

# ONLINE RTW SERVICES

## WORKPLACE REHABILITATION FOR THE FUTURE



### Benefits over the traditional RTW support

#### **GREATER ACCESSIBILITY**

Being web-based offers greater choice and accessibility. It helps overcome barriers that may get in the way such as inability to travel, living in rural/remote areas, and poor access to transport.

#### **CONVENIENCE**

Support can be offered at anytime without the hassle of scheduling appointments. This avoids the common problem of missed meetings.

#### **MORE INDEPENDENCE & LESS COST**

Support is far more economical and there are savings on for example travel. The focus is on education, autonomy and self-help rather than fostering co-dependence.

#### **LESS STIGMA**

There is a greater degree of anonymity which helps reduce the problem of social stigma associated with receiving external support. For many it is less threatening than traditional face-to-face and helps to reduce the anxiety of seeing a consultant. This leads to more open communication and many seeking greater assistance when they might otherwise have hesitated.

#### **IMPROVED COMMUNICATION**

The benefit of offering various forms of communication is the individual can select the best possible method for them at any particular time. This leads to more efficient communication, greater interaction and increased records to allow for improved discussions and better outcomes.

We promote increased networking both online and offline. Research shows that being more socially connected promotes positivity and more efficient return to work results.

### KEY QUESTIONS

**Q: What about the need to offer some face-to-face support?**

A: We recommend that the Initial Assessment and regular progress meetings be conducted via face-to-face sessions. This can be via our qualified team of on the road consultants.

**Q: What if the employer or injured worker doesn't have reliable access to the web?**

A: We have pre-installed mobile digital devices to provide to injured workers and later return (additional cost).

**Q: What about confidentiality?**

A: Support is offered via secure web-based video calls, email tutorials and instant messaging. Care is taken to ensure client rights and confidentiality as per best practice principles and relevant laws.

### Get in touch:

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