

# Workers Care Program

## What is the role of your Workers Care contact and your case manager?

There are many people involved in your treatment and care following a workplace accident. Your Workers Care contact and case manager will work closely together to support you, but they have different roles which vary depending on your circumstances.

### Workers Care Contact

Workers Care contacts come from a range of health, disability, and vocational backgrounds. They have skills and experience working with people with severe injuries.

A Workers Care contact will be allocated to work with you, your family, service providers, and others who are involved in your treatment and care. You will always have a Workers Care contact.

Your Workers Care contact will:

- keep in contact with you to monitor your progress through phone calls to you and your family and occasional home visits as required
- help you, your family, and service providers understand Workers Care and what we can pay for
- help you, your family, and service providers understand the processes for working with us and make sure all requests for services are submitted to us correctly
- make sure invoices submitted to us from your service providers are processed for payment
- help you access services when you no longer require a case manager

Information sheet *W04: What is reasonably necessary treatment and care?* has more details on what we will pay for.

### Case managers

In the early stages after your injury, and during times of transition (for example, when you change work or living arrangements), you may have a case manager to work with you, your family, and service providers to develop and oversee your treatment and care plans.

There are two types of Case Managers who may support you depending on your circumstances and needs:

1. A case manager who is employed by icare and is called a **Rehabilitation Case Manager** or a **Community Living Facilitator**. This person will be your main point of contact within Workers Care and will assist you with all aspects of your treatment, rehabilitation, and care
2. A case manager who is not employed by icare and is called an **External Case Manager**, and who is approved and **funded** by Workers Care to assist you with all aspects of your treatment, rehabilitation, and care. If you require an External Case Manager you will also be allocated a Workers Care Coordinator who will be your main point of contact at Workers Care and who will work closely with your case manager to support you.

Case managers are chosen for their skills and experience in working with people with severe injuries. Your

case manager may work at a hospital, health, or disability service, with a private rehabilitation company, or be a Workers Care staff member. Where your case manager is a Workers Care staff member they are also your Workers Care contact.

Your case manager will:

- be the main person who will keep in touch with you, your Workers Care contact (where applicable), and service providers
- develop and maintain effective working relationships with you, your family, and service providers. This may include face-to-face meetings, team meetings, and phone calls
- work with you and your service providers to identify your goals and your injury-related needs
- select the most appropriate service providers to meet your goals
- develop requests for services with service providers
- submit requests for services to us
- notify service providers of our decision on any request for services
- monitor the services you are receiving to make sure they are delivered according to the Workers Care approval (for example, correct amount of services)
- review your progress towards your goals and work with you to adjust your goals and submit requests for new services when they are needed
- in some circumstances, help you negotiate with other agencies such as NSW Housing or Centrelink

Your case manager is not responsible for:

- helping solicitors or insurers to fulfil their duties. Any requests from them should be directed to your Workers Care contact
- acting as an advocate on your behalf to protect and promote your rights and interests, though they can tell you where to access advocacy services
- managing your day-to-day life needs such as services that are not treatment or care

## What if I do not need a case manager?

As your injury-related needs stabilise you may no longer need a case manager. You may notice this, or your case manager will recognise when you no longer need their services. Your case manager will help you to prepare for this change. Once you no longer require a case manager, a Workers Care contact will be assigned to you as your main point of contact for your treatment and care needs. If at any time you feel that you need the help of a case manager, you can talk to your Workers Care contact.

## Who should I usually contact: case manager or Workers Care contact?

Who to contact depends on the situation:

- for general treatment and care matters contact your case manager
- if you do not have a case manager contact your Workers Care contact
- if you have concerns about your treatment or care services or about the Workers Care Program contact either your case manager or Workers Care contact first.
- After trying the options above, if you want to make a complaint about your treatment, rehabilitation, or care, you should contact the Scheme Integration and Resolution Team on 1300 738 586. Information sheet *W10: Your feedback – Tell us what you think* has details on providing feedback and complaints.



Workers Care Program

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**General Phone Enquiries:** 1300 738 586

Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)

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