

Good practice example injury management plan

Planning for your recovery - Susan Jenkins

Plan number: 1

Planned on: 29 November 202X

Purpose

This plan summarises the goals and actions agreed with you and your support team to help you recover and return to work

Your details

Susan Jenkins

Claim number: 123456

Job role: Customer service worker

Injury: right (dominant) wrist strain

Injury date: 11 November 202X

Your support team

Manager:

Patricia Smith ph: 0203 9213

Doctor:

Dr Adams ph: 0203 5326

Physiotherapist:

Colin Fry ph: 0203 6789

Workplace rehab provider:

Gary Gee ph: 0245 6789

Insurer case manager:

Jenny Jones ph: 0293 159 322

Current work status

No capacity for work – to be reviewed by Dr Adams on 8 December.

Your recovery goal

Return to pre-injury duties as a Customer service worker with ABC Solutions.

Title

Personalised and meaningful to the worker to increase engagement.

Purpose

Short description of the primary purpose of the injury management plan (IMP). Goals and actions are 'agreed' with the worker and their support team where possible.

Language and tone

Simple, concise, and supportive to optimise engagement and value for the worker. Legislative references have not been used.

Case details

Inclusions and format are designed to be concise and supportive, and to facilitate communication and collaboration. A clear indication of current work status and the person's recovery goal is included.

Goal 1: Return to suitable work			
	Actions and outcomes	Person responsible	Date / timeframe
Improve function and decrease pain	Review pain medication with doctor to support return to your usual activity	Susan	8 Dec (Next review)
	Follow-up with your physio about neck and arm stretches to reduce pain and improve posture	Susan and Colin	6 Dec (Next review)
Identify suitable work to support recovery	Workplace meeting to assess your workstation, talk about suitable work options, and develop a Recover at Work plan	Susan, Gary and Patricia	1 Dec
	Attend case conference to discuss your Recover at Work Plan and confirm it is suitable to support your recovery	Susan, Gary and Dr Adams	Schedule for 8 Dec (Next review)
Improve communication	Talk with your workplace rehabilitation provider about support you need during the workplace visit	Susan and Gary	Before workplace visit on 1 Dec
	Ensure regular reviews with your employer are included in your Recover at work plan	Susan, Gary and Patricia	Next 4 weeks

Goal 2: Return to usual activity			
	Actions	Person responsible	Date / timeframe
Seek support	Talk to your doctor mental health and wellbeing	Susan and Dr Adams	2 weeks
Stay connected	Attend Thursday evening tennis games and social events	Susan	Next 4 weeks
Plan for a gradual return to tennis	Discuss taping or wrist support suggested by doctor with your physio	Susan and Colin	Next treatment session
	Speak to physio about exercises to support a gradual return to tennis	Susan and Colin	Within 4 weeks

Review

This plan will be reviewed regularly with you and your support team. I will contact you to review this plan together on 14 December 202X.

If you have questions or difficulties

Please contact me if you have questions or would like to discuss any part of this plan.

It is important that you let me know if you are having difficulty or are unable to meet the actions or obligations in this plan.

- **email:** jenny.jones@insurance.org.au
- **phone:** 0293 1593

Goals and actions

This section starts on the first page as it is the most important component of the plan.

Goals and actions are developed with the worker (Susan), her employer, and others in the support team.

The words the person (Susan) used to describe her goals and actions, and names of those responsible for action, are included to increase engagement and accountability.

Treatment

Included as an action to achieve a goal, rather than historical information relating to approval or number of sessions.

Timeframes

Timeframes for goals and actions are short and tailored to drive mutual accountability for progress.

Review

A specific date is included to set expectations and ensure the plan remains current and future focused to drive progress and outcomes.

Questions or difficulties

The person is directed back to the insurer case manager, and to take an active role if there are concerns or things aren't progressing as expected.

Length

Concise in line with information design principles. Ideal length was considered to be three pages.

Roles and responsibilities

Your role and responsibilities

You have responsibilities you must meet if you are claiming compensation for your workplace injury including:

Choose a doctor

If you want to change your nominated treating doctor, contact the insurer who will outline the process for you.

Return to work

You must make reasonable efforts to return to suitable employment as soon as you are able to.

You may not be able to return to your usual hours or duties at first but recovering at work helps you to stay active and get better sooner. Read more about the [Benefits of working while you recover](#).

Attend treatment

You should contact the insurer about commencing treatment recommended by your doctor to help you recover. Some treatments require prior approval.

Follow the advice of your treatment providers to support your recovery and return to work.

Attend appointments

You must attend appointments made by the insurer for the purpose of understanding your injury, and how best to support your recovery and return to work.

Provide a current Certificate of Capacity

It is important to maintain a current Certificate of Capacity, and to provide this to your employer and/or insurer to assist with planning. Your certificate must be updated at least every 28 days (if you are receiving weekly compensation benefits).

Contact

You should let the insurer know of any changes that might affect your earnings and weekly payments e.g. you return to work, upgrade your hours of work, or start work with a new employer.

You can also contact the insurer when:

- you have any concerns about any aspect of your claim, or
- if things are not progressing as expected.

These responsibilities support your recovery and return to work. You have an obligation to follow them and your weekly payments may stop if you do not. If you are having difficulties meeting these responsibilities contact your insurer as soon as you can.

Roles and responsibilities

The table includes rights, obligations (requirements) and expectations (responsibilities) specific to injury management planning.

The term 'must' has been used for obligations, and 'should' has been used for expectations.

In line with the primary purpose of an IMP, this information has been 'deprioritised' to the last page of the plan to focus on goals and actions.

Changing doctor

This addresses the requirement to 'provide for the procedure for changing' nominated treating doctor under section 47(6) of the 1998 Act but also acknowledges a preference for consideration and discussion on a case by case basis.

Contact

The person is directed back to the insurer case manager given their role as proactive coordinator.

Provision of other contact details (eg Independent Review Office (IRO)) can be provided in other forms of communication.

Compliance statement

This addresses the requirement under section 45(4) of the 1998 Act to advise weekly payments may cease if the person does not meet their obligations under Chapter 3 of the 1998 Act using simple, plain English language.

Roles and responsibilities

Roles and responsibilities of your support team

Those involved in helping you recover also have certain roles and responsibilities with the aim of helping you to recover and return to your usual activities.



Employer

- provides information about the recovery at work process
- participates in planning your recovery with you and the insurer
- provides suitable work to support your recovery (or asks the insurer for assistance if necessary)
- makes any necessary adjustments to work or the workplace (with the assistance of the insurer) eg equipment, training
- develops a recovery at work plan with you
- monitors and supports your recovery at work.



Insurer

- coordinates all parts of your claim including payments, treatment, rehabilitation and return to work
- explains the claim and return to work process to you and your employer
- explains your entitlements, responsibilities, and decisions about your claim
- helps your employer to support your recovery at work
- arranges assessments or services to help determine your capacity / fitness for work
- develops (and implements) this plan with you, your employer and nominated treating doctor including goals, actions, responsibilities, and timeframes to support your recovery.



Doctor

- assesses your injury, provides a diagnosis and recommends treatment
- completes your Certificate of Capacity
- advises on likely recovery timeframes
- advises on what you can do (including work) to stay active and help you recover.



Treatment provider

- assesses your injury and provide treatment
- advises what action you can take to get better sooner e.g. exercises, equipment
- reports your progress and sends treatment requests to the insurer.



Workplace rehabilitation provider

Workplace rehabilitation providers help address issues which may affect your ability to recover at work e.g. difficulty finding suitable work.

Read more here: [What to expect from your workplace rehabilitation provider](#)



Contact

Contact the insurer if you have questions or concerns about the role, responsibilities, or actions of those in your support team.