



## Who are the Stakeholders in Injury Management?

There are many different people that may be involved in an injured workers claim. Injury management is essentially about the relationships between these people.

### Injured Worker

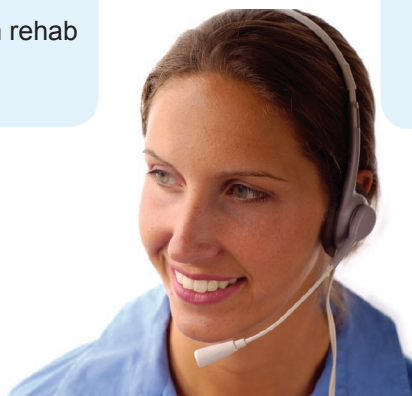
An injured worker is required to:

- attend all assessments/ appointments in relation to the rehabilitation process
- communicate any issues with the relevant party
- follow the return-to-work plan
- monitor own progress towards rehabilitation goals
- keep medical certificate current and provide copies to employer and rehabilitation provider
- have the right to choose own rehab provider and treating doctor.

### Employer

As an Employer you are required to:

- participate in the development of the return-to-work plan
- monitor the progress of the return-to-work plan
- provide suitable employment if reasonably practicable
- respond to recommendations made by the rehabilitation provider
- provide a supportive environment



### Insurer

#### Claims Officer

Makes decisions about liability and processes payments.

#### Injury Management Advisor (IMA)

Develops and monitors injury Management Plan for the worker in consultation with employer, worker and treating doctor.

Can help employer with decision about rehabilitation providers, talking to doctors and return-to-work.

### Rehabilitation Provider

The role of the rehabilitation provider is to facilitate an injured workers return to work. At Hills Street Group we aim to be an advocate for the rehabilitation process rather than for any particular stakeholder.

A rehabilitation provider may also provide one off assessments such as a Workplace assessment (to identify suitable duties), Functional Capacity Evaluation (to assist in determining a workers capacity for work) or a Vocational assessment (for workers who are unable to return to pre-injury duties or suitable duties at the workplace- look at appropriate vocational and retraining options).