



Australian Government

Comcare

# Employers Mutual Limited (EML) Career Transition program



## Frequently asked questions

Comcare commissioned Employers Mutual Limited (EML) to pilot EML's Your Future program, which was titled the Return to Work (RTW) pilot. This was undertaken between November 2021 – October 2022 involving 34 employees participating in a tailored job-readiness, career coaching service that enabled them to obtain suitable employment and re-enter the workforce. Participants said the program helped them prepare for re-entry into work (either a new role within the public service or in a new field entirely). The pilot evaluation showed 37.9% of participants returned to some form of work, compared to 11.7% of non-participants, providing statistically significant evidence that participants had better return to work outcomes than non-participants.

Following the success of the RTW pilot, Comcare offered the RTW Brokerage service from July 2023 – June 2024 which was designed to improve return to work outcomes for injured employees with primary or secondary psychological injury and longer-term injured employees. This service is now titled the Career Transition program and is available for employers in the Comcare scheme to use.

## What does the service include?

### Full Service – 26 week program

This service allows participants to choose 10–12 relevant learning modules following structured coaching using the Birkman methodology instrument. This service is aimed at assisting employees seeking employment, those needing guidance and support to identify alternative career pathways and with capacity to begin job seeking activities.

As part of this service, the following will be provided:

- > an orientation session
- > Birkman methodology signature instrument and debriefing session
- > identification of alternative job options or new career pathways
- > resume and cover letter review with updates aligning to new job options
- > online profiles review and update
- > applying best practice approach to job applications
- > interview preparation and mock interview sessions
- > case summary report provided to Rehabilitation Case Manager (RCM) at service finalisation.

### Fast Track Service – 12 week service

This service allows participants to choose six to eight modules relevant to them following structured coaching using the Birkman methodology instrument. This service is aimed at assisting employees who are actively job seeking but have not been able to secure a job.

As part of this service, the following will be provided:

- > an orientation session
- > Birkman methodology signature instrument and debriefing session
- > resume and cover letter review and update
- > online profiles review and update
- > applying best practice approach to job applications
- > interview preparation and mock interview sessions
- > case summary report provided to RCM at program finalisation.

## What is the criteria for an employee to be referred to the service?

The main criteria for the EML Career Transition program is for participants to be “return to work ready”, have a diagnosed primary or secondary psychological condition, and those who are applying for alternate roles either with the same employer or a new one.

The service is suitable for employees who have:

- > an accepted and open Comcare claim/s
- > a primary or secondary psychological condition
- > a long-term physical condition or disease
- > a work capacity but who have not yet returned to work
- > no capacity for work but discussions have been had to confirm this is imminent
- > been out of the workplace for several years.

## Can the program be offered to people living in regional areas?

Yes. As the program is completed via video conference or over the phone, location does not limit participation.

## Is the program voluntary?

The program is no longer voluntary as the service will now be offered as part of a section 37 (s37) rehabilitation program, under the Safety, Rehabilitation, and Compensation (SRC) Act, which participants must complete. The RTW pilot and RTW brokerage initiatives were successful initially as they allowed participants to engage willingly in the service, to feel empowered and take control of their rehabilitation and return to work.

## How can I refer to the service?

RCMs will be able to refer participants to the service through EML’s online referral form (via Microsoft, or MS Forms). A Senior Career Coach will then review the referral form and schedule an initial call with the RCM to assess the employee’s suitability and confirm which length of program is most appropriate. The Senior Career Coach will then contact the employee and schedule their orientation session.

## What is the cost of the service?

There are two programs available and both services will not be invoiced until the employee has completed their orientation session with the Career Coach. These are:

- > 26 week program – \$13,179 (GST exclusive)
- > 12 week program – \$6,082 (GST exclusive)

## How will the service be paid?

To refer to the EML Career Transition program and to enable payment, an RCM will need to include the service request in an existing or new section 37 rehabilitation program, to be billed under code 93.

## **What to do if a Workplace Rehabilitation Provider (WRP) is involved when referring to the service.**

If a WRP is involved, EML recommends the Career Coach oversees the vocational activities undertaken by the employee, while the WRP oversees medical management and monitors the employee's progress and capacity for work. However, all decisions regarding the delivery of the rehabilitation program are at the discretion of the RCM.

A Career Coach differs from a WRP in their background experience, qualifications, and expertise with respect to career coaching. Coaches specialise in assisting individuals to transition to new employment while a claim is underway or being resolved. The program aims to help displaced workers secure alternative employment using proven career transition strategies.

## **How much time does an employee spend with the Career Coach each week?**

Each participant will spend roughly one hour per week with the Career Coach. From these sessions the employee will have further activities to work on, whether it be updating their resume, cover letter, writing job applications, preparing for and completing mock job interviews or completing assigned modules.

## **Can external training be provided during this program?**

The program's goal is to improve an employee's competitiveness in the job market, and for most people to ultimately help them find meaningful and sustainable new employment. If an external training course is identified as essential to reach this employment outcome, EML will discuss this with the employer/RCM as retraining needs to be funded through an existing and current rehabilitation program.

## **If an employee signs up for the service under a rehabilitation program, will this affect premium costs?**

Yes. With the service now offered as part of a rehabilitation program under code 93, this does affect premiums. However, as demonstrated in the RTW pilot and RTW brokerage initiatives, employees who work with a Career Coach and complete the program are statistically more likely to return to work, improving their overall quality of life and health. A successful and sustainable return to work reduces incapacity payments and has a positive effect on premiums.

## **How much communication/reporting will employers receive from EML?**

EML will provide fortnightly updates on participants, and a closure report at the end of the service. Agencies will be able to discuss alternate reporting and communication preferences directly with EML.

## **Can a premium paying employer organise a Service Level Agreement (SLA) with EML to streamline communication and reporting?**

Yes. Employers will be able to organise an SLA with EML to set expectations of communication and reporting on claims as they wish.

To complete a referral for the program, please contact EML directly at [careertransition@eml.com.au](mailto:careertransition@eml.com.au)

For information and support, or to discuss any queries directly with Comcare, please contact the RTW Support Team at [returntowork@comcare.gov.au](mailto:returntowork@comcare.gov.au)