



## STAR REDEPLOYMENT PROGRAMME CLIENT INFORMATION & ENGAGEMENT

Thank you for working with your STAR Injury Management Consultant in your workplace rehabilitation programme to date.

The purpose of this document is to:

1. Provide you with information relating to STAR redeployment services, and the possible and likely activities that you, as our client, will be involved in during the course of redeployment planning and activities with STAR;
2. Provide you with reference and contact points should you require any further information or guidance during the process; and
3. Seek your commitment, along with that of your Injury Management Consultant to the redeployment process.

### **REDEPLOYMENT – STAR**

Redeployment is a coordinated process that occurs in consultation with yourself and all involved stakeholders (including your treating Medical Practitioner, Workers' Compensation Insurer and often your pre-injury Employer). This will also in due course involve access to a range of Consultants at STAR, including STAR Rehabilitation Psychologist and STAR Employment Consultants.

Redeployment is a coordinated and planned set of activities over the course of a number of weeks / months to assist an injured person achieve a sustainable new work capacity following workplace or other injury.

Redeployment is aimed at assisting an injured Worker achieve either Same Employer / New Duties outcome or New Employer / New Duties outcome, and will involve a work hardening work trial (with a Host Employer or possibly your pre-injury Employer), likely involve Vocational Counselling with a Rehabilitation Psychologist, and also may involve access to formalised training courses should such be identified in process, and be agreed to by key parties.

During the course of vocational redeployment, regular communication will be undertaken by your STAR Injury Management Consultant with yourself and relevant key parties.

### **Vocational Assessment**

This involves the analysis of an injured Worker's current skills and experience, to assist in identifying the injured Worker's vocational potential for redeployment and therein their transferable skills, with a Rehabilitation Psychologist. This process aims to establish a realistic and meaningful vocational goal for the injured Worker, following an agreement to pursue redeployment. The process involves a variety of assessment considerations:

- Medical restrictions the injured Worker may have.
- Injured Worker's current work capacity and documented physical tolerances and functional capacities.
- Injured Worker's prior work experience, education, and literacy and numeracy skills.
- Injured Worker's transferable skills and reported wants / needs.



- The labour market as well as the injured Worker's pre-injury status and any capacity.

The vocational assessment process results in a detailed report, which outlines the vocational options generated and the re-training needs and recommendations to assist with return to work planning for the injured Worker, consistent with WCWA legislation. The report may also include a thorough analysis of the current local labour market factors

## **Placement Activities**

Placement activities involve working with STAR Employment Consultant for the purpose of reviewing the Vocational Assessment / Vocational Counselling or Transferable Skills Audit, and consolidating with the Injury Management Consultant, an agreed direction for workplacement either by work hardening or redeployment / retraining. This may involve a meeting with the Employment Consultant and the Injury Management Consultant.

The Employment Consultant may also develop a Resume to use for workplacement canvassing, which involves the Employment Consultant contacting organisations to locate an opportunity for on the job training as part of either work hardening or re- training / redeployment. This process will involve a number of calls occurring up to a number of weeks before a suitable workplacement Host Employer is located.

The Employment Consultant will also be involved in monitoring, having direct contact with the Host Employer to gain feedback on the injured Workers progress at the workplacement.

A work trial (for either work hardening or redeployment) is a no cost arrangement to place an injured Worker into a work environment for a specified period, to assist in reconditioning back to the pre-injury role or in re-training / redeployment in conjunction with formal training courses for a redeployment purpose. Indemnity is provided under the WCWA system for any aggravation of existing workplace injury or any new injury.

## **Job Search / STAR Employment Readiness Programme (ERP)**

Job search is conducted with STAR Employment Consultants, sometimes concurrent to workplacement for redeployment, or at the conclusion of successful workplacement. The purpose of this is to assist the injured Worker gain the necessary skills to be competitive in the open market, seeking a position of new employment following workplace injury. This follows the achievement of a new work capacity via the redeployment programme, resulting from the Vocational Assessment /Counselling and Transferable Skills Audit process.

This is coordinated approach involving three or more one and a half hour sessions, usually occurring on a weekly basis. The program is tailored to suit individual needs and may involve review/ upgrade of resume, job application preparation (guidance on written application skills including cover letters and completion of application forms), job canvassing methods and preparation (which includes guidance on phone canvassing methods, how to obtain the most from job canvassing and maintaining a job canvassing job list) and application follow up. The process can also involve guidance on interview structure, preparing for interviews and agreeing on future job search direction as well as positive disclosure of injury (when, why and how to disclose).



During the course of your redeployment programme:

- You may be involved in any or all of the above activities with a range of Consultants as noted above.
- Work Trial Programmes will also be developed by your STAR Injury Management Consultant in consultation with yourself.
- There will be regular workplace monitoring conducted by telephone and onsite worksite visit by your STAR Injury Management Consultant and telephone monitoring will also occur with the workplace Host Employer, by STAR Employment Consultant, on a regular basis.
- STAR will also be seeking from you, as with other parties including the workplace Host Employer and your treating General Practitioner, their input and agreement for the Work Trial Programme. Work trial timesheets will also be required as part of the return to Work / Work Trial Programme.
- During the vocational assessment process, you will also be required to review and sign an Information Consent Form pertaining to the vocational assessment / vocational counselling process conducted by the STAR Rehabilitation Psychologist.

## **FURTHER INFORMATION**

Feel free to contact your STAR Injury Management Consultant directly as follows:

«AssignedTo»  
«AssignedToMobile»  
«AssignedToEmail»

Please also refer to the following resources:

STAR Injury Management Services website

The Worker's Compensation Guide for Workers. This is a comprehensive guide to the system.

Helpful frequently asked questions about Workers' Compensation.

The link to the Worker's section on the WorkCover website.

We encourage you to review any of this information you feel appropriate and your Injury Management Consultant will be pleased to address any questions you may have



**ENGAGEMENT:**

I, \_\_\_\_\_ **[Injured Worker Name]** confirm receipt of the STAR Redeployment Programme- Client Information and Engagement document and indicate my commitment to engage in the redeployment process to the best of my ability, in keeping with the support offered by STAR and the service standard guidelines provided by WorkCover WA. I also confirm my commitment to make any enquiries or advise of any concerns to STAR during the redeployment process to ensure that, together with STAR, we can maximise the redeployment process to ensure maximum benefit to myself.

Signed: \_\_\_\_\_

Workers' Name: «ClientFullName»

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Injury Management Consultant's Name: «AssignedTo»

Date: \_\_\_\_\_