

## What is the role of your coordinator and your rehabilitation case manager?

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

### icare Workers Care Coordinator

The **icare** Workers Care Program employs coordinators from a range of health, disability and vocational backgrounds. They have skills and experience working with people with severe injuries.

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

Your coordinator 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 the **icare** Workers Care Program 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 have a rehabilitation case manager.

\*For more details on what we will pay for, please read *Information Sheet W04: What is reasonably necessary treatment and care?*

### Rehabilitation case manager

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

Rehabilitation case managers are paid by us and are chosen for their skills and experience in working with people with severe injuries. Your rehabilitation case manager may work at a hospital, health or disability service or with a private rehabilitation company.

Your rehabilitation case manager will:

- ✓ Be the main person who'll keep in touch with you, your coordinator 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're receiving to make sure they're delivered according to the Workers Care's 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 rehabilitation case manager is not responsible for:

- ✗ Helping solicitors or insurers to fulfil their duties (any requests from them should be directed to your coordinator).
- ✗ 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 don't need a rehabilitation case manager?

As your injury-related needs stabilise, you may no longer need a rehabilitation case manager. Your rehabilitation case manager will recognise when you no longer need their services and will help you to prepare for this change. Your coordinator will then become your main point of contact for your treatment and care needs. Your coordinator will help you arrange services. If at any time you feel that you need the help of a rehabilitation case manager, you can talk to your coordinator.

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

Who to contact depends on the situation:

- For general treatment and care matters, contact your rehabilitation case manager, who'll liaise with your coordinator.
- If you don't have a rehabilitation case manager, contact your coordinator.
- If you have concerns about your treatment or care services or about the **icare** Workers Care Program, contact either your case manager or coordinator.
- If you want to make a complaint about your treatment, rehabilitation or care, you should contact the Assessment Review Team on 1300 738 586. For more details on the complaints process, see *Information Sheet W10: Your feedback – Tell us what you think*.

For more information or to contact the **icare** Workers Care Program

**Address** GPO Box 4052, Sydney, NSW 2001 **Phone** 1300 738 586 **Fax** 1300 738 583

**Email** [enquiries.workers-care@icare.nsw.gov.au](mailto:enquiries.workers-care@icare.nsw.gov.au) **Web** [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)