

# Advanced Return To Work Coordination



This 1 day course provides a follow-up to the 2 day *Introduction to Return To Work Coordination* course.

The course provides an opportunity for RTW Coordinators with experience to focus on the issues which impact on the successful return to work of injured workers. IOH offers this one day course, presented by WorkCover Approved Trainers, on-site or at our training facilities at very competitive rates.

## Course Outline

### Session One – Managing Complex Cases – The Suitable Duties Dilemma

- Current legal requirements.
- The role of key players in the WorkCover Scheme.
- Case study

### Session Two – Strategic Case Management

- Factors which make cases complex.
- Strategic case management – aligning claims, provider, RTW and treatment strategies.
- The injury recovery guide
- “Flags” for case management decisions.

### Session Three – Managing Complex Cases – the Disputed Claim

- Life cycle of a claim
- The roles of key players in dispute management
- Dispute strategies
- Case Study Two

### Session Four - Negotiation

- Negotiation techniques.
- “Mapping” a case management discussion.
- Case Study Three

### Session Five – Options for Permanently Partially Impaired Workers

- Strategies for permanently partially impaired workers
- The team approach
- Choices of strategies for individual cases

### Session Six - Summary & Course Evaluation

#### Duration:

1 day

#### Dates:

[Refer to training calendar](#)

#### Times:

9:00am to 4.00pm

#### Venue:

##### Wollongong

32 Swan St,  
Wollongong NSW 2500

P: 02 4229 8439

[training.wollongong@ioh.net](mailto:training.wollongong@ioh.net)

#### Cost:

\$198 per person (Incl GST)

*Cost includes all course materials, notes, lunch & refreshments*

#### Website:

[www.ioh.net](http://www.ioh.net)



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