

Worker's Compensation / Rehabilitation

I have processed or supervised those processing workers compensation claims for many years. I have analysed claims experience listing and identified problems in the worker's compensation process and liaised with insurers. I have also assisted company legal staff in common law claim resolution. Included in my duties have been developing relevant policy and procedure and training people in worker's compensation / rehabilitation matters.

I am experienced in Rehabilitation claims management and have experienced considerable success with a sensible approach to the function. I have been involved in negotiating agreements with unions to introduce rehabilitation, writing rehabilitation policy and procedure, liaison with workers, management and Workcover and treating health professionals. One rehabilitation case I managed involved harassment of a female secretary by a female superior. The secretary went on stress leave and there was a case to be answered in the anti-discrimination commission. Particularly sensitive case management was required as the supervisor was in a senior and influential position. The secretary was successfully deployed into an alternate position after considerable consultation with treating health professionals and her family.

Early intervention, good communications, accurate functional capacity assessment and a willingness to identify meaningful alternate duties seem to be the keys to success with rehabilitation. I like to see a "Rehabilitation Pack" available in each major work area. . My experience is that the rehabilitation process and associated paperwork can easily become over complex and time consuming without practical benefit.

Talk about Col & Lee-Anne