

SERVICE STANDARDS

Castle are committed to the provision of high quality Rehabilitation Services and will deliver:

1. Personalised and tailored service to each Worker
2. Outcome focused service
3. Service and solutions that are based on best practice
4. Proactive identification of barriers
5. Consistent involvement with all key stakeholders
6. A holistic approach
7. A commitment to achieving high quality outcomes
8. Set programme timeframes
9. Regular quality audits and customer surveys

OPERATIONAL STANDARDS

Castle will commit to:

1. Acknowledgement of all referrals and requests for service within 1 working day
2. Contact of all relevant parties within 2 working days
3. Provide pro-active return to work services aimed at expedient and durable return to work outcomes
4. Obtain written approval to commence a service or new milestone
5. Provide monthly written progress reports
6. Respond to requests for information within 1 working day
7. Participate in meetings and Case Conferences as required
8. Ensure all service provision adheres to the nationally consistent framework for Workplace Rehabilitation Providers
9. Inform any change in Case Manager within 10 working days
10. Forward all relevant plans, reports and other documents to all stakeholders

Urgent communication in relation to significant change in the Workers circumstance/fitness for work will be made within 1 working day of becoming aware of such information.

Castle Personnel Services LTD
NSW WorkCover and Nationally Approved Workplace Rehabilitation Provider (484 and 584)

