



## RETURN TO WORK CASE MANAGEMENT

The key to a successful return to work is a collaborative, engaging and well-managed plan. Providing your injured employees with the support they need will result in an early and smooth re-integration into the workplace.

**Cogent Thinking's return to work case management services focus on early return to work planning that maximises engagement with the injured employee. It also creates clear opportunities for the workplace to support and assist the process.**

Coordinated by Cogent Thinking, the services are fully customised to the employee and the injury whilst ensuring compliance with legislative requirements. Our approach aligns stakeholder collaboration, timely communication protocols and clear goal setting, all of which are subject to regular review as progress is made toward a successful outcome. Return to work case management services can include, but are not limited to:

### **Workplace meetings**

Conducted by Cogent Thinking, the workplace meeting is to review the employee's current capacity, the physical and psychological demands of the role, and the suitability of any alternative or modified duties.

### **Treater contact and ongoing management**

Cogent Thinking assumes responsibility for treater contact, advising of the identified suitable duties and anticipated timeframes for capacity to complete these duties. This process ensures the treatment plan is aligned to the return to work goals and results in a finalised return to work plan based on the treater feedback.

### **Ongoing return to work case management**

Throughout the entire return to work process, Cogent Thinking Consultants continue to provide advice and recommendations, functional assessments, and workplace modification requests via workplace meetings, case conferencing and ongoing liaison with all stakeholders.

The focus on collaboration and communication remains throughout the process and results in:

- ▶ The right level of support for both the employee and key personnel within the workplace
- ▶ Early return to work planning and a quicker return to work through the use of suitable duties
- ▶ Treatment that is aligned to functional and return to work goals
- ▶ The steady progression toward the return to work goal by graduated hours and duties over the relevant duration

