

Selecting a Rehabilitation and Return to Work Coordinator

This fact sheet provides an overview of the skill set to consider when selecting an employee to be a Rehabilitation and Return to Work Coordinator (RRTWC).

To perform the role of a RRTWC effectively, an individual should have, or be able to quickly acquire the following knowledge, skills and abilities:

- Knowledge of the workers' compensation system, e.g. legislative requirements and the responsibilities of employers and injured employees.
- Knowledge of the rehabilitation process, including the legislated [Standard of Rehabilitation](#).
- The ability to communicate effectively with, and to facilitate the assistance of, medical practitioners, allied health professionals, line managers, injured employees and others.
- Excellent written communication and numeracy skills.
- A good understanding of the department's systems and culture, including work practices and job requirements.

Considerations

To achieve the best workplace rehabilitation outcomes, it is recommended the following questions be considered when selecting someone for the role of a RRTWC:

- Do they have standing within the workplace and the authority to effectively deal with issues associated with rehabilitation and return to work planning?
- Do they have broad support within the workplace community, e.g. from employees, management and unions?
- Are they interested in and committed to workplace rehabilitation?
- Do they have the organisational and people skills to be effective in the role?
- Do they have adequate time and resources to effectively carry out the role in addition to their regular duties?

How to become a RRTWC

As a result of recent amendments to the [Workers' Compensation and Rehabilitation Act 2003 \(Qld\)](#), RRTWC are no longer required to be accredited to carry out their roles. It is now the responsibility of the employer to ascertain that an employee is 'appropriately qualified' to perform a RRTWC role in the context of their work environment.

This means that there is no requirement for registration with the Workers' Compensation Regulator, so RRTWCs don't need to renew their current certificates to continue working in their roles. Coordinators can now access a range of flexible training and development options to develop and maintain their rehabilitation case management skills. These options include external training programs and conferences, as well as attendance at departmental RRTWC network meetings.

Further information can be obtained by contacting an Injury Management Consultant in your Regional Office or Central Office and from the following links:

- [Departmental Workplace Rehabilitation procedure](#)
- [Queensland Workers Compensation Regulator](#)
- [Department of Justice and Attorney-General](#)