



Transport
for NSW

Transport Shared Services Return to Work Services TMF Injury Management Sharing Seminar 16 September 2015

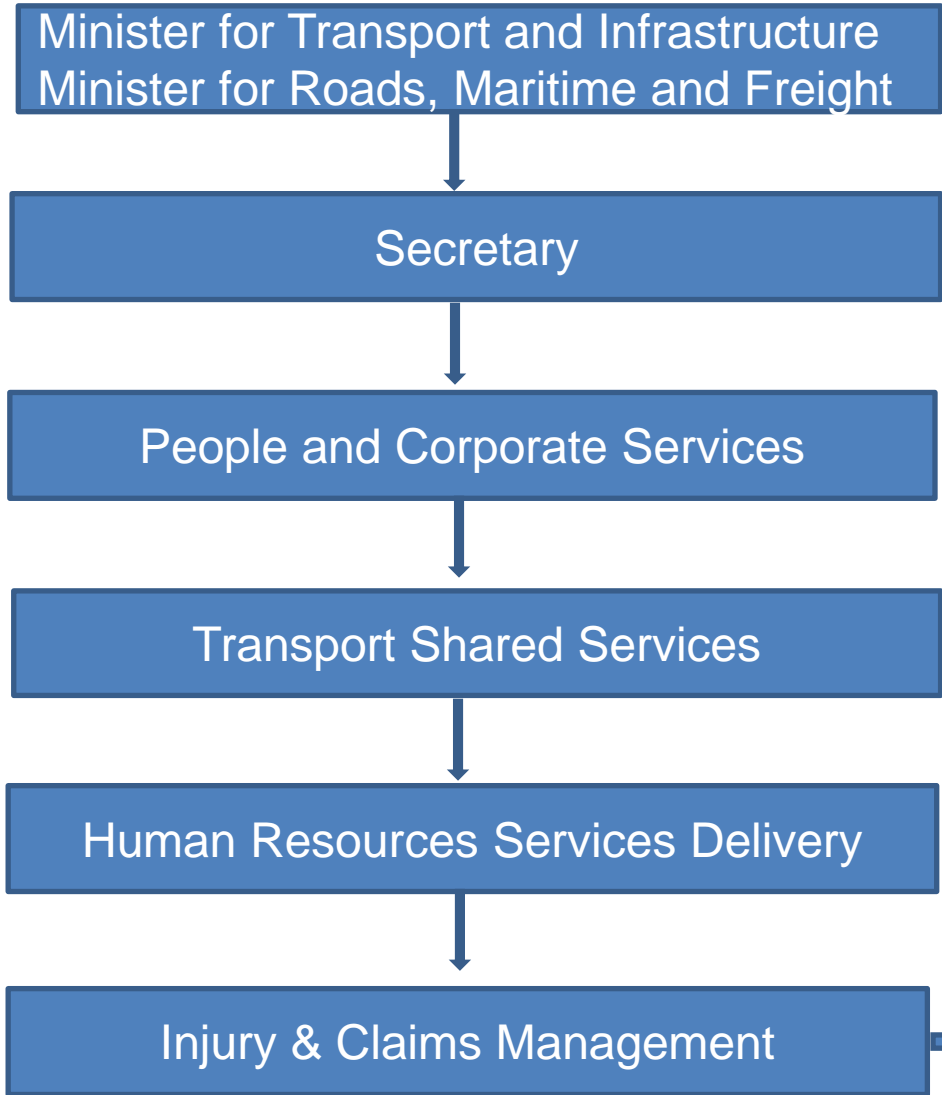
Background

- April 2011: NSW Government announced major improvements to the Transport structure



- November 2011: Transport for NSW created as the lead agency in the Transport Cluster, this included the Corporate and Shared Services Reform Program

Transport for NSW established the Transport Shared Services business line to provide strategic, transactional, advisory and operational functions



Return to Work Services

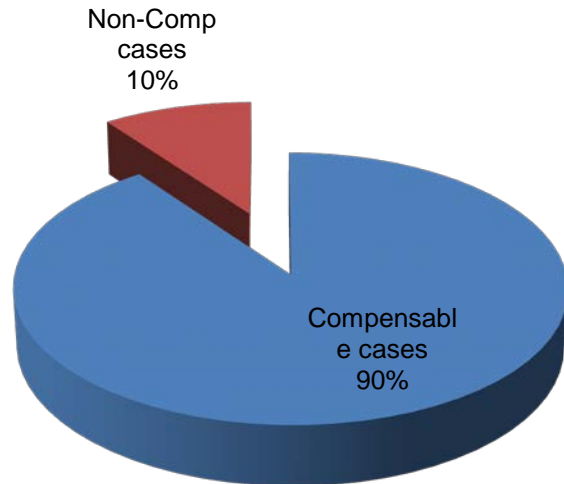
- 16 Return to Work Coordinators includes
 - 1 Manager
 - 2 Team Leaders
 - 4 Regional staff (Wagga Wagga, Newcastle, Wollongong, Grafton)
- Comprehensive case management model for both compensable and non-compensable injuries/illnesses
- TMF & Self-Insured agencies
- Statewide service delivery
- Education to the business at relevant internal forums
- All RTW Coordinators work remotely on scheduled days at agency worksites
- Delivering consistent messaging
- Staff capability

Challenges

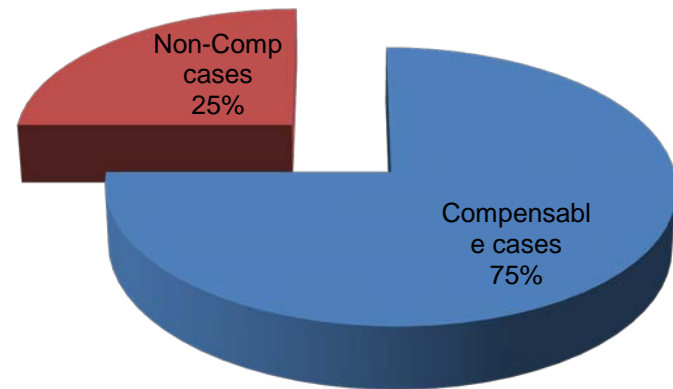
- Agencies working in their own “silos”
- A newer way in operating the Return to Work function
- Each agency have their own functions, policies, procedures
- Provision of suitable work options
- Different IT systems
- Reporting
- Knowledge capture
- Building rapport
- Managing and setting expectations
- Development & implementation of standard operational procedures and fact sheets including a referral form for non-compensable return to work services.
- Warm hand over process to other business areas in Injury & Claims Management to provide a consistent and transparent service

Number of RTW Cases by Compensability Status

May 2014



July 2015



Measurement & Evaluation

- Review cases at regular review points
- QA against the self insurer audit tool
- Customer Evaluation Sheet - implemented in November 2015, sent to both employee & employer on the closure of a case. Following are some comments from line managers and injured/ill employees
 - Timely RTW plans & communication
 - Great example of collaboration
 - Excellent communication lines
 - RTWCs expertise in the area
 - RTWCs follow up on actions, returns emails, phone calls and provides quality assurance which assists in early RTW
 - Promptness of being provided with detailed RTWPs
 - Maintaining 3 way communication between worker, manager & RTWC
 - Professional & committed team
 - Proactive approach