

Service Improvements

What financial support is available for workers who injure themselves after 1 July 2015?

For workers who *are not* seriously injured, ReturnToWorkSA may provide:

- income support while they are incapacitated for work for up to a maximum of two years
- financial support for reasonable and necessary medical costs up to 12 months after the person's income support ceases, with the exception of pre-approved surgery, appliances and aids such as prosthetics and hearing aids.

Example: If a worker returns to work today, and their income support ceases, they will have access up to a further 12 months financial support for medical costs.

For workers who *are* seriously injured, ReturnToWorkSA may provide:

- income support to retirement age
- lifetime reasonable and necessary medical treatment
- return to work services like job placement and retraining to retirement age, if requested.

Mobile Case Management

Our mobile case management service is providing faster access to personalised service according to the needs of each customer. Our Agents have 100 mobile case managers delivering face-to-face service to workers and employers to support a worker's recovery and return to work.

Phone reporting

Phone reporting for new claims and a simpler claims processing service makes it easier for employers and workers to report an injury and access recovery and return to work services.

Speak with your patient to see if they are aware of the support available to them or call ReturnToWorkSA on 13 18 55

Return to Work scheme update for health practitioners

This scheme has now been in place since 1 July 2015 and supports South Australian workers and their employers in the event of a work injury

What does the Return to Work scheme mean for people who had a work injury claim before 1 July 2015?

Workers who are seriously injured

A seriously injured worker is a worker whose work injury has resulted in permanent impairment, and the degree of whole person impairment has been formally assessed to be 30% or more.

Continue to receive:

- income support to retirement age
- lifetime reasonable and necessary medical treatment
- return to work services like job placement and retraining to retirement age, if requested.

Workers who *are not* seriously injured, and *were* receiving income support when the Return to Work scheme started on 1 July 2015

Continue to receive:

- income support whilst incapacitated for work up to **28 June 2017**
- reasonable and necessary medical treatment up to one year after income support ceases (potentially up to **27 June 2018**)
- return to work services like job placement and retraining up to one year after income support ceases (potentially up to **27 June 2018**).

Workers who *are not* seriously injured, and *were not* receiving income support when the Return to Work scheme started on 1 July 2015

This includes workers who may not have received income support for many years or may be retired, but are continuing to have their medical treatment costs paid by the Scheme.

Continue to receive:

- financial support for reasonable and necessary medical treatment until **30 June 2016**.

Your patients are also encouraged to speak with their case manager to clarify the support cessation dates specific to their circumstances

ReturnToWorkSA and our claims agents are communicating directly with all workers who are affected by the changes arising from the Return to Work Act.

We are trying to give workers as much notice as possible that financial support for their medical treatment costs will be ending.

Some workers have negotiated a lump sum settlement of their claim. This is often referred to as a 'redemption' payment. Once this lump sum is paid, workers are responsible for paying future medical treatment costs directly. This could be privately, through private insurance or with Medicare support.

Your patient has been encouraged to speak with you about transitioning from scheme-funded services to community, state, commonwealth or private services.

Please help your patient by supporting them to plan for this transition and help them to self-manage based on the timeframes relevant to their circumstances, particularly those whose financial support for medical treatment end 30 June 2016.