Specialist rehabilitation consultant) Worker interview, vocational coaching and job options report	\$166.20 per hour (max 4 hours)	
WF102	Fitness upgrade consultation and plan (Rehabilitation consultant)	\$135.30 per hour (max 4 hours)	
WFxxx	Fitness upgrade consultation and plan (Specialist rehabilitation consultant)	\$166.20 per hour (max 4 hours)	
WF201	Fitness upgrade service: 8 weeks	\$811.80	
WF202	Fitness upgrade service extension: 4 weeks	\$405.90	
Various	Fitness Pathway Services	Up to \$2,000	Up to \$3,000
Other service items			
WR901	Additional travel for regional areas (Rehabilitation consultant)	\$135.30 per hour	
WRxxx	Additional travel for regional areas (Specialist rehabilitation consultant)	\$141.10 per hour	
WR907	Travel expense reimbursement*	Reasonable cost	
WR910	Equipment expense reimbursement*	Reasonable cost	

* Subject to the conditions and service item descriptions detailed in pre-injury employer services

Business process

The flow chart below identifies the typical decisions and actions taken by the case manager and workplace rehabilitation provider in the provision of new employer fit for work services.



Policy

Who can provide Fit for Work services to workers

WorkCover will only pay for Fit for Work services delivered by:

- ✓ Providers who are:
 - ✓ appointed as a *South Australian Workplace Rehabilitation Provider*, and
 - ✓ authorised to provide services in the Fit for Work category, and
- ✓ Consultants that meet the Heads of Workers Compensation (HWCA):
 - minimum qualifications; or
 - minimum qualifications for exercise physiology, physiotherapy, occupational therapy, and psychology
- ✓ Consultants that meet the minimum clinical or industry experience levels as specified below, and will be paid in accordance with the Fee Schedule Quick Reference Guide:
 - Rehabilitation consultants: less than 2 years' full-time clinical or workers' compensation industry experience. Consultants with less than the minimum required experience may provide services to workers' compensation clients if supervised for a period of 12 months by a relevant specialist rehabilitation consultant. During this time, the consultant may only charge for services at the rehabilitation consultant fee.
 - Specialist rehabilitation consultants: have completed the equivalent of two years' full-time clinical practice as a Registered Physiotherapist, Qualified Occupational Therapist, Accredited Exercise Physiologist or Registered Psychologist, or the equivalent of two years' full-time workers' compensation practice as a Rehabilitation Counsellor registered with ASORC.

How much will WorkCover pay

WorkCover will pay the reasonable cost of Fit for Work services up to the maximum amounts detailed in the *WorkCoverSA Return to work services fee schedule*.

What WorkCover will pay for

WorkCover will pay for Fit for Work services that are:

- ✓ Focused on achieving safe, early, and durable outcomes
- ✓ Appropriate and necessary
- ✓ In accordance with the *WorkCoverSA Return to work services fee schedule*

What WorkCover will not pay for

WorkCover will not pay for Fit for Work services that include:

- × claims management activity
- × notifying the worker of claim determinations (including claim decisions, authorisation of payments, determination of entitlements)
- × managing worker or employer compliance relating to their workers compensation obligations
- × extended monitoring of the worker's status without progress towards the goal (medical, return to work or otherwise)

- × advocacy
- × treatment (including therapeutic counselling)
- × other services referred to by a workplace rehabilitation provider or consultant without the prior approval of the case manager (e.g. Return to work assessment services, Activities of daily living assessments etc).
- × Overseeing or monitoring of the worker's treatment or scheduling medical/treatment appointments.

These functions are not considered in the scope of workplace rehabilitation services and this fee schedule.

Who can request Fit for Work services

- ✓ These services may only be requested by a claims agent, WorkCoverSA or a self-insurer.
- ✓ The requestor is to include relevant and appropriate information with the referral, which may include, but is not limited to: medical reports, current WorkCover Medical Certificate etc.

Who can be referred for this service

A worker may be referred for this service:

- ✓ If the return to work goal of return to work with a new employer
- ✓ If the most recent WorkCoverSA Medical Certificate certifies the worker, for a period exceeding 14 calendar days, as either:
 - unfit for work, or
 - fit for work for less than full hours.
- ✓ If they are medically able to travel

Job options assessment

This service is to be completed within a 10 working days from date of referral. It includes:

- ✓ Initial interview with worker (and preparation) within seven working days of referral.
- ✓ Vocational counselling (if required) to
 - Review and assess the workers transferrable skills
 - Identification of suitable employment options and making recommendations for a fitness pathway plan to achieve this
 - Work through any barriers to return to work with a new employer
- ✓ Preparation of a job options report

Fitness upgrade consultation and plan

This service is to be completed within 10 working days from date of referral. It includes:

- ✓ Consulting with the worker and their treating practitioner to:
 - Establish an immediate increase in capacity, to a minimum of 15 hours per week, AND obtaining agreement to commence job placement services
 - OR, or if unsuccessful,

- obtaining agreement on a tailored fitness pathway program that will improve the worker's fitness for work with the goal of participating in job seeking services. A fitness pathway program.
- ✓ Documenting the tailored fitness pathway program on the specified WorkCover form and obtain worker and treating health practitioner's signatures
- ✓ Sending the agreed fitness pathway program plan to the claims agent to assist them to establish a relevant RRTW plan

Fitness upgrade service: 8 weeks

The Fitness upgrade services includes:

- ✓ implementation of the fitness pathway program,
- ✓ all worker and treating practitioner contact
- ✓ A minimum of one 30 minute face-to-face contact with the worker each fortnight following the agreement of the fitness pathway plan.
- ✓ A minimum of 15 minutes communication with the claims agent by phone and/or email each fortnight.

The services may be suspended on a case by case basis, or reasons such as unexpected surgery or non-compliance.

Fitness upgrade service extension: 4 weeks

A four week extension to achieve the fitness upgrade. Only one extension is able to be approved.

Fitness Pathway Services

The maximum fee for fitness pathway services varies with the time since date of injury at the time of referral as specified in the Fee Schedule Quick Reference Guide

The provider is expected to monitor the Fitness Pathway Services (FPS) expenditure to ensure FPS it does not exceed the maximums prescribed.

Assistance with short term worker transport costs and interpreter services should generally be reimbursed as a claims cost with the approval of the claims agent.

Fitness Pathway Services, where incurred as external costs for the Workplace Rehabilitation Provider (New Employer), are to be paid by the provider then reimbursed by the claims agent.

When JPS and FFW are being delivered concurrently, there MUST BE communication and collaboration between the providers to ensure the goals are aligned, and there is no duplication of services.

Fitness Pathway Service Items and Fees

Item no.	Description	Max fee (ex GST)
WF301	Identification of broader vocational goals , for example personality profiling (linked to vocational suitability).	Reimbursement (Max \$300.00)
WF302	Group based functional and/or psychological capacity building These programs <ul style="list-style-type: none"> ✓ may include, but is not limited to, blended cognitive behavioural therapy and exercise programs ✓ can be billed in 'blocks', for example, a 10 hour program can be billed as \$300 ✓ will ideally comprise of 6-8 participants 	\$30.00 per hour
WF303	Motivational programs (for example, 'Stand up with Confidence')	Reimbursement at reasonable cost
WF304	Work readiness programs These services <ul style="list-style-type: none"> ✓ may include, but are not limited to programs such as: work simulation or other graduated exposure interventions ✓ must be delivered by a registered physiotherapist, qualified occupational therapist, or registered psychologist 	\$166.20 per hour
WF305	Work trials Arranging and monitoring work trials with a host employer	\$135.30 per hour
WF306	Individual worker support One-on-one contact in addition to the 0.5 hours per fortnight provided for in the fitness upgrade service fee	\$135.30 per hour
WF307	Training <ul style="list-style-type: none"> ✓ Training and materials to provide employment-related skills and qualifications to the worker, specifically, <ul style="list-style-type: none"> ○ Employment related training courses. ○ Employment related books and equipment. ○ Literacy, language or numeracy assistance where places in other government funded programs are unavailable. ✓ Training may also be reimbursed as a claims cost with the approval of the claims agent × Pre-apprenticeship training or pre-tertiary training is not permitted under this FPS item code. 	Reimbursement at reasonable cost

Item no.	Description	Max fee (ex GST)
WF308	Establishing and upgrading fitness for work	\$135.30 per hour
	Working with treatment providers to establish a worker's fitness for work. This service includes:	
	<ul style="list-style-type: none"> ✓ Identifying the medical and vocational barriers to fitness for work ✓ Identifying and implementing interventions required to improve fitness for work ✓ Reviewing functional, psychological and vocational evidence of fitness for work 	
WF309	Fitness durability support	\$135.30 per hour
	Direct contact with the worker following a job placement through JPS, to support a further upgrades in their capacity for work, and sustain fitness durability. This service does not include:	
	<ul style="list-style-type: none"> • the minimum contact requirements with the worker, treating practitioners and claims agents during the Fit for Work service fee period. 	
WF310	Assistance to overcome non-medical non-vocational barriers	Reimbursement at reasonable cost
	This service may include communication with the case manager, treating health provider, and assistance or referral to community services for assistance such as:	Only to be incurred with approval of the claims agent
	<ul style="list-style-type: none"> • Mental health support. • Substance dependency services. • Gambling rehabilitation. • Personal development and self-esteem. • Family support. • Financial counselling. • Anger management support. 	
	Assistance to overcome non-vocational barriers may be reimbursed as a claims cost where the service is allowable as a claims cost, and approved by the case manager.	
	The Workplace Rehabilitation Provider (New Employer) must pay these services directly to the relevant provider then invoice the claims agent using item number WF410 for reimbursement.	

INVOICING

Refer to the invoicing section of this fee schedule. In addition, the following services must be charged as single invoice transactions:

- ✓ Worker interview, vocational counselling and job options report
- ✓ Fitness upgrade and plan
- ✓ Fitness upgrade: 8 week service
- ✓ Fitness upgrade: 4 week service extension
- ✓ Independent work capacity assessment

Where a service uses time based billing, the actual time taken must be accumulated for the day and then rounded to the nearest 6 minutes.

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New Employer

**Job Placement
Services**

3. Job Placement Services

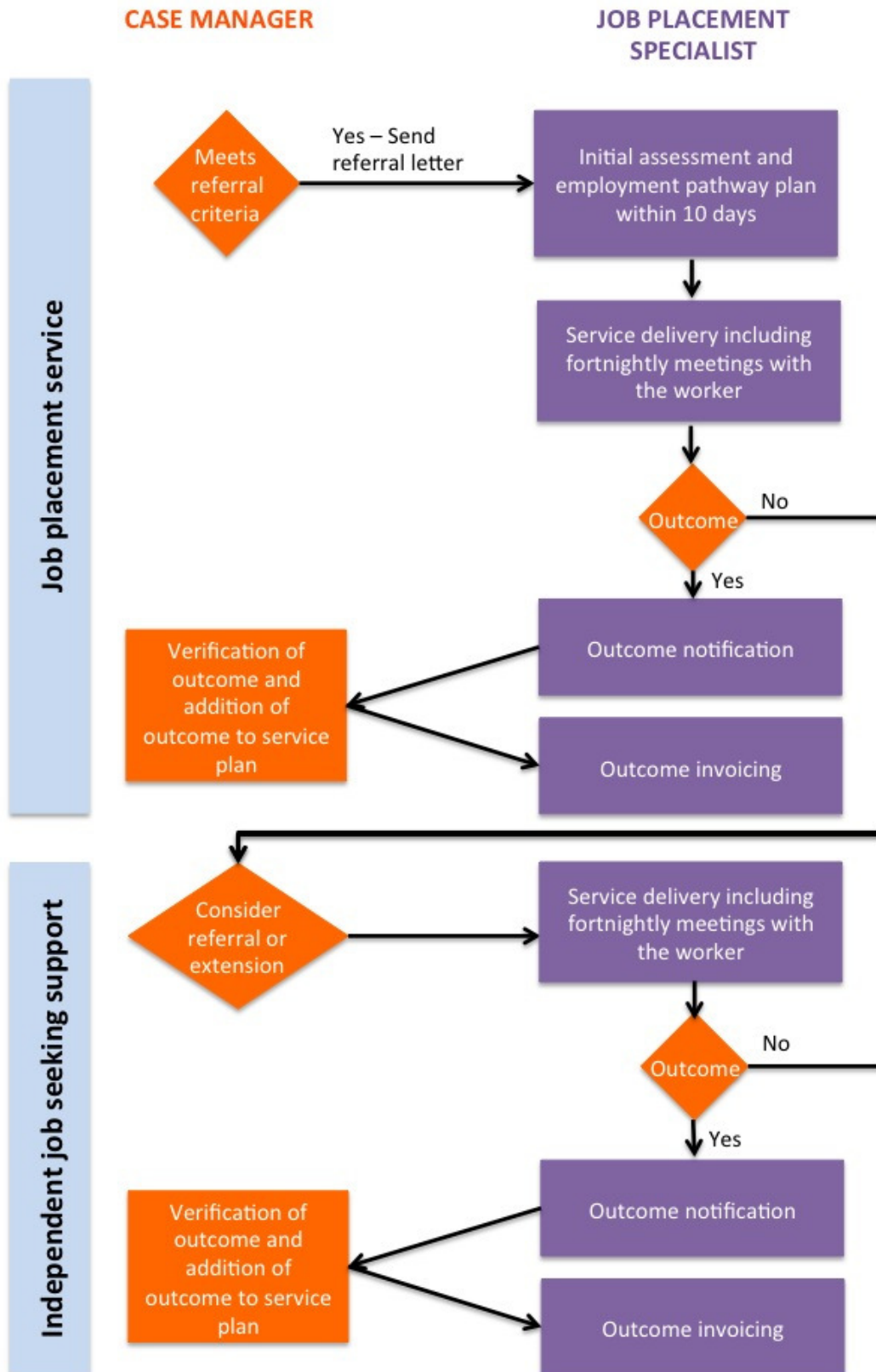
Job Placement Services relate to services associated with returning a worker to sustainable suitable employment with an alternate employer to the pre-injury employer for workers with a medical capacity to obtain employment.

Quick reference guide

Item no.	Description	Max fee (ex GST)* Time since Date of Injury at Date of Commencement		
		0-12 months	13-36 months	Over 36 months
Job Placement Services				
JB101	Initial assessment and recommended Employment Pathway Plan		\$465	
JB201	Service fee (26 weeks) At commencement		\$791	
JB202	At 14 weeks		\$791	
JB210	Additional regional service fee (each 13 weeks)		\$372	
Various	Employment Pathway Services	Up to \$3,000	Up to \$6,000	Up to \$9,000
JB401	Placement outcome Current capacity		\$787	
JB402	Under capacity		\$550	
JB501	13 week outcome Full	\$1,475	\$2,213	\$2,950
JB502	Partial	\$590	\$885	\$1,180
JB601	26 week outcome Full	\$2,950	\$4,425	\$5,900
JB602	Partial	\$1,180	\$1,770	\$2,361
Independent Job Seeking Support				
JB203	Service fee (13 weeks)		\$791	
JB210	Additional regional service fee (each 13 weeks)		\$372	
Various	Employment Pathway Services	Subject to prior Claims Agent approval		
JB401	Placement outcome Current capacity		\$787	
JB402	Under capacity		\$550	
As above	13 and 26 week outcome fees	25% of 13 or 26 week outcome fee based on date of commencement of the 13 week service		

Business process

The flow chart below identifies the typical decisions and actions taken by the case manager and job placement specialist provider in the provision of job placement services.



Policy

Who can provide Job Placement Services to workers

WorkCover will only pay for Job Placement Services delivered by:

- ✓ Providers who are:
 - ✓ appointed as a *South Australian Job Placement Specialist*, and
 - ✓ authorised to provide services in the Job Placement Services category

How much will WorkCover pay

WorkCover will pay the reasonable cost of Job placement services up to the maximum amounts detailed in the *WorkCoverSA Return to Work Services Fee Schedule*.

What WorkCover will pay for

WorkCover will pay for job placement services that are:

- ✓ Focused on achieving safe, early, and durable outcomes
- ✓ Appropriate and necessary
- ✓ In accordance with the *WorkCoverSA Return to Work Services Fee Schedule*

What WorkCover will not pay for

WorkCover will not pay for job placement services that:

- ✓ Relate to provider travel
- ✓ Focus on managing worker or employer compliance relating to their workers compensation obligations
- ✓ Include extended monitoring of the worker's status without progress towards the goal (medical, return to work or otherwise)
- ✓ Include advocacy
- ✓ Are treatment (including therapeutic counselling)
- ✓ Have not been approved by the case manager (including functional capacity assessments, Activities of Daily Living assessments etc).
- ✓ Include overseeing or monitoring of the worker's treatment or scheduling medical/treatment appointments.
- ✓ are invoiced in advance of the service delivery
- ✓ Relocation assistance for employment

These functions are not considered in the scope of Job Placement services and this fee schedule.

Who can request Job Placement services

- ✓ These services may only be requested by a claims agent, WorkCoverSA or a self-insurer on the prescribed referral form.
- ✓ The requestor is to include relevant and appropriate information with the referral, which may include, but is not limited to: medical reports, current WorkCover Medical Certificate; a job analysis report; rehabilitation progress reports; previous functional capacity evaluations etc.

Who can be referred for this service?

Workers:

- ✓ whose current return to work goal of 'return to work with a new employer'
- ✓ whose most recent WorkCoverSA Medical Certificate certifies the worker as fit for work 15 or more hours per week.
- ✓ who are medically able to travel, for example to treatment practitioners and the provider's office. If a worker is unable to travel, then treatment services will be required to address the workers mobility.

Initial assessment and recommended Employment Pathway Plan.

Assessment of a worker's skills and expertise, broad suitable employment options, and the development of an employment pathway plan.

- ✓ The service is to be charged as a total single service – reports and assessments are not to be charged using other item codes.
- ✓ The Employment Pathway Services expenditure can be incurred up to a maximum of \$300 to support of the development of the *Initial assessment and recommended Employment Pathway Plan*.

There are three components to this service:

Preparation

Review current medical information and current and past vocational information provided by the case manager.

Initial interview with worker

Within seven days of referral conduct an interview with the worker and complete any non-psychometric employment assessments required. The initial interview is to include, at a minimum:

- ✓ Confirmation of the worker's identity.
- ✓ Explanation of the
 - services that the Job Placement Specialist will provide.
 - worker's rights and obligations.
- ✓ Explanation of the Jobsearch facilities and where those facilities are available.
- ✓ Provision of an initial list of appropriate job vacancies.
- ✓ Provision of advice about the best ways to look for and find work and discuss local employment opportunities.
- ✓ Provision of information about skills shortage areas.
- ✓ Assistance to the worker to prepare a resume.

Establish an employment pathway plan

Within ten days of referral, provide the case manager with a written employment pathway plan developed with the worker. The employment pathway plan is to include:

- ✓ Specific suitable employment goals
- ✓ Wider suitable employment goals
- ✓ Employment pathway activities plan for 26 weeks of service including detailed description of activities to be undertaken by the worker. The plan must be reasonable considering the circumstances of the worker. In addition, the plan should include, where appropriate, recommendations for retraining to enable access to potential future suitable employment goals, and
- ✓ Proposed allocation of Employment Pathway Services (EPS) expenditure
It is expected the allocation of expenditure will be refined in accordance with the continuing requirements of the case. Accordingly the proposed allocation of EPS expenditure will not be binding on the Job Placement Specialist.

Service Fee

The service fee

- ✓ covers the provision of access to jobsearch facilities in normal business hours
- ✓ and a minimum of one 30 minute face-to-face contact with the worker each fortnight.
- ✓ is payable in two stages
 - 13 week service fee – at commencement of the worker in the 26 week program
 - 26 week service fee – at 14 weeks where the worker continues in Job Placement Services program beyond 13 weeks
- ✓ Period is suspended during periods where the worker is not participating in the program due to unavailability – including due to training participation, vacations, travel or surgery – or non-compliance
- ✓ must be charged as a single invoice transaction for each item number (JB201 and JB202).

Employment pathway services

These services may be selected in combination and proportion as required by the specific need of the worker and their circumstances, up to the maximum allowed in the *WorkCoverSA Return to Work Services Fee Schedule*.

- ✓ The maximum fee for employment services varies with the time since date of injury at the time of referral as specified in the Job Placement Services Fee Schedule Quick Reference Guide.
- ✓ The Job Placement Specialist shall monitor Employment Pathway Services (EPS) usage to ensure EPS expenditure is within the maximums prescribed.
- ✓ The RISE program provides wage subsidies for employers and can be actively marketed in consultation with the worker
- ✓ Employment Pathway Services, where incurred as external costs for the Job Placement Specialist, are to be paid by the Job Placement Specialist then reimbursed by the claims agent
- ✓ Assistance with short term transport costs and interpreter services should generally be reimbursed as a claims cost with the approval of the claims agent.
- × Wage subsidies are not permitted to be reimbursed as Employment Pathway Services.

Employment Pathway Services

Item no.	Description	Max fee (ex GST)
JB301	Identification of broader vocational goals , for example personality profiling (linked to vocational suitability).	Reimbursement (Max \$300.00)
JB302	<p>Training and materials to provide employment-related skills and qualifications to the worker, specifically,</p> <ul style="list-style-type: none"> • Employment related training courses. • Employment related books and equipment. • Literacy, language or numeracy assistance where places in other government funded programs are unavailable. <p>Training may also be reimbursed as a claims cost with the approval of the claims agent.</p> <p>Pre-apprenticeship training or pre-tertiary training is not permitted under this EPS item code.</p>	Reimbursement at reasonable cost
JB303	<p>Activities that assist the worker to find and gain employment, including,</p> <ul style="list-style-type: none"> • Motivational components of programs. • Job search phone use. Job Placement Specialist providers may assist with the purchase of mobile phones, phone cards and mobile phone pre-paid credit vouchers where the worker does not have access to a land line at their place of residence and only where a phone is required to maintain contact with the worker. • Equipment expenses incurred by a Job Placement Specialist provider to directly support job search activities. 	Reimbursement at reasonable cost
JB304	<p>Group based job-search activities.</p> <p>Group-based job-search activities can be billed in 'blocks', for example, a 150 hour program can be billed as \$1500.00. If a worker cannot attend all program hours due to a medical restriction, the provider is required to seek to make-up the lost hours through attendance at vacant slots in other group-based job search programs at no cost.</p>	\$10.00 per hour
JB305	<p>Individual job seeking support, including,</p> <ul style="list-style-type: none"> • Additional one-on-one contacts (>0.5 hours per fortnight). • Activities to manage worker compliance in addition to normal program hours. 	\$93.00 per hour

Item no.	Description	Max fee (ex GST)
JB306	Reverse marketing and job carving.	\$93.00 per hour
	<ul style="list-style-type: none"> ✓ Reverse marketing can only be claimed where an individual worker is actively marketed to employers where a vacancy does not exist (that is, the reverse of having employers request workers with specific skills to fill a particular vacancy). ✓ Job carving, creation of a modified job to fit the workers skills and physical capabilities can occur in relation to an existing vacancy request from an employer. ✓ Job carving can relate to several workers, but shall not include general marketing to employers. ✓ The cost of job carving shall be allocated across the relevant workers. ✓ A log of reverse marketing and job carving activities for workers shall be retained by the Job Placement Specialist provider. 	
JB307	Arranging and monitoring work trials.	\$93.00 per hour
JB308	Preparing a worker for interviews, including:	Reimbursement at reasonable cost
	<ul style="list-style-type: none"> ✓ Clothing to attend an interview where the worker has no suitable clothes. ✓ Travel costs to an interview. ✓ Personal presentation, hygiene packs, and basic haircuts. ✓ Interview training. 	
JB309	Direct interview support, including one-on-one preparation and interview attendance.	\$93.00 per hour
JB310	Preparing a worker for prospective employment (except where the employer would normally provide this as a standard condition of employment), including:	Reimbursement
	<ul style="list-style-type: none"> ✓ Work tools, tickets and licences to enable a job seeker to accept an offer of employment. ✓ Drivers licence and cost of driving lessons. ✓ Police checks. 	
JB311	Aids, assistance and modifications to support employment durability (except where the employer would normally provide this as a standard condition of employment). These include:	Reimbursement at reasonable cost
	<ul style="list-style-type: none"> ○ On the job training. ○ Work clothing, uniforms and safety equipment. ○ Workplace assistance and modifications where they are required but not available through any other Government funded program. ✓ Post placement support and mentoring can be offered to address issues which are likely to impact on the worker's ability to continue in an employment placement. × Self-employment costs and childcare costs are not available 	

Item no.	Description	Max fee (ex GST)
	<p>under this EPS item.</p> <p>× EPS cannot be used for costs to verify employment for the purposes of an Outcome claim.</p>	
JB312	Direct contact to support employment durability , in addition to the expected one contact per fortnight with the worker and/or employer, and three contacts in the first week of employment.	\$93.00 per hour
JB313	<p>Activity to upgrade worker's medical capacity (medical treatment services to be approved by case manager and reimbursed under the relevant medical treatment expense code). For example,</p> <ul style="list-style-type: none"> • Communication and negotiation with the nominated treating doctor where requested by the case manager. 	\$93.00 per hour
JB314	<p>Assistance to overcome non-vocational barriers, for example,</p> <ul style="list-style-type: none"> • Mental health support. • Substance dependency services. • Gambling rehabilitation. • Personal development and self-esteem. • Family support. • Financial counselling. • Anger management support. <p>Assistance to overcome non-vocational barriers may be reimbursed as a claims cost where the service is allowable as a claims cost, and approved by the case manager.</p> <p>The Job Placement Specialist must pay these services directly to the relevant provider then invoice the claims agent using item number JB314 for reimbursement.</p>	<p>Reimbursement at reasonable cost</p> <p>Only to be incurred with approval of the claims agent</p>

Outcome fees

Item no.	Description	Max fee (ex GST)
Placement fees		
JB401	<p>Placement at current medical capacity hours.</p> <p>A placement in paid employment at full current medical capacity hours for a duration of 10 consecutive working days from commencement date.</p> <p>This item does not include Non-Payable Placements.</p>	\$787.00
JB402	<p>Placement below current medical capacity.</p> <p>A placement in paid employment at less than full medical capacity hours, but greater than or equal to 20 hours. The placement duration must extend for a minimum of 10 consecutive working days from the commencement date.</p> <p>This item does not include Non-Payable Placements.</p>	\$550.00

13 week outcome fees

Item no.	Description	Max fee (ex GST)* Time since Date of Injury (DOI) at referral		
		0-12 months	13-36 months	Over 36 months
JB501	<p>Full 13 week outcome.</p> <p>Fee payable if the worker obtains sustainable employment, AND receives (or is due to receive) no income maintenance entitlement over 13 consecutive weeks from the employment commencement date.</p> <p>This item does not include Non-Payable Placements</p>	\$1,475.00	\$2,213.00	\$2,950.00
JB502	<p>Partial 13 week outcome.</p> <p>Fee payable if the worker obtains sustainable employment AND receives (or is due to receive) less than 50% of their income maintenance entitlement (at the time of referral) over 13 consecutive weeks from the employment commencement date.</p> <p>This item does not include Non-Payable Placements.</p>	\$590.00	\$885.00	\$1,180.00

26 week outcome fees

Item no.	Description	Max fee (ex GST)* Time since Date of Injury (DOI) at referral		
		0-12 months	13-36 months	Over 36 months
JB601	<p>Full 26 week outcome.</p> <p>Placement if the worker obtains sustainable employment AND receives (or is due to receive) no income maintenance entitlement over 26 consecutive weeks from the employment commencement date.</p> <p>This item does not include Non-Payable Placement.</p>	\$2,950.00	\$4,425.00	\$5,900.00
JB602	<p>Partial 26 week outcome.</p> <p>Payable if the worker obtains sustainable employment AND receives (or is due to receive) less than 50% of their income maintenance entitlement (at the time of referral) over 26 consecutive weeks from the date of the employment commencement.</p> <p>This item does not include Non-Payable Placement.</p>	\$1,180.00	\$1,770.00	\$2,361.00

Note 1: No more than three placement outcome fees can be claimed for

a single worker within 12 calendar months.

No more than two 13 week outcome fees can be claimed for a single worker within 12 calendar months.

Note 2: If a person drops out of paid employment, the provider has a 5 day re-anchor period to restore the worker to paid employment. The 5 days for re-anchoring will be excluded from the income maintenance calculation and the 13 week and 26 week milestone date shall be moved back 5 working days.

Invoicing

Refer to the invoicing section of this fee schedule. In addition, the following services must be charged as single invoice transactions:

- ✓ Initial assessment and employment pathway plan
- ✓ Service fees
- ✓ Outcome fees at each milestone

Where a service uses time based billing, the actual time taken must be accumulated for the day and then rounded to the nearest 6 minutes.

Restoration to the community services

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4. Restoration to the community services

The objective of these services is restoration to the community, including assessing appropriate recreational activities to support the worker's continuing recovery and facilitate their social re-integration. In cases where a return to work is possible, a new referral to a return to work service stream will be required for a return to work outcome.

Quick reference guide

Item no.	Description	Max fee (ex GST)*
RH301	Initial assessment (including travel)	\$947.10
RH307	Restoration to the community coordination (Rehabilitation consultant)	\$135.30 per hour
WR901	Additional travel for regional areas (Rehabilitation consultant)	\$135.30 per hour
WR907	Travel expense reimbursement*	Reasonable cost
WR910	Equipment expense reimbursement*	Reasonable cost

* Subject to the conditions and service item descriptions detailed in pre-injury employer services

Policy

Who can provide restoration to the community services to workers

WorkCover will only pay for restoration to the community services delivered by:

- ✓ Providers who are:
 - ✓ appointed as a *South Australian Workplace Rehabilitation Provider*, and
 - ✓ authorised to provide services in the restoration to the community category, and
- ✓ Consultants that meet the Heads of Workers Compensation (HWCA) requirements:

How much will WorkCover pay

WorkCover will pay the reasonable cost of restoration to the community services up to the maximum amounts detailed in the *WorkCoverSA Return to work services fee schedule*.

What WorkCover will pay for

WorkCover will pay for restoration to the community services that are:

- ✓ Focused on achieving safe, early, and durable outcomes
- ✓ Appropriate and necessary
- ✓ In accordance with the *WorkCoverSA Return to work services fee schedule*

What WorkCover will not pay for

WorkCover will not pay for restoration to the community services that include:

- × claims management activity
- × notifying the worker of claim determinations (including claim decisions, authorisation of payments, determination of entitlements)
- × managing worker or employer compliance relating to their workers compensation obligations
- × extended monitoring of the worker's status without progress towards the goal (medical, return to work or otherwise)
- × advocacy
- × treatment (including therapeutic counselling)
- × other services referred to by a workplace rehabilitation provider or consultant without the prior approval of the case manager (e.g. Return to work assessment services, Activities of daily living assessments etc).
- × Overseeing or monitoring of the worker's treatment or scheduling medical/treatment appointments.

These functions are not considered in the scope of restoration to the community services and this fee schedule.

Who can request this service

- ✓ These services may only be requested by a claims agent, WorkCoverSA or a self-insurer.
- ✓ The requestor is to include relevant and appropriate information with the referral, which may include, but is not limited to: medical reports, current WorkCover Medical Certificate; a job analysis report; rehabilitation progress reports etc.

Who can be referred for this service?

Workers who have injuries categorised as serious where there is no reasonable prospect of achieving a return to work.

Initial assessment (including travel)

Assessment of a worker's needs with regard to community links, and preparation of an assessment report, a recommended restoration to community plan, and other additional information required to assist the case manager to prepare a plan.

- ✓ The assessment may include an interview with the worker, employer and treating medical experts.
- ✓ The assessment and recommended restoration to the community plan are to be delivered within 10 business days of receiving the referral.
- ✓ All travel time required to deliver this service (excluding additional regional travel approved by a case manager) is included in the fee.

Restoration to the community coordination

The objective of these services is to implementation the restoration to the community plan.

- ✓ The service may only commence on:

- Written approval from the case manager following their review and of the initial assessment report and plan,
- ✓ Relevant parties are to be kept informed of the actions, services and outcomes of the rehabilitation.
- ✓ Approvals to provide services shall be made in advance, and in blocks of up to 20 hours of service.
- ✓ Approval to provide further services may be approved by the Case Manager

Invoicing

Refer to the invoicing section of this fee schedule

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Return to work assessment services

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5. Return to work assessment services

The purpose of the Return to work assessment services is to support evidence-based decision-making in the case management process *in specific circumstances where expert opinion is required*. The services often comprise stakeholder consultation to, where possible, ensure buy-in of key stakeholders to the assessment determination.

Quick reference guide

Item no.	Description	Max fee (ex GST)*
WF901	Job suitability evaluation	\$166.20 per hour (max 6 hours within 10 business days*)
WF902	Medical capacity assessment	\$166.20 per hour (max 8 hours within 10 business days)
WF903	RTW goal verification	\$166.20 per hour (max 10 hours over 10 business days*)
WF904	Work capacity evaluation	\$166.20 per hour (max 15 hours)
WR901	Additional travel for regional areas	\$141.10 per hour
WR907	Travel expense reimbursement**	Reasonable cost
WR910	Equipment expense reimbursement**	Reasonable cost

* Hours are inclusive of any travel requirement

** Subject to the conditions and service item descriptions detailed in pre-injury employer services

Who can provide Return to Work Assessment services to workers

WorkCover will only pay for Return to Work assessment services delivered by:

- ✓ Providers who are:
 - ✓ appointed as a *South Australian Workplace Rehabilitation Provider*, and
 - ✓ authorised to provide services in the Return to work assessment services category, and
- ✓ Consultants that meet the Heads of Workers Compensation (HWCA):
 - minimum qualifications; or
 - minimum qualifications for exercise physiology, physiotherapy, occupational therapy, and psychology
- ✓ Consultants that meet the minimum clinical or industry experience levels as specified below, and will be paid in accordance with the Fee Schedule Quick Reference Guide:
 - Rehabilitation consultants: less than 2 years' full-time clinical or workers' compensation industry experience. Consultants with less than the minimum required experience may provide services to workers' compensation clients if supervised for a period of 12 months by a relevant specialist rehabilitation consultant. During this time, the consultant may only charge for services at the rehabilitation consultant fee.

- Specialist rehabilitation consultants: have completed the equivalent of two years' full-time clinical practice as a Registered Physiotherapist, Qualified Occupational Therapist, Accredited Exercise Physiologist or Registered Psychologist, or the equivalent of two years' full-time workers' compensation practice as a Rehabilitation Counsellor registered with ASORC.

How much will WorkCover pay

WorkCover will pay the reasonable cost of return to work assessment services up to the maximum amounts detailed in the *WorkCoverSA Return to work services fee schedule*.

What WorkCover will pay for

WorkCover will pay for return to work assessment services that are:

- ✓ Focused on achieving safe, early, and durable outcomes
- ✓ Appropriate and necessary
- ✓ In accordance with the *WorkCoverSA Return to work services fee schedule*

What WorkCover will not pay for

WorkCover will not pay for return to work services that include:

- × claims management activity
- × notifying the worker of claim determinations (including claim decisions, authorisation of payments, determination of entitlements)
- × managing worker or employer compliance relating to their workers compensation obligations
- × extended monitoring of the worker's status without progress towards the goal (medical, return to work or otherwise)
- × advocacy
- × treatment (including therapeutic counselling)
- × other services referred to by a workplace rehabilitation provider or consultant without the prior approval of the case manager (e.g. Return to work assessment services, Activities of daily living assessments etc).
- × Overseeing or monitoring of the worker's treatment or scheduling medical/treatment appointments.

These functions are not considered in the scope of return to work assessment services and this fee schedule.

Who can request Return to Work Assessment services

- ✓ These services may only be requested by a claims agent, WorkCoverSA or a self-insurer.
- ✓ The requestor is to include relevant and appropriate information with the referral, which may include, but is not limited to: medical reports, current WorkCover Medical Certificate; a job analysis report; rehabilitation progress reports; previous assessment reports etc.

Who can be referred for this service

Refer to individual assessment descriptions

Invoicing

Refer to the invoicing section of this fee schedule

Job Suitability Evaluation

The purpose of a job suitability evaluation is to progress an effective return to work outcome by attending the workplace to identify suitable duties or employment that match a worker's current capacity or potential capacity. Where appropriate and necessary, this service involves proposing task or workplace modifications to ensure the safety and sustainability of a worker's remain at work or return to work. Recommendations regarding the worker's capacity to perform suitable duties will be presented to the worker's treating doctor for clearance.

Who can provide a job suitability evaluation

Refer to criteria under Return to work assessment services

Who can be referred for this service

A worker may be referred for this service in the following instances:

- ✓ a pre-injury employer (or rehabilitation and return to work coordinator) needs assistance in identifying suitable duties and/or employment in the workplace
- ✓ the suitability of identified duties or employment is uncertain and there is a risk of a worker aggravating an existing injury, or sustaining a new injury
- ✓ the case is difficult and complex such as when a worker's recovery is delayed or difficult, physical restrictions are significant, pain is a predominant factor, the worker's capacity is not stable,
- ✓ if the worker has more than one injury

What is included in a Job Suitability Evaluation

There are various components which may be included within a Job Suitability Evaluation such as:

- ✓ evaluation of the organisation and staffing details, such as organizational chart
- ✓ identification of suitable duties or employment in the workplace at the pre-injury workplace or other worksites
- ✓ task analysis, inclusive of critical physical / psychological demands of potential suitable duties and / or employment option where required
- ✓ proposed graduated return to work schedule
- ✓ propose task or workplace modifications where necessary, to mitigate risk of aggravation of the worker's injury

The outcome of the Job Suitability Evaluation should include:

- ✓ collaborative consultation with employer, RRTW Coordinator (where applicable), and worker to obtain agreement on suitable duties
- ✓ clearance from worker's treating doctor for identified suitable duties and graduated return to work schedule where applicable

Report

- Provision of a Job suitability evaluation report to WorkCover Agent or Self Insurer The report is to document the following, with clinical reasoning to support findings:

- the results of worksite assessment, including an overview of organisation and staff details
- the identified suitable duties and/or employment, and the associated critical physical / psychological demands of these identified suitable duties and/or employment where required
- where suitable duties are not identified, to make recommendations for return to work considerations, including return to work goal
- the outcome of consultation and any agreements made by the parties with regard to suitable duties, clearances from the treating doctor for identified suitable duties and / or graduated return to work schedules

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Medical capacity evaluation

The purpose of a medical restrictions evaluation is to provide an evidence-based evaluation of a worker's abilities over a range of physical demands. . This assessment includes making recommendations for participating in work and obtaining clearance for recommendations from the worker's treating medical practitioner.

Who can provide a Medical restrictions evaluation

Refer to criteria under Return to work assessment services

Who can be referred for this service

A worker may be referred for this service

- ✓ where clarification is required on the worker's ability to perform certain duties/jobs in either the pre-injury or new employer workplace
- ✓ where evidence-based testing is required in support of treating doctor to provide clearance

This service should not be provided:

- × to workers who have contra-indications to participating in a functional capacity evaluation. Contra-indications may include:
 - unstable medical conditions
 - recent surgery
 - substantial psychiatric or behaviour issues
 - non-compensable medical co-morbidities which preclude the worker from work activity
 - communication barriers/concerns preclude the understanding of instructions and interpretation of reactions during a functional capacity evaluation.
- × where a medical restrictions evaluation has been provided in the past 12 months, and there are not substantial changes in the worker's capacity, or the physical demands of the job

What is included in a Medical capacity evaluation

The approach to the evaluation should be on an individual case-by-case basis, where tests and assessments are selected as relevant to the worker's injury and workplace duties. The following components may be included within a medical restrictions evaluation depending on the nature of the referral and the complexity of the workers' injury and return to work status. :

- ✓ a limited, or full functional capacity evaluation
- ✓ worksite assessment
- ✓ task/job analysis
- ✓ clinical assessment to establish a worker's functional capacity

The components that must be included with a Medical capacity evaluation are:

- ✓ consideration of current certified capacity as per treating medical practitioner's WorkCover Medical Certificate, and other relevant medical information provided
- ✓ conducting evaluation with worker, and taking steps to prevent exacerbation of the injury or creating further injury
- ✓ consideration of the presence of non-physical behavioural features which may impact the relevance of demonstrated capacity
- ✓ collaborative consultation with worker, employer (where applicable), and treating medical practitioner with the aim of reaching agreement on worker's capacity for work, and have documented clearance from doctor for proposed functional capacity

Report

- Provision of a medical restrictions report to WorkCover Agent or Self Insurer The report is to document the following, with clinical reasoning to support findings:
 - the functional capacity assessment result to determine worker's potential for work, including progression to pre-injury capacity where appropriate and possible.
 - where worksite assessment is conducted as part of evaluation, to document findings of task analysis and suitable duties in line with functional capacity assessment result
 - the outcome of consultation and any agreements made by the parties with regard to the workers capacity or return to work

RTW goal verification

The purpose of the RTW goal verification is to provide an integrated and evidence-based assessment of the likelihood the worker will return to work with the pre-injury employer. This service considers the viewpoints of all key parties in the return to work process and provides a single consolidated recommendation to the case manager.

Who can provide a RTW Goal Verification

In addition to the criteria required for providers delivering return to work assessment services, WorkCoverSA will only pay for RTW Goal Verification services delivered by:

- ✓ Providers who are independent, meaning that their organisation:
 - ✓ Has not provided pre-injury employer rehabilitation services in respect of the worker at the pre-injury employer
 - ✓ Shall be excluded from providing new employer rehabilitation services in respect of the workers return to the workforce with a new employer.

Who can be referred for this service

A worker may be referred for this service when

- ✓ worker's current goal is to return to pre-injury employer, and
- ✓ there are significant barriers to achieving the return to work goal have been identified, and
- ✓ there is no success in return to pre-injury and modified duties with the pre-injury employer due to worker's capacity within 5 months from date of injury, and
- ✓ worker has no contra-indications to participate in a functional capacity evaluation. Contra-indications may include:
 - unstable medical conditions
 - recent surgery
 - substantial psychiatric or behaviour issues
 - non-compensable medical co-morbidities which preclude the worker from work activity
 - communication barriers/concerns preclude the understanding of instructions and interpretation of reactions during a functional capacity evaluation.

What is included in a RTW Goal Verification

There are multiple components to the RTW Goal Verification. Service providers should approach the evaluation on an individual case-by-case basis, by incorporating a combination of the following services as deemed appropriate:

Preparation

- Review available medical and vocational information
- Contacting worker, employer and treating practitioners
- Obtaining approval from treating practitioner to conduct functional capacity assessment (if required)

Worksite assessment and job demands analysis

- Attending the pre-injury workplace(s)
- Assessing the worksite for available suitable employment
- Discussing possible suitable employment options with RTW Coordinator, and relevant organisation management
- Conducting a job demands analysis to identify the functional demands of potential suitable employment options that are relevant to the worker's injury

Functional capacity evaluation (area-specific or full)

- The practitioner must use systems in which they have been formally trained and, when required formally certified.
- Taking steps to prevent exacerbation of the injury or further injury
- Assessing a worker's safe physical capacity to meet the job demands of the suitable employment options available to the worker at the worker's pre-injury employer, including consideration of modifications to elements of the potential jobs
- Specifying the worker's work and not work related medical restrictions

Consultation

- Liaising with the worker, employer and treating practitioner with the aim of reaching agreement on the availability of suitable employment and the worker's capacity to undertake this employment.

Report

- Provision of a RTW goal verification report to WorkCover Agent or Self Insurer on the specified template. The report is to document the following, with clinical reasoning to support findings:
 - the results of worksite assessment, the functional capacity assessment (where delivered), the identified suitable employment, and demands of identified suitable employment
 - The outcome of consultation and any agreements made by the parties with regard to the workers capacity or return to work
 - Recommendation as to whether the worker ought to continue to strive for a return to their pre-injury employer, or transition to new employer services.

Work capacity evaluation

The purpose of the independent work capacity assessment service is to provide an evidence-based assessment of the capacity of a worker to return to work with a new employer – that considers the viewpoints of all key parties in the return to work process and provides a single consolidated assessment to the case manager.

Who can provide a Work capacity evaluation

Refer to criteria under Return to work assessment services.

Who can be referred for this service?

Workers:

- whose current return to work goal of 'return to work with a new employer
- whose most recent WorkCoverSA Medical Certificate certifies the worker, for a period exceeding 14 calendar days, as either:
 - unfit for work, or
 - fit for work for less than 30 hours per week.
- who have been paid, or are entitled to be paid, more than 100 weeks of income maintenance, OR who have been referred to a fit for work service that was unsuccessful

Work Capacity Evaluation

There are six components to this service, **all to be delivered as part of the same referral**:

Preparation

- Review available medical and vocational information
- Obtain Section 112 approval from the worker
- Contact worker, treating practitioners and relevant Workplace Rehabilitation Providers and/or Job Placement Specialists.
- Arrange employment assessment interview with the worker.
- Obtain required information from worker, treating practitioners and relevant Workplace Rehabilitation Providers and/or Job Placement Specialists.
- Obtain approval from treating practitioner to conduct functional capacity assessment (if required).

Employment assessment

- Interview the worker to identify and confirm considerations relevant to determining suitable employment for the worker.
- Determine three suitable employment options in areas where there is a labour market need within the relevant geography.
- Document the fit of the worker for the suitable employment options, and evidence of labour market need within the relevant geography.

Job demands analysis

- Conduct a job demands analysis to identify the functional demands of potential suitable employment options that are relevant to the worker's injury

Functional capacity evaluation (area-specific or full)

- Conduct a functional capacity evaluation for components relevant to identified suitable employment options (if required)
- The practitioner must use systems in which they have been formally trained and, when required, formally certified.
- Take steps to prevent exacerbation of the injury or further injury
- Consider the reliability and validity of the tests used
- Assess a worker's safe physical capacity to meet the job demands of the suitable employment options available to the worker at the worker's pre-injury employer, including consideration of modifications to elements of the potential jobs

Consultation

- Liaise with the worker, employer, treating practitioner and relevant Workplace Rehabilitation Providers and/or Job Placement Specialists with the aim of reaching agreement on the availability of suitable employment and the worker's capacity to undertake employment.

Report

- Results of employment assessment, job demands of suitable employment options and functional capacity evaluation for identified suitable employment
- Outcome of consultation with all parties
- Any agreements made by the parties with regard to the workers capacity or return to work
- Consultation with legal providers as directed by the service referrer, and refinement of options (or further assessments if required), for the purpose of ensuring the robustness of identified suitable employment options
- Assessment of the worker's capacity to undertake suitable employment within their relevant geography, including identification of earning capacity
- Rationale for assessment of suitable employment options

This service must be provided by a single provider or organisation for the purpose of providing a consolidated viewpoint considering the perspectives of all the relevant parties

Reports written as a result of this assessment must be incorporated into the total charge for the service. They must not be charged using other occupational therapist or physiotherapy item codes

Invoicing

The independent work capacity assessment services must be charged as single invoice transaction.

For the purpose of time based billing, the actual time taken must be accumulated for the day and then rounded to the nearest 6 minutes.

Definitions

Case Manager refers to the person with primary responsibility for management of the worker's claim at the claims agent.

Conditions of Appointment refer to the terms and conditions under which the provider is appointed as a rehabilitation advisor to the South Australian workers compensation scheme.

Current Medical Capacity is the hours for which the worker is certified as fit for paid employment within the restrictions specified on the worker's most current *WorkCover Medical Certificate* at the relevant time (for example, at the commencement of paid employment).

Date of Commencement is:

- In respect of fit for work services, is the date of referral to fitness placement services under service item code WF101
- In respect of job placement services, is the date of referral to job placement services under service item code JB101.

Date of Injury is the date on which the worker sustained the injury that is the basis for their workers' compensation claim as recorded on the claims agent's claims management information system.

An **Employment Consultant** is a person who provides non-administrative job seeking assistance to workers who is employed by a Job Placement Specialist to the South Australian Scheme.

Employment Pathway Plan refers to a plan that has been discussed with the worker specifying, at a minimum, the following:

- (a) Specific suitable employment goals
- (b) Wider suitable employment goals
- (c) Employment pathway activities plan, including detailed description of activities to be undertaken by the worker.

In addition, it shall include a planned allocation of Employment Pathways Services expenditure for discussion with the case manager (and the worker at the discretion of the Job Placement Specialist).

Employment Pathway Services refers to return to work assistance provided to the worker under the Employment Pathway Services service items of this fee schedule.

Fitness Pathway Plan refers to a plan that has been discussed with the worker and nominated treating doctor specifying, at a minimum, the following:

- (d) Fitness upgrade goals at specific milestones, and
- (e) Fitness pathway activities plan, including detailed description of activities to be undertaken by the worker.

In addition, it shall include a planned allocation of Fitness Pathways Services expenditure for discussion with the case manager (and the worker at the discretion of the Workplace Rehabilitation Provider (New Employer)).

Fitness Pathway Services refers to fitness upgrade assistance provided to the worker under the Fitness Pathway Services service items of this fee schedule.

Fee Schedule and Guidelines means the WorkCoverSA Return to Work Services fee schedule, as amended, as published on at www.workcover.com by WorkCoverSA from time to time.

A **Non-Payable Placement** is a position:

- (a) Where the worker obtains employment more than 180 calendar days following the cessation of services from the Job Placement Specialist provider.
- (b) Where the worker obtains employment following the cessation of services with the Job Placement Specialist provider, and commencement of services with another Job Placement Specialist provider or Workplace Rehabilitation Provider that is providing job seeking assistance.
- (c) That would lead to employment involving nudity or in the sex industry, including retail positions.
- (d) For placement in work experience activities.
- (e) Where the worker commences his own business.
- (f) That contravenes Commonwealth, State or Territory legislation or provides terms and conditions of employment which are inconsistent with the relevant workplace relations laws, or any instrument made under such laws.
- (g) That pays a commission as either the entire remuneration or part of the remuneration, except where any commission being paid to the worker is in addition to the amount being paid to the worker in accordance with any applicable Commonwealth or State law and any applicable modern award or national minimum wage order.
- (h) Where the type of work is inappropriate for the worker's medical capacity to work.
- (i) For a school-based traineeship and/or apprenticeships.
- (j) In a training course.
- (k) For self-employment opportunities.
- (l) That involves taking up employment in another country, regardless of whether the salary is paid in Australian Dollars or by an Australian company.
- (m) For non-ongoing employment or a Work Trial, and/or
- (n) For which the Job Placement Specialist provider has already claimed the relevant placement or outcome fee.

Potential Future Suitable Employment is where suitable employment is obtainable following provision of training to the worker.

Rehabilitation Consultant is a HWCA qualified rehabilitation consultant that does not satisfy the qualification requirements of a Specialist Rehabilitation Consultant for the particular claim type.

A Specialist Rehabilitation Consultant is

- an occupational therapist, physiotherapist, exercise physiologist, or psychologist who are registered with AHPRA and who have completed the equivalent of two years full-time clinical practice, or
- a rehabilitation counsellor registered with ASORC who has completed the equivalent of two years full-time workers' compensation practice.

Consultants with less than the minimum required clinical or industry experience may provide services to workers compensation clients if supervised for a period of 12 months by a relevant specialist rehabilitation consultant. During this time, the consultant may only charge for services at the standard rehabilitation consultant fee.

Suitable Employment means employment in work for which the worker is suited, whether or not the work is available, having regard to the following:

- (a) the nature of the worker's incapacity and previous employment
- (b) the worker's age, education, skills and work experience
- (c) the worker's place of residence
- (d) medical information relating to the worker that is reasonably available, including in any medical certificate or report
- (e) if any rehabilitation programs are being provided to or for the worker

(f) the worker's rehabilitation and return to work plan, if any.

Specific suitable employment goals include identification of (1) current suitable employment goals, and (2) potential future suitable employment goals for the worker. The goals must be realistic and in areas of the labour market where employment is known to be commonly available.

Wider suitable employment goals specify the wider criteria for consideration in assessing further suitable employment. For example,

- “Any employment that falls within the following generic employment parameters will be regarded as suitable: (include a brief summary of the worker’s transferable skills, qualifications, capacity for work (based on medical restrictions stated in the latest functional assessment or *WorkCover Medical Certificate*))”

Work Hardening. Where practicable it is preferable that a worker return to paid employment, (either on a graduated or full time basis), however, where a worker has limited work capacity, a graduated program of work hardening tasks progressing to paid employment conducted in the workplace, may be appropriate. The aim of the Work Hardening program is to increase a worker’s capacity, tolerance and endurance for the physical and intellectual demands of specified duties or employment, and result in improved work performance leading to a safe return to paid employment.

Work Simulation is a graduated program of supervised activities used to simulate work conditions and the physical demands of duties. It should be regarded as an interim measure between treatment and a graduated return to work, in cases where the physical demands of a job exceed a worker’s capacity. Work Simulation has the same aim as Work Hardening, but is conducted in a different setting and with different conditions.

Invoicing information

What are the payment conditions

- Providers should only invoice for services as described in this fee schedule.
- Payment for services (including reports) will not be made in advance, except for Job Placement Services Service Fees.
- There must be written evidence of case manager referral and authorisation on an approved referral letter prior to the provision of the service.
- Services are only chargeable if provided by a workplace rehabilitation or employment consultant (ie, services provided by non-qualified administration staff are not chargeable).

How is chargeable time calculated?

Where a service uses time based billing, the actual time taken must be accumulated for the day and then rounded to the nearest 6 minutes.

What is not chargeable?

Providers should not invoice for the following:

- work undertaken by clerical/administration staff or other non-qualified staff
- file maintenance
- typing, photocopying
- preparing and submitting billings and accounts
- distributing reports
- receiving and reading of *WorkCoverSA Medical Certificates*
- time already billed on another claim
- cancelled appointments
- self-marketing
- supervision including peer review of files
- activities that are part of WorkCoverSA's or the Job Placement Specialist provider's quality assurance process
- staff training and professional development
- research to improve the knowledge and skills of consultants.

What records of services rendered are to be maintained?

Providers are required to maintain on a worker's file a record of all services invoiced, including the date those services were provided and sufficient detail to enable verification (e.g. copy of email, travel destination and distance), in accordance with their *Conditions of Appointment*.

What information is required on an invoice?

For all invoices, whether a tax invoice or not, the following information should be provided:

- Provider details – name, WorkCoverSA provider number, contact and location details

- Invoice number and invoice date
- Australian Business Number (ABN)
- Worker's surname and given name(s)
- Claim number
- Brief description of the injury to which the services relate
- Employer name, if known
- Each service for which payment is sought itemised separately with:
 - date of service
 - service item number in accordance with this fee schedule
 - meaningful service description in accordance with this fee schedule
 - charge for the service in accordance with this fee schedule
 - total charge for invoiced items plus any GST that may be applicable
 - WorkCoverSA provider account details for electronic funds transfer (EFT) purposes.

The claims agent is unable to pay on 'account rendered' or statement invoices. Payment will be made, where appropriate, on an original invoice or duplicate/copy of the original.

When should invoices be submitted?

Invoices are to be submitted within four weeks of service. Invoices for services displaying the information set out above will allow for prompt and efficient processing. Invoices that do not meet these standards may be returned to the provider for amendment.

GST

All amounts listed in this booklet are exclusive of GST. If applicable, WorkCoverSA will pay to the provider an amount on account of the provider's GST liability in addition to the GST exclusive fee. Workplace Rehabilitation Providers providers should provide WorkCoverSA with a tax invoice where the amounts are subject to GST.

For all GST-related queries, please contact the Australian Tax Office, or your tax advisor.

Changes to provider details

For changes to provider details, such as ABN, change of address or electronic funds transfer details, please complete the *Provider: Registration and EFT form* which can be downloaded from our website at <http://www.workcover.com/health-provider/the-workcover-system/lodging-payment-information>. Once completed either email to provmain@workcover.com or fax to WorkCoverSA on (08) 8238 5690. For any queries relating to this form, please contact WorkCoverSA on 13 18 55.

Where payment is outstanding

Please contact the claims agent if the claim has been accepted and the payment is outstanding.

If the claim has not been accepted, responsibility for payment of accounts rests with the worker.

Useful contacts

WorkCoverSA

For further enquiries relating to fee schedules contact WorkCoverSA.

Phone: 13 18 55
Email: providers@workcover.com
Address: 400 King William Street, Adelaide SA 5000
Postal address: GPO Box 2668, Adelaide SA 5001
Online: www.workcover.com

Claims agents

All workers compensation claims (*that are not self-insured or serious injury*) are managed by Employers Mutual or Gallagher Bassett. To identify which claims agent is managing an worker's claim, refer to the 'Claims agent lookup' function on our website at www.workcover.com.

Employers Mutual Ltd

Phone: (08) 8127 1100 or free call 1300 365 105
Fax: (08) 8127 1200
Postal address: GPO Box 2575, Adelaide SA 5001
Online: www.employersmutualsa.com.au

Gallagher Bassett Services Pty Ltd

Phone: (08) 8177 8450 or free call 1800 664 079
Fax: (08) 8177 8451
Postal address: GPO Box 1772, Adelaide SA 5001
Online: www.gallagherbassett.com.au

WorkCoverSA Claims Unit

Serious injury claims (*that are not self-insured*) are managed by WorkCoverSA.

Phone: 13 18 55
Fax: (08) 8233 2051
Postal address: GPO Box 2668, Adelaide SA 5001

Self-insured employers

For matters relating to self-insured claims, please contact the employer directly.

Regional Travel Postcodes

POSTCODE	SUBURBS
0872	Ernabella
5116	Evanston, Evanston Gardens, Evanston Park, Evanston South, Hillier
5118	Bibaringa, Buchfelde, Concordia, Gawler, Gawler Belt, Gawler East, Gawler River, Gawler South, Gawler West, Hewett, Kalbeeba, Kangaroo Flat, Kingsford, Reid, Ward Belt, Willaston
5172	Dingabledinga, Hope Forest, Kuitpo, Kuitpo Colony, Kyeema, Montarra, Pages Flat, The Range, Whites Valley, Willunga, Willunga Hill, Willunga South, Yundi
5173	Aldinga, Aldinga Beach, Port Willunga, Silver Sands
5174	Sellicks Beach, Sellicks Hill
5202	Hindmarsh Tiers, Myponga, Myponga Beach
5203	Bald Hills, Parawa, Torrens Vale, Tunkalilla, Wattle Flat, Yankalilla
5204	Cape Jervis, Carrickalinga, Deep Creek, Delamere, Hay Flat, Normanville, Rapid Bay, Second Valley, Silverton, Wirrina Cove
5210	Mount Compass, Mount Magnificent, Nangkita
5211	Back Valley, Encounter Bay, Hayborough, Hindmarsh Valley, Inman Valley, Lower Inman Valley, Mccracken, Mount Jagged, Victor Harbor, Waitpinga, Willow Creek, Yilki
5212	Port Elliot
5213	Middleton
5214	Currency Creek, Goolwa, Goolwa Beach, Goolwa North, Goolwa South, Hindmarsh Island, Mosquito Hill, Mundoo Island
5220	Parndana
5221	American River, Ballast Head, Muston
5222	American Beach, Antechamber Bay, Baudin Beach, Browns Beach, Cuttlefish Bay, Dudley East, Dudley West, Hungerford, Ironstone, Island Beach, Kangaroo Head, Pelican Lagoon, Penneshaw, Porky Flat, Sapphire town, Willoughby, Willson River
5223	Bay Of Shoals, Birchmore, Brownlow K.i., Cape Borda, Cassini, Cygnet River, D'estrees Bay, De Mole River, Duncan, Emu Bay, Flinders Chase, Gosse, Haines, Harriet River, Karatta, Kingscote, Kohinoor, etc.
5235	Cromer, Eden Valley, Mount Pleasant, Springton
5236	Tungkillo
5237	Apamurra, Milendella, Palmer, Sanderston
5238	Angas Valley, Bonython, Bowhill, Claypans, Coolcha, Cowirra, Forster, Mannum, Nildottie, Pompoota, Ponde, Punthari, Purnong Landing, Walker Flat, Wall, Wongulla, Woodlane
5253	Avoca Dell, Brinkley, Burdett, Chapman Bore, Ettrick, Gifford Hill, Greenbanks, Long Flat, Mobilong, Murrawong, Murray Bridge, Murray Bridge East, Murray Bridge North, Murray Bridge South, Northern Heights, Riverglades, Etc
5254	Buccleuch, Callington, Caloote, Monarto, Monarto South, Monteith, Murray Bridge, Mypolonga, Pallamana, Rockleigh, Tepko, The Point
5255	Angas Plains, Belvidere, Bletchley, Finnis, Gemmells, Hartley, Highland Valley, Lake Plains, Langhorne Creek, Mount Observation, Mulgundawa, Nalpa, Red Creek, Salem, Sandergrove, Strathalbyn, Tooperang, Willyaroo, Woodchester
5256	Clayton, Milang, Nurragi, Point Sturt, Tolderol
5259	Ashville, East Wellington, Jervois, Kepa, Malinong, Narrung, Naturi, Point Mcleay, Poltalloch, Raukkan, Tailem Bend, Wellington
5260	Bayah, Tailem Bend
5261	Cooke Plains, Coomandook, Culburra, Ki Ki, Yumali

Regional Travel Postcodes

POSTCODE	SUBURBS
5262	Binum, Frances, Hynam, Kybybolite
5263	Coonawarra
5264	Coorong, Meningie, Meningie East, Meningie West, Policeman Point, Salt Creek, Waltowa
5265	Coonalpyn, Field
5266	Bunbury, Colebatch, Deepwater, Tintinara
5267	Brimbago, Keith, Laffer, Makin, Mccallum, Mount Charles, Petherick, Shaugh, Sherwood, Willalooka, Wirrega
5268	Bangham, Bordertown, Bordertown South, Cangara, Cannawigara, Lowan Vale, Pooginagoric, Senior, Western Flat
5269	Pine Hill, Wolseley
5270	Buckingham, Carew, Custon, Kongal, Mundulla, Swede Flat
5271	Bool Lagoon, Keppoch, Marcollat, Naracoorte, Padthaway, Spence, Stewart Range, Wrattobully
5272	Coles, Conmurra, Fox, Greenways, Lucindale, Woolumbool
5273	Avenue Range
5275	Blackford, Boatswain Point, Cape Jaffa, Keilira, Kingston Se, Mount Benson, Pinks Beach, Reedy Creek, Rosetown, Sandy Grove, Taratap, Tilley Swamp, Wangolina, West Range, Wyomi
5276	Bray, Nora Creina, Robe
5277	Comaum, Glenroy, Nangwarry, Penola, Pleasant Park, Tarpeena
5278	Kalangadoo, Wepar
5279	Koorine, Mount Burr, Mount Mcintyre, Short, Trihi, Wattle Range East
5280	Beachport, Clay Wells, Furner, German Creek, Hatherleigh, Kangaroo Inn, Magarey, Millicent, Rendelsham, Sebastopol, Southend, Tantanoola, Thornlea
5290	Mount Gambier, Mount Gambier Dc
5291	Allendale East, Blackfellows Caves, Burrungule, Canunda, Cape Douglas, Caroline, Carpenter Rocks, Caveton, Compton, Dismal Swamp, Donovans, Eight Mile Creek, Glenburnie, Glencoe, Glencoe West, Kongorong, Mil Lel, Mingbool, Moorak, Etc
5301	Carcuma, Geranium, Jabuk, Moorlands, Parrakie, Peake, Sherlock, Wilkawatt
5302	Lameroo, Ngarkat, Smithville
5303	Parilla
5304	Kringin, Peebinga, Pinnaroo
5306	Wynarka
5307	Karoonda, Karte, Kulkami, Lowaldie, Marama, Mootatunga
5308	Copeville, Galga, Kalyan, Maggea, Mantung, Mercunda, Perponda
5309	Borrika, Halidon, Mindarie, Sandalwood
5310	Caliph, Wanbi
5311	Alawoona, Billiatt, Bugle Hut, Malpas, Meribah, Paruna, Schell Well, Taldra, Woodleigh, Wunkar
5312	Veitch
5320	Bundey, Morgan, Murbko
5321	Cadell
5322	Golden Heights, Qualco, Ramco, Ramco Heights, Sunlands
5330	Boolgun, Devlins Pound, Good Hope Landing, Holder, Holder Siding, Kanni, Lowbank, Overland Corner, Pooginook, Stockyard Plain, Taylorville, Waikerie, Woolpunda
5331	Kingston-on-murray

Regional Travel Postcodes

POSTCODE	SUBURBS
5332	Moorook, Moorook South, Wappilka, Yinkanie
5333	Loxton, Loxton North, Nangari, New Residence, Noora, Pata, Pyap, Pyap West, Taplan
5340	Mundic Creek, Murtho, Paringa, Pike River, Wonuarra
5341	Calperum, Chaffey, Cooltong, Crescent, Renmark, Renmark North, Renmark South, Renmark West, Yamba
5342	Monash
5343	Berri, Gerard, Gurra Gurra, Katarapko, Lyrup, Winkie
5344	Glossop
5345	Barmera, Loveday, Spectacle Lake
5346	Cobdogla
5350	Rosedale, Sandy Creek
5351	Altona
5352	Gomersal, Rowland Flat, Stone Well, Tanunda
5353	Angaston, Black Hill, Cambrai, Keyneton, Kongolia, Moculta, Mount Mckenzie, Sedan, Towitta
5354	Bakara, Bakara Well, Naidia, Punyelroo, Swan Reach
5355	Daveyston
5356	Dutton, St Kitts, Steinfeld, Truro
5357	Blanchetown, Moorundie, New Well, Notts Well, Paisley, Wigley Flat
5360	Greenock, Nain
5371	Roseworthy, Shea-oak Log, Templers
5372	Freeling
5373	Allendale North, Bagot Well, Bethel, Fords, Hamilton, Kapunda, Koonunga, St Johns
5374	Australia Plains, Bower, Brownlow, Buchanan, Eudunda, Frankton, Hampden, Hansborough, Julia, Mount Mary, Neales Flat, Ngapala, Peep Hill, Point Pass, Sutherlands
5381	Brady Creek, Emu Downs, Geranium Plains, Hallelujah Hills, Robertstown, Worlds End, Worlds End Creek
5400	Pinkerton Plains, Wasleys, Woolsheds
5401	Alma, Hamley Bridge, Salter Springs
5410	Linwood
5411	Giles Corner, Tarlee
5412	Navan, Rhynie, Riverton, Woolshed Flat
5413	Apoinga
5414	Manoora
5415	Mintaro, Stanley
5416	Farrell Flat
5417	Baldina, Booborowie, Burra, Burra Eastern Districts, Hanson, Leighton, Mongolata, North Booborowie
5418	Collinsville, Mount Bryan
5419	Canowie, Hallett, Mount Bryan East, Pine Creek, Uooloo, Willalo, Wanna
5420	Canowie Belt, Whyte Yarcowie
5421	Franklyn, Terowie
5422	Cavenagh, Dawson, Erskine, Hardy, Mannanarie, Minvalara, Oodla Wirra, Paratoo, Parnaroo, Peterborough, Sunnybrae, Ucolta, Yatina
5431	Amyton, Black Rock, Coomooroo, Eurelia, Hammond, Johnburg, Minburra, Morchard, Orroroo, Pekina, Tarcowie, Wallaway, Willowie, Yalpara

Regional Travel Postcodes

POSTCODE	SUBURBS
5432	Belton, Carrieton, Cradock, Mookra, Yanyarrie
5433	Bruce, Quorn, Stephenston, Willochra, Yarra
5434	Barndioota, Hawker, Kanyaka
5440	Cockburn, Manna Hill, Mingary, Nackara, Olary, Yunta
5451	Auburn, Undalya
5452	Leasingham, Watervale
5453	Armagh, Barinia, Benbournie, Boconnoc Park, Clare, Emu Flat, Gillentown, Hill River, Hoyleton, Kybunga, Penwortham, Polish Hill River, Sevenhill, Spring Farm, Spring Gully, Stanley Flat
5454	Andrews, Spalding
5455	Hilltown
5460	Barabba, Owen, Pinery, Stockyard Creek
5461	Balaklava, Bowillia, Dalkey, Erith, Everard Central, Goyder, Halbury, Hoskin Corner, Mount Templeton, Saints, Stow, Watchman, Whitwarta
5462	Blyth
5464	Anama, Brinkworth, Bungaree, Condowie, Hart, Koolunga, Marola, Rochester
5470	Yacka
5471	Gulnare
5472	Georgetown
5473	Gladstone
5480	Appila, Laura, Stone Hut
5481	Bangor, Murray Town, Wirrabara, Wongyarra
5482	Booleroo Centre, Wepowie
5483	Melrose
5485	Wilmington
5490	Caltowie
5491	Belalie East, Jamestown
5493	Yongala
5495	Baroota, Mambray Creek, Nectar Brook, Port Flinders, Port Germein
5501	Avon, Calomba, Dublin, Lewiston, Long Plains, Lower Light, Middle Beach, Parham, Port Gawler, Thompson Beach, Two Wells, Webb Beach, Wild Horse Plains, Windsor
5502	Grace Plains, Korunye, Mallala, Redbanks, Reeves Plains
5510	Lochiel
5520	Barunga Gap, Bumbunga, Burnsfield, Gleeson Hill, Snowtown, Wokurna
5521	Redhill
5522	Fisherman Bay, Lower Broughton, Port Broughton, Ward Hill
5523	Clements Gap, Crystal Brook, Huddleston, Merriton, Narridy, Wandearah, Wandearah East
5540	Bungama, Coonamia, Napperby, Nelshaby, Port Davis, Port Pirie, Port Pirie South, Port Pirie West, Risdon Park, Risdon Park South, Solomontown, Telowie, Warnertown
5550	Beaufort, Bowmans, Inkerman, Kallora, Nantawarra, Port Wakefield, Proof Range, South Hummocks
5552	Kainton, Paskeville, Sunnyvale, Thrington
5554	Boors Plain, Cunliffe, Jericho, Jerusalem, Kadina, Matta Flat, New Town, Thomas Plains, Wallaroo Mines, Willamulka
5555	Alford, Dowling, Dowlingville, Hope Gap, Kulpara, Lake View, Melton, Mundoora, Tickera, Winulta

Regional Travel Postcodes

POSTCODE	SUBURBS
5556	North Beach, Wallaroo, Wallaroo Plain, Warburto
5558	Agery, Cross Roads, East Moonta, Hamley, Kooroona, Moonta, Moonta Bay, Moonta Mines, Nalyappa, North Moonta, North Yelta, Paramatta, Port Hughes, Yelta
5560	Bute, Nines
5570	Clinton, Clinton Centre, Port Clinton, Price
5571	Ardrossan, Black Point, Cunningham, James Well, Petersville, Pine Point, Rogues Point, Sandilands, Tiddy Widdy Beach
5572	Arthurton, Port Arthur
5573	Balgowan, Chinaman Wells, Maitland, Point Pearce, Port Victoria, South Kilkerran, Urania, Wauraltee, Weetulta, Yorke Valley
5575	Bluff Beach, Brentwood, Corny Point, Couch Beach, Hardwicke Bay, Koolywurtie, Marion Bay, Minlaton, Point Souttar, Point Turton, Port Julia, Port Rickaby, Ramsay, Stenhouse Bay, The Pines, White Hut, Wool Bay
5576	Honiton, Port Moorowie, Yorketown
5577	Foul Bay, Inneston, Warooka
5580	Curramulka
5581	Port Vincent, Sheoak Flat
5582	Port Giles, Stansbury
5583	Coobowie, Edithburgh
5600	Iron Baron, Whyalla, Whyalla Dc, Whyalla Playford
5601	Iron Knob
5602	Cowell, Lucky Bay, Mangalo, Midgee, Minbrie, Mitalie, Mitchellville, Port Gibbon
5603	Arno Bay, Hincks, Verran, Wharminda
5604	Port Neill
5605	Butler, Tumby Bay
5606	Kirton Point, Port Lincoln
5607	Boston, Brooker, Charlton Gully, Coffin Bay, Coomunga, Coult, Duck Ponds, Fountain, Green Patch, Hawson, Horse Peninsula, Karkoo, Kellidie Bay, Kiana, Koppio, Lincoln National Park, Lipson, Louth Bay, Mitchell, Moody, Etc
5608	Whyalla Norrie, Whyalla Norrie East, Whyalla Norrie North, Whyalla Stuart
5609	Whyalla Jenkins
5630	Edilillie
5631	Cockaleechee, Cummins
5632	Kapinnie, Yeelanna
5633	Boonerdo, Lock
5640	Campoona, Cleve, Jamieson, Waddikee
5641	Barna, Buckleboo, Caralue, Cortlanye, Cunyarie, Kelly, Kimba, Moseley, Panitya, Pinkawillinie, Solomon, Wilcherry, Yalanda
5642	Darke Peak, Hambidge, Kielpa, Murlong, Rudall
5650	Cootra, Koongawa, Warrambo
5651	Kyancutta
5652	Paney, Wudinna
5653	Yaninee
5654	Cocata, Minnipa, Mount Damper
5655	Poochera, Pygery

Regional Travel Postcodes

POSTCODE	SUBURBS
5660	Cungena
5661	Pimbaacla, Wirrulla, Yantanabie
5670	Bramfield, Colton, Coolillie, Elliston, Kappawanta, Mount Joy, Mount Wedge, Palkagee, Polda, Talia, Ulyerra
5671	Baird Bay, Calca, Mount Cooper, Port Kenny
5680	Carawa, Chandada, Chinbingina, Haslam, Laura Bay, Mudamuckla, Nunjikompita, Petina, Puntabie, Pureba, Sceale Bay, Smoky Bay, Streaky Bay
5690	Bookabie, Ceduna, Charra, Coorabie, Denial Bay, Fowlers Bay, Kalanbi, Koonibba, Maltee, Merghiny, Nadia, Nundroo, Penong, Thevenard, Uworra, Wandana, Watraba, White Well Corner, Yalata
5700	Miranda, Port Augusta, Port Augusta North, Port Augusta West, Willsden
5701	Arkaroola Village, Cook, Glendambo, Kingoonya, Port Augusta, Tarcoola, Woolundunga,
5710	Cook, Glendambo, Kingoonya, Nonning, Port Augusta, Stirling North, Tarcoola
5720	Pimba
5722	Andamooka
5723	Cooper Pedy
5724	Marla, Mintabie
5725	Olympic Dam, Roxby Downs
5730	Beltana, Blinman, Parachilna
5731	Coopers Creek, Cordillo Downs, Durham Downs, Innamincka, Leigh Creek, Lyndhurst, Merty Merty, Moolawatana, Witchelina
5732	Copley, Nepabunna
5733	Farina, Marree
5734	Oodnadatta

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The following free information support services are available:

If you are deaf or have a hearing or speech impairment you can call WorkCoverSA through the National Relay Service (NRS):

- **TTY users** can phone 13 36 77 then ask for 13 18 55.
- **Speak & Listen (speech-to-speech)** users can phone 1300 555 727 then ask for 13 18 55.
- Internet relay users can connect to NRS on www.relayservice.com.au then ask for 13 18 55.

For languages other than English call the Interpreting and Translating Centre (08) 8226 1990 and ask for an interpreter to call WorkCoverSA on 13 18 55. For Braille, audio or e-text call 13 18 55.

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