

# Workers Care Program

## What is reasonably necessary treatment and care?

### What does reasonably necessary mean?

The workers compensation guidelines outline what is reasonably necessary treatment and care for your workplace injury. Treatment and care includes services, products, and equipment. Workers Care reviews each claim for treatment and care to make sure claims meet measures outlined in the *Workers Compensation Act 1987*.

Workers Care considers the following information when reviewing a request for reasonably necessary treatment and care:

- **Injury related.** How is the treatment related to your workplace injury? We can only fund treatment and care that directly relates to your workplace injury.
- **Appropriateness of the particular treatment for you.** How does it help you with your goals for improved functioning and participation in daily life? Does it fit with your medical or rehabilitation management? Is it consistent with other services being provided? Is it safe for you to use? Is it something you are happy to use?
- **The cost of treatment.** Is the treatment and care cost effective? This could include thinking about your change of circumstances over time, changes in technology, whether equipment or care is more suitable, and hire versus purchase of equipment
- **Effectiveness.** The actual or potential effectiveness of the treatment. How will it benefit you? What is the medical evidence that supports using the treatment or care? How will it fit into your recovery and management plan?
- **Alternatives.** Are there other treatments available? Are they likely to give better results than the ones previously provided? Are providers available to offer that treatment or care?
- **Acceptable practice.** Is the treatment considered to be effective and reasonable by medical experts?

Each request or claim is considered on a case-by-case basis. What is determined reasonably necessary for one worker may not be considered reasonably necessary for another worker with a similar injury.

### What does Workers Care pay for?

Workers Care pays for treatment and care when it is related to the workplace injury. Services Workers Care can fund include:

- medical treatment such as hospital stays and doctor's appointments
- rehabilitation treatments such as physiotherapy, occupational therapy, or speech therapy
- aids, equipment, and assistive technology such as wheelchairs
- home modifications such as ramps or bathroom rails
- vehicle modifications such as hand controls or mirrors
- attendant care services, including personal care, domestic assistance, and registered nursing
- workplace rehabilitation services, including return to work programs and workplace modifications

## What does Workers Care *not* pay for?

Examples of services and items Workers Care cannot pay for include:

- services for injuries or medical conditions you had before your workplace accident, unless you were suffering from a previous disease that was made worse as a result of your workplace incident (Medical evidence to support this would be required)
- general household items such as standard furniture, linen, household appliances, or accommodation costs (for example rent or bond on rental properties)
- treatment, rehabilitation, medical services, equipment, and modifications not related to your workplace injury
- extra expenses in hospital or rehabilitation, such as additional food, newspapers, television, or magazines
- treatment and care services for members of your family

Workers Care does not manage the payment of your wages or weekly benefits. Wages and weekly benefits will continue to be managed and paid by your employer's insurance agent.

There may be other examples to those listed above. Contact your Workers Care contact if you have any questions.

## What if my needs and goals change?

Your treatment and care services will be reviewed regularly to make sure they are helping with your goals for functioning, participating in daily life, and returning to work. If your goals or needs have changed speak to your treating team, your rehabilitation case manager, or your Workers Care contact.

## Who can I contact for more information?

Speak to your Workers Care contact. They can provide information about anything that relates to your treatment, rehabilitation, and care needs. If you have questions about any other aspects of your claim, including your weekly entitlements, you should contact the insurance agent. For these matters you can also contact our Customer Support Team on 13 44 22.

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