

Same Employer Services**Initial RTW Assessment / Plan**

The RTW Assessment will drive early resumption of workplace activity by assisting the parties to identify and utilise the residual capacity of the worker to perform work tasks. Service includes but is not limited to:

1. Engagement of all Stakeholders
2. A worksite assessment
3. Signed agreement from the worker, employer and nominated treating doctor
4. Justification for Continued Support / not
5. Service will be completed within 7 working days of receipt of referral of the Initial RTW Assessment request

Change in Capacity – Unfit to Fit

Where an upgrade is facilitated i.e.: Unfit to Fit. Service includes but is not limited to:

1. A medical certificate supporting the change in capacity for work from unfit to fit for suitable and / or pre injury duties

Capacity / Upgrade – RTW Commencement and Sustainability

Where a change in RTW has been facilitated. Service includes:

1. A RTW plan detailing duties and physical demands of work tasks signed by all parties demonstrating agreement
2. Confirmation from the employer that the worker has sustained suitable duties for a period of 10 business days

Capacity / Upgrade

If further involvement is required after Initial RTW Assessment services service includes but is not limited to:

1. Ongoing RTW plans with barriers addressed and proposed upgrading timetables in place
2. Evidence of stakeholder contact
3. Signed agreement from the NTD
4. Monthly progress reporting where a program has exceeded 20 working days

New Employer Services

Vocational Review

1. Clear vocational goal and pathway to achieving the goal
2. Written evidence of NTD agreement with vocational goal and intended pathway to assisting the worker back to work
3. Labour market assessment showing the labour market would support the vocational goals
4. Approach that takes into consideration vocational, functional and psychosocial goals including job seeking abilities and needs of the worker
5. Engagement in how Castle intends to actively assist the worker to reengage with the workforce and new employer
6. Analysis commenting on workers motivation, confidence and ability to look for employment with strategies to overcome potential barriers
7. A list of barriers to employment and actions as to how these will be managed
8. Collaboration with Case Managers and other stakeholders
9. Work trials and re-education to be identified
10. Recommendations described for continued assistance with an action plan as to what is achievable within certain timeframes
11. If the worker is not suitable for a new employer program a report will be submitted detailing the current status / barriers to employment / strategies and timeframes that are recommended to be implemented to achieve a level of capacity required to commence new employer services

New Employment Preparation

1. New employer strategies identified in the Vocational Review will be executed during this phase
2. Documentation that the worker is competent in job seeking and resume and cover letter has been prepared
3. Documentation that the worker is able to present themselves appropriately to a prospective employer
4. Drive unfit to fit and / or ongoing upgrades in duties and hours where required
5. Marketing and job seeking support provided by Castle
6. Written evidence of collaboration with and agreement with necessary stakeholders
7. Progress report where the service exceeds 20 working days

Job Seeking Activities

1. Castle will provide active assistance with job seeking as appropriate to the workers needs individually and marketing on behalf of the worker
2. Ongoing and regular written and verbal collaboration with the Case Manager and other stakeholders
3. Presented job opportunities
4. Details to the Case Manager regarding interviews attended by the worker and jobs applied for
5. Ongoing written evidence of collaboration and agreement with all necessary stakeholders of progress and outcomes
6. Case Manager will be contacted immediately if the worker has not been able to meet job seeking activities
7. Monthly progress reports where a program has extended beyond 20 working days

Single Services	Description
Activities of Daily Living Assessment	Identifying essential services for the worker, maintaining or improving the workers independence in functioning at home, preventing further injury or aggravation, assisting in preventing the development of chronicity and / or identifying the workers capacity in performing activities of daily living and identifying any potential necessary home equipment or home modifications to aid independence
Activities of Daily Living Equipment Installation	Implementation or instruction of use for equipment or modifications to the home / daily activity
Capacity to Earn Assessment	Includes an extensive labour market assessment used to determine a workers capacity to earn
Functional Assessment	To identify a capacity for re-deployment or to determine the workers capacity for available alternative duties with the pre-injury employer includes: functional tolerances, lifting capacity, carrying capacity, pushing and pulling. The report will be provided to the treating health practitioners to enable formulation of treatment goals and determine fitness for the duties described
Workplace Assessment	In the circumstance of a changed job or work trial the following will be reported: physical components of the duties, psychological components of the duties, heights of working surfaces, weights involved, physical environment and equipment, transport details, hours, upgrades and a graded return to work timetable proposal
Work Readiness Assessment	Identification of current status, response to treatment, functional capacity relating to current activities, work readiness or anticipated timeframe to achieve this, strategies to assist the worker to achieve work readiness. This includes interview, contact with treating practitioners and report
Labour Market Assessment	Further review of the vocational options, labour market and potential earning capacity of each vocational goal including contact with 3 current operating employers for each option
Vocational Re-Training	Vocational re-education service paperwork submitted and clear identification of vocational goals as agreed to by the NTD. Evidence will be submitted that the vocational program has been applied for and all relevant paperwork submitted within 5 working days
Closure without Completion	Only utilised where the intended goals of a return to work plan are unable to be achieved due to unexpected changes or events
Same Employer Single Service	Description
Work Trial Administration Fee	To facilitate host employment for workers increase of skills, capacity and work ready behaviour with potential lead to paid employment
Work Trial Commencement Fee	Evidence will be provided following assistance provided to commence a worker for 4 days of suitable duties within a work trial environment supported by applications and approvals from WorkCover and / or documented within a RTW plan
Upgrade Capacity / Conferences	Submission of a medical certificate demonstrating an increase in working hours of at least 5% resulting from a face to face NTD case conference – This is not an independent service

New Employer Single Service	Description
Work Trial Administration Fee	To facilitate host employment for workers increase of skills capacity and work ready behaviour with potential lead to paid employment
Work Trial Commencement Fee	Evidence will be provided following assistance provided to commence a worker for 4 days of suitable duties within a work trial environment supported by applications and approvals from WorkCover and / or documented within a RTW plan
Upgrade Capacity / Conferences	Submission of a medical certificate demonstrating an increase in working hours of at least 5% resulting from a face to face NTD case conference – This is not an independent service
Work trial Pre Injury Hours	Submission of a medical certificate demonstrating achievement of pre injury hours through an approved work trial – Not same employer service
Work Trial Pre Injury Hours and Pre Injury Duties	Submission of a medical certificate demonstrating achievement of Final pre injury duties and hours through an approved work trial. Not same employer service.

Fixed Fee Outcome Based Model			
Service	Evidence Required	Timeframe for completion / monitoring	Cost
Initial RTW Assessment / Plan	Details of physical demands of PIDs and SDs and RTW plan approved by all parties	10 working days	\$950.00
PID / PMD / PIH	RTW plan approved by all parties and employer confirmation of achievement	PID / PMD: 20 working days monitoring PIH: 10 working days monitoring PID / PIH: 20 working days monitoring	*Group A: \$1000/\$2000 (both) *Group B: \$2000/\$4000 (both)
Vocational Plan	Clear pathway to RTW goal, NTD approval	10 working days	\$950.00
New Employment Preparation	Evidence of and completion of strategies recommended	No set timeframe for completion. However, case review with Case Manager is recommended at week 12	Group A: \$1000 Group B: \$2000
Job Seeking Activities Month 1	Evidence noting completion of strategies to assist with RTW	20 working days	\$620.00
Job Seeking Activities Month 2	Evidence noting completion of strategies to assist with RTW	20 working days	\$620.00
Job Seeking Final	Evidence noting completion of strategies to assist with RTW	At least 20 working days	\$620.00

***Group A** referral is any case which **does not** meet the criteria of the Group B referral.

* A case may be deemed a **Group B** referral if one or more of the following is evident:

1. breakdown in relationship between employer and worker
2. secondary or primary psych diagnosis
3. Chronic Regional Pain Syndrome ; or
4. legal involvement

or may be deemed **Group B** if **three or more of the following is evident:**

1. case is greater than six months post injury
2. worker is over 50 years of age
3. employer has no suitable duties
4. there is a journey claim
5. very small employer (i.e. employer who pays less than or equal to \$300 000 in wages during the period of the premium)
6. nominated treating doctor is not an advocate
7. non English speaking background and/or
8. remote location (e.g. with no access within 100Kms to medical/rehabilitation services)

Bonus and Milestones			
Bonus	Evidence	Monitoring period	Cost
Change in Capacity – unfit to fit	Medical certificate noting change from unfit to fit	10 working days	\$300.00
Capacity / Upgrade – RTW Commencement and Sustainability	<ol style="list-style-type: none"> 1. RTW plan signed by all parties 2. Confirmation from ER 	10 working days	\$700.00
Job Placement Outcome	<ol style="list-style-type: none"> 1. Contract of Employment noting wages with start date; OR 2. Payslip noting wages 	On initial day of new employment	\$3000.00
8 Week Bonus (50-99% reduction in wages)	Payslips noting wages received	8 weeks or more post job placement outcome	\$500.00
8 Week Bonus (100% reduction in wages)	Payslips noting wages received	8 weeks or more post job placement outcome	\$2000.00

Single Service		
Service	Timeframe for completion / monitoring	Cost
ADL Assessment	10 working days	\$620.00
ADL Equipment Installation	10 working days	\$310.00
Worksite Assessment	10 working days	\$465.00
Capacity to Earn Assessment	20 working days	\$1200.00
Labour Market Assessment	10 working days	\$375.00
Work Readiness Assessment	10 working days	\$310.00
Functional Assessment	5 working days	\$620.00
Same / New Employer Work Trial Administration	10 working days	\$100.00
Same / New Employer Work Trial Commencement	4 days of completed suitable duties	\$900.00
Same / New Employer Upgrade / Capacity / Conference (subject to a 5% increase in Capacity based on PIHs)	10 working days	\$155.00
New Employer Work trial PIH Bonus	10 working days	\$500.00
New Employer Work Trial PIH and PID Bonus	10 working days	\$1000.00
Vocational Re-education	5 working days	\$465.00