

# Safe Work Australia

## National Return to Work Survey 2021 Methodological Report

February 2022



Social  
Research  
Centre

An ANU Enterprise business

**Report prepared for:**

Safe Work Australia

GPO Box 641

Canberra ACT 2601

**Report prepared by:**

The Social Research Centre

Level 5, 350 Queen Street

MELBOURNE VIC. 3000

Tel: (613) 9236 8500

Fax: (613) 9602 5422

[www.srcentre.com.au](http://www.srcentre.com.au)

Version: 3 – December 2021



# Contents

<b>1.</b>	<b>Introduction .....</b>	<b>1</b>
1.1.	Overview .....	1
1.2.	Project background .....	1
1.3.	Objectives .....	1
<b>2.</b>	<b>Questionnaire design.....</b>	<b>3</b>
2.1.	Questionnaire changes .....	3
2.2.	Cognitive testing .....	3
2.3.	Questionnaire overview .....	4
<b>3.</b>	<b>Data collection and quality control .....</b>	<b>5</b>
3.1.	Ethical considerations .....	5
3.2.	Field team .....	5
3.3.	Fieldwork quality control procedures .....	6
3.3.1.	Accreditations .....	6
3.3.2.	Field team monitoring .....	6
<b>4.</b>	<b>Sample design .....</b>	<b>7</b>
4.1.	Target population .....	7
4.2.	Population files and exclusions.....	7
4.2.1.	Issues with the sampling frame .....	7
4.3.	Primary Approach Letter .....	8
4.4.	Call protocol and controlling the spread of calls .....	9
4.5.	Procedures for interviewing in languages other than English .....	9
4.6.	1800 number operation.....	10
4.8.	Sampling targets, stratification and achieved sample .....	10
<b>5.</b>	<b>Achieved interviews .....</b>	<b>12</b>
5.1.	Call results and non-response .....	12
5.1.1.	Reasons for refusals.....	13
5.2.	Survey participation .....	14
5.3.	Final call result by cohort .....	15
<b>6.</b>	<b>Data analysis .....</b>	<b>18</b>
6.1.	Coding.....	18
6.2.	Data checking and preparation .....	18
6.3.	Final data .....	18
6.4.	Weighting .....	18
6.5.	Statistical methods.....	20
6.6.	Data outputs.....	20
	<b>Appendix A: Glossary .....</b>	<b>21</b>
	<b>Appendix B: Population data file specifications .....</b>	<b>23</b>
	<b>Appendix C: Survey questionnaire, script and programming instructions .....</b>	<b>31</b>
	<b>Appendix D: Primary Approach Letter .....</b>	<b>62</b>
	<b>Appendix E: Participant Information Sheet .....</b>	<b>64</b>

## List of tables

Table 1	Survey activities and timeline .....	<b>Error! Bookmark not defined.</b>
Table 2	Exclusions from population files supplied by jurisdictions .....	8
Table 3	Summary of in-field letter and email requests .....	9
Table 4	Sampling targets and completed interviews by jurisdiction .....	11
Table 5	Final call result .....	13
Table 6	Reasons for refusal.....	14
Table 7	Survey participation statistics .....	14
Table 8	Final call result by market .....	15
Table 9	Unweighted and weighted proportions .....	19

# 1. Introduction

## 1.1. Overview

This report summarises the methodological approach for the 2021 National Return to Work Survey (NRTWS). The survey was conducted by the Social Research Centre on behalf of Safe Work Australia.

This report provides:

- a detailed record of the survey approach and procedures
- comments and analysis on the functioning of the survey approach and procedures
- consolidated sample and field outcomes information
- a description and commentary of changes made to the questionnaire since 2018
- description of the cognitive testing of the questionnaire, and
- suggestions regarding the conduct of future surveys.

## 1.2. Project background

In 2012 a working group consisting of representatives of Australian and New Zealand workers' compensation authorities, unions and employer groups sought to redevelop the previously commissioned Return to Work Monitor. Redevelopment focussed on optimising the sampling, methodology and instrument to measure return to work outcomes of injured workers receiving workers' compensation and to better understand their experiences with returning to work. This National Return to Work Survey was administered in 2013, 2014 and 2016. In 2014 Safe Work Australia agreed that the survey should be run biennially.

In 2018 the NRTWS included significant changes to the questionnaire, incorporating a range of contemporary scales from validated measures in Australia and overseas. The questionnaire for the 2021 NRTWS was very similar to the questionnaire for the 2018 NRTWS, with the addition of two questions aimed at measuring the impact of COVID-19 on returning to work.

Prior to 2018, Comcare maintained a separately commissioned Return to Work Survey and merged this data into the NRTWS.

This is the first NRTWS which includes all jurisdictions. SA did not participate in 2018, ACT did not participate in 2016, 2014, 2013; and NT did not participate in 2013.

The survey was originally scheduled for April 2020 but was delayed by 12 months due to the COVID 19 pandemic.

## 1.3. Objectives

The broad aim of the NRTWS is to monitor and better understand Australian injured workers' experiences of being on workers' compensation, their health status, time off work, their return to work, and the support and rehabilitation received.

Specifically, the survey findings will assist in:

- reporting key headline return to work measures at national and jurisdiction levels

- tracking attitudes towards, perceptions of, experiences with, outcomes of and the expectations of those on workers' compensation
- identifying areas and specific factors that may positively or negatively impact injury or illness recovery, return to work, and experiences with workers' compensation arrangements, and
- creating an evidence base to inform and evaluate policy and program initiatives.

## 2. Questionnaire design

### 2.1. Questionnaire changes

The 2021 NRTWS questionnaire followed the same structure as the 2018 NRTWS questionnaire<sup>1</sup>, which was revised to:

- incorporate a range of contemporary scales from validated measures used in surveys with workers with work-related injury or illness in Australia and overseas.
- align with the ecological/case management model for work developed by Loisel, et al (2005)<sup>2</sup>. This model recognises multiple stakeholders which influence return to work.

In 2021, Safe Work Australia introduced two survey items which aimed to measure the impact of COVID-19 on return to work outcomes (see Appendix A, questions RTW10 and RTW11). These questions were asked of a subset of respondents, selected randomly during fieldwork (in proportion with population quotas) so that a small but representative subset was asked the question (n=1,620). This method was used to keep the overall interview length down.

### 2.2. Cognitive testing

In 2018, following the significant redevelopment of the questionnaire, the Social Research Centre conducted cognitive testing on all sections of the questionnaire including previous measures and all new questions and sections. Some changes were made for the 2018 questionnaire as a result.

Given that the 2021 questionnaire was the same as the 2018 questionnaire, with the addition of two new questions, the Social Research Centre conducted cognitive testing only for the two survey items relating to the COVID-19 pandemic. Six interviews were conducted using a virtual online video conferencing setting. Questions were reviewed for:

- comprehension of the question (testing the question intent and meaning of terms)
- retrieval from memory (testing the recall of information)
- judgement/decision processes (testing the motivation of participants to answer accurately/thoughtfully and any considerations around sensitivity or social desirability), and
- response processes (how sufficient were the response options for recording their answer).

Two additional interviews were conducted with injured workers receiving workers' compensation under the WorkSafe Victoria scheme to explore their experiences of recovery during COVID-19 in Victoria (and Australia's longest lock down period).

A summary of the cognitive testing results and recommendations was provided and discussed with Safe Work Australia to finalise the 2021 questionnaire. Subsequently, these two questions were asked of around ten per cent of workers interviewed in each jurisdiction. This approach allowed valuable contextual information to be collected without compromising average interview length and response rates.

---

<sup>1</sup> The development of the 2018 questionnaire was a collaboration between Safe Work Australia, the Insurance Work and Health Group at Monash University, the participating jurisdictions, employee and employer representatives, and the Social Research Centre.

<sup>2</sup> Loisel, P, Buchbinder, R, Hazard, R, Keller, R, Scheel, I, van Tulder, M, & Webster, B. 'Prevention of work disability due to musculoskeletal disorders: The challenge of implementing evidence', *Journal of Occupational Rehabilitation*, 15(4), 2005, pp. 507-24.

## 2.3. Questionnaire overview

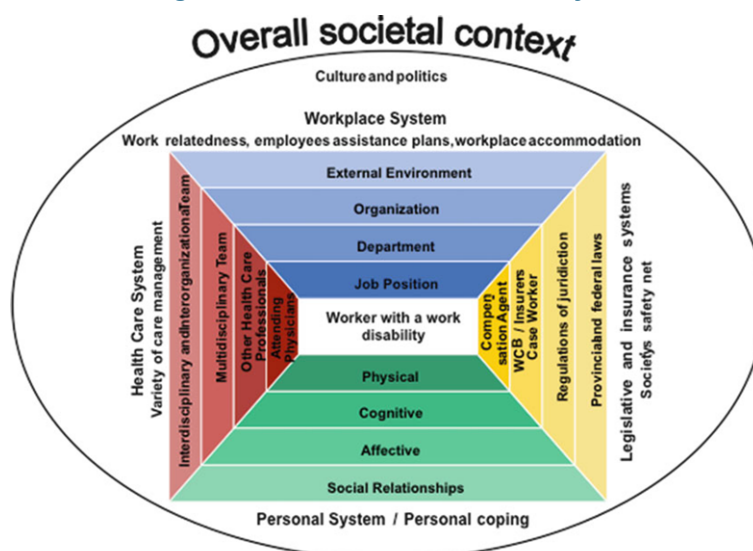
In 2018, the NRTWS was significantly redeveloped to incorporate key factors associated within the literature that contribute to return to work across four main domains. The 2021 NRTWS maintained this structure and, alongside measuring return to work outcomes, included measures around:

- **personal factors** (biological characteristics, psychological and behavioural factors, and social relationships)
- **workplace factors** (working environment, work relationships, work design and its ergonomic impacts, support systems)
- **health care factors** (treatment and rehabilitation services provided to workers through the health care system and how these are facilitated and delivered by a range of medical professionals)
- **legislative and insurance scheme factors** (claims agents, insurers, regulatory authorities, and other government and non-government agencies)

The final 2021 questionnaire included the following sections:

- Introduction and screening
- Workplace Domain (job position, employer, supervisor / colleagues)
- Return to Work Outcomes
- Workers Compensation Scheme Domain (claims managers / insurers, regulators, system as a whole)
- Healthcare Domain: Healthcare providers
- Personal Domain (physical, affective, household and financial status)
- Close and Recontact.

Figure 1 Ecological case management model for work disability<sup>3</sup>



<sup>3</sup> Loisel, P, Buchbinder, R, Hazard, R, Keller, R, Scheel, I, van Tulder, M, & Webster, B. 'Prevention of work disability due to musculoskeletal disorders: The challenge of implementing evidence', *Journal of Occupational Rehabilitation*, 15(4), 2005, pp. 507-24.



## 3. Data collection and quality control

### 3.1. Ethical considerations

Safe Work Australia implemented a recommendation from EY Sweeney's evaluation of the administration of the 2018 NRTWS for Safe Work Australia to oversee and submit an application for ethics approval to an Australian registered human research ethics committee. EY Sweeney was engaged to assist Safe Work Australia in developing the ethics application for the 2021 NRTWS. Ethics approval for the research was obtained from Bellberry Limited Human Research Ethics Committee on 19 February 2021.

Ethical considerations for the National Return to Work Survey included:

- ensuring informed consent (through a Primary Approach Letter and 1800 number to opt out of the research)
- undertaking "soft" recruitment procedures, i.e. ensuring that the worker is comfortable with participating in the survey and adopting gentle persuasion techniques to encourage response
- ensuring the voluntary nature of participation was clearly conveyed to and understood by respondents
- protecting the privacy and confidentiality of respondent information. This included reassuring respondents that participation would not affect their claim in any way, and
- delaying the survey from 2020 to 2021 so the fieldwork would not coincide with COVID-related business closures and other pressures on employers and workers.

Safeguards regarding the above were covered by the Social Research Centre's contract with Safe Work Australia, participating jurisdictions and by the appropriate privacy laws including the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. In addition, the Social Research Centre is bound to adhere to the *Privacy (Market and Social Research) Code 2021* as a member of the Australian Data and Insights Association (ADIA) and abides by the Research Society Code of Professional Behaviour.

### 3.2. Field team

There were 83 interviewers in the field team.

All interviewers selected attended a comprehensive briefing session that covered:

- project background, objectives and procedures
- all aspects of administering the survey questionnaire, including specific data quality issues
- an overview of potential respondent liaison issues such as dealing with distressed respondents
- practice interviewing.

The briefing sessions were conducted by the Social Research Centre project manager and supervisory staff; with all 83 interviewers briefed.

In line with the SRC's commitment to ethical and professional research practice (see Section 3.3, below), the briefing for the field team emphasised:

- the need for a sensitive approach, given the nature of the subject matter and a large number of respondents were expected to be in poor health

- the need to maximise response while maintaining adherence to SWA's and jurisdictions' research protocol and the Social Research Centre's preferred approach, which emphasised a soft, 'no refusal conversion' approach to recruitment of potential respondents<sup>4</sup>
- the need for the highest attainable levels of data quality
- the need to maintain consistency of approach
- the importance of strong respondent liaison skills.

### 3.3. Fieldwork quality control procedures

#### 3.3.1. Accreditations

The Social Research Centre is accredited under the ISO 20252 scheme (certification number MSR 20015, first issued by SAI Global, on 11 December 2007). All aspects of this consultancy have been undertaken in accordance with the Research Society code of practice, ISO 20252 standards, the Australian Privacy Principles and the Privacy (Market and Social Research) Code. All senior staff are full members of the Research Society. The Social Research Centre is also a member of the Australian Data and Insights Association (ADIA) (previously Association of Market and Social Research Organisations, AMSRO) and bound by the Market and Social Research Privacy Principles / Code. All sensitive or personally identifiable information such as sample and data were transferred via Secure File Exchange.

#### 3.3.2. Field team monitoring

The in-field quality monitoring techniques applied to this project include:

- listening-in validations were conducted in accordance with the existing ISO 20252 procedures
- field team de-briefing after the first shift, and thereafter, whenever there was important information to impart to the field team in relation to data quality, consistency of interview administration, appointment-making conventions or project performance
- maintenance of an 'interviewer handout' document addressing any respondent liaison or data quality issues
- examination of verbatim responses to "other specify" questions, and
- monitoring (listening in) by the Social Research Centre supervisory staff.

---

<sup>4</sup> Refusal conversion relates to efforts from telephone interviewers to convert phone calls into interviews when potential respondents initially refuse. The National Return to Work survey adopts a 'soft' approach to refusal conversion, which is that certain reasons for refusal are responded to (for example, "I don't have much to say") but this is not done aggressively (for example, "we are actually speaking to a wide range of people, so we would still really value your opinion even though you feel you might not have much to say").

## 4. Sample design

### 4.1. Target population

The target respondents for this study were 281,581 injured workers from all Australian workers' compensation jurisdiction systems.

The eligible population was defined as injured workers who:

- reported their claim to the claim's manager (i.e. insurer or workers' compensation authority) within the period 1 February 2019 to 31 January 2021 inclusive<sup>5</sup>, AND
- had at least one day away from work, AND
- their claim was either open or closed, AND
- worked in either Premium Paying or Self-Insured organisations.

New South Wales (NSW) sampled an additional 330 workers with a psychological injury who met the above criteria. This sample is referred to as the NSW Boost sample and isn't included in the national results or jurisdictional results. The NSW Boost sample is included in this methodological report, so references to total achieved sample will be 4,918 in the methodological report and 4,588 in national and jurisdictional analytical reporting.

### 4.2. Population files and exclusions

All participating jurisdictions provided the Social Research Centre with separate population files of eligible claimants (281,581 claimants in total). Appendix B provides the Population Data File Specifications. The Social Research Centre performed sampling stratification to inform the final sample selections from this sample frame (see section 4.7 below, for the stratification process).

#### 4.2.1. Issues with the sampling frame

The Social Research Centre provided parameters as well as guidance on the quantity of sample required for them to make the final sample selection and reduce sample loss wherever possible. There were many iterations of sample provision from jurisdictions which had difficulty supplying complete data files. A considerable number of records were excluded due to a lack of contact details for sample members. One jurisdiction made additional exclusions to their data during data collection, which effectively reduced their premium payers' sample by a third after initial exclusions had already been made (and also impacted the roll-out of primary approach letters, see Section 4.3 below).

During analysis of the population files provided by each of the jurisdictions, various sample exclusions were applied as detailed in Table 1.

---

<sup>5</sup> A small number of claims were submitted outside this period (40 claims from NSW SIRA and 47 claims from RTW SA in February and March 2021). This was permitted under the collection method and included in analysis consistent with 2018.

**Table 1 Exclusions from population files supplied by jurisdictions**

	ACT	Com care	NSW	NT	QLD	SA	Sea-care	TAS	VIC	WA
Number of records in population files	3,404	7,367	100,277	2,351	76,528	15,728	133	2,875	48,921	23,997
Exclusions (Jurisdiction) <sup>6</sup>	0	940	0	13	3,129	1,365	28	28	9,117	0
Post-field exclusions (Jurisdiction) <sup>7</sup>	0	362	0	0	0	0	0	0	0	0
Duplicate claimant	20	61	0	3	9	3	0	2	2	144
Claim date out of scope	0	1,698	0	0	0	0	3	0	0	0
Aged under 18 years	0	0	0	0	0	0	0	0	0	0
Missing claimant information	0	0	1	0	1,955	128	3	52	0	21
Missing contact details	35	1,008	585	112	19,245	24	0	0	148	732
Previous refusal / do not call register	40	266	1,824	48	306	31	15	132	329	174
<b>Total Exclusions</b>	<b>95</b>	<b>4,335</b>	<b>2,410</b>	<b>176</b>	<b>24,644</b>	<b>1,551</b>	<b>49</b>	<b>214</b>	<b>9,596</b>	<b>1,071</b>

### 4.3. Primary Approach Letter

Following sample preparation, the Social Research Centre sent a Primary Approach Letter (PAL) on jurisdictional letterhead to all 27,061 potential respondents. The letters were sent in five batches on different days between 10 June 2021 and 2 July 2021.

Respondents who received a PAL could opt-out of the study by calling the contact number(s) included in the letter. Respondents who took no action were included in the survey. The letter introduced the survey, provided assurances of confidentiality, encouraged participation and provided telephone numbers and website details to sample members to assist with query resolution.

Respondents who reported that they did not receive or had misplaced their initial letter were offered the option of another letter being sent to them via post or email or the contents of the letter being read out to them on the phone. In such cases, a letter or email was dispatched, and an appointment made to call back the potential respondent within five days. By the end of fieldwork 767 letters and 2,846 emails had been sent to potential respondents who requested the letter or email. This constitutes 13.7% of the contacts initially mailed by the Social Research Centre. **Error! Reference source not found.**

Over the course of fieldwork, 828 letters were received as 'return to sender'. The breakdown of these letters is also detailed by jurisdiction below.

<sup>6</sup> Some original population files contained records flagged as 'excluded' by jurisdictions – these records were removed from final population files before sample selections were made.

<sup>7</sup> Comcare advised further sample exclusions after fieldwork was initiated.

**Table 2**      **Summary of in-field letter and email requests**

Jurisdiction	Initial PAL sent to all selected	PAL resent:		Return to Sender received by SRC
	Hardcopy	Hardcopy	Email	
ACT	747	28	118	27
Comcare	3,690	68	248	75
NSW	5,961	230	770	175
NT	848	24	146	68
QLD	4,217	59	286	149
Seacare	99	6	18	2
TAS	2,518	103	304	72
VIC	4,082	77	325	94
WA	2,804	88	349	82
SA	2,095	84	282	84
<b>Total</b>	<b>27,061</b>	<b>767</b>	<b>2,846</b>	<b>828</b>

#### 4.4. Call protocol and controlling the spread of calls

A 13-call protocol was used for the survey. For landlines, up to thirteen attempts were made to establish contact with the selected household, and upon making contact a further two calls were made to achieve an interview with the selected respondent. For mobile telephone numbers, up to eleven attempts were made to establish contact with the selected respondent and upon making contact a further two calls were made to achieve an interview. Just over half of all records that were initiated were called between one and three times (54.7%) while 39.7% were called between 4 and 6 times and 3.6% were called seven or more times. The majority of the interviews completed were achieved within three calls (71.9%), 25.6% within four to six calls and 2.6% with seven or more calls. The average number of calls per record was 3.4.

Initial contact attempts were made between 9.00am and 8.00pm on weekdays, and 11.00am and 5.00pm on weekends. Appointments were made for any time the call centre was operational (up until 9.00pm on weekdays and 5.00pm on weekends).

#### 4.5. Procedures for interviewing in languages other than English

During the fieldwork period, the Social Research Centre was able to offer interviews in Arabic, Cantonese, Mandarin, and Vietnamese. Where the preferred language of interview could be identified as one of those for follow up, these records were set aside until a reasonable workload for a bi-lingual interviewer was reached. Where the preferred language could not be identified, the procedure was to appoint another call at another time, on the off-chance that another household member may then be available to help identify the language required. By the close of fieldwork, a total of 57 interviews in a language other than English were completed: 21 Mandarin, 16 Arabic, 16 Vietnamese and 4

Cantonese. There were 39 calls made that identified records that were eligible for follow-up calls to conduct the interview in a language other than English that were not followed up<sup>8</sup>.

Bilingual interviewers attended a special supplementary briefing. Annotated questionnaires (one for each target language) were prepared with key words and concepts translated. During interviews the bi-lingual interviewers read the questions from the annotated questionnaires, recording the responses in the CATI script.

## 4.6. 1800 number operation

The Social Research Centre operated an 1800 number throughout the survey period to establish bona fides and handle any sundry participation issues (including setting an appointment time, answering frequently asked questions, refusing to participate, etc.).

In total, 683 calls were received to the 1800 number, with 350 appointment requests and 306 refusal notifications. Other reasons for calls to the 1800 number included general enquiries, requests to change details and privacy concerns.

## 4.7. Sampling targets, stratification and achieved sample

The sampling targets and achieved sample by jurisdiction and cohort are reported in Table 3.

The sampling strategy in 2021 involved stratified sampling by 'days compensated' (1 to 9 days, 10 to 19 days, 20 to 64 days, 65 to 129 days, 130 to 259 days and 260 days plus) and 'insurance status' ('Self-Insurer' and 'Premium Payer') within each jurisdiction. The overall 'Premium Payer' and 'Self Insurer' selections were sampled proportionally to the population (for each jurisdiction), with simple random sampling to select within each of the 'days compensated' stratum. Where there was insufficient sample for six 'days compensated' categories, the following rules were applied for collapsing 'days compensated':

- If 3 groups – 1-19 days; 20 – 129 days; 130 days plus, or
- If 2 group – 1-19 days; 20 days plus.

Where a particular 'days compensated' stratum was not going to achieve the desired target, the quota for the next 'days compensated' cohort was relaxed so that the overall target within 'Premium Payers' and 'Self-Insurers' could still be achieved.

The original targets could not be met for all jurisdictions due to a range of factors including response rates that were much lower than budgeted and higher interview durations than estimated. The budgeted estimates were based on 2018 fieldwork performance, but fieldwork performance in 2021 was considerably lower than these estimates. Significant factors included:

- The large proportion of the sample who stated they did not receive their PAL and/or their address was incorrect. This was measured mid-way through fieldwork (6<sup>th</sup> August 2021) as 21.3% of all contacts stating they had not received the letter. Of those that had requested a paper mail-out (at the same date), 25.6% had reported that the address on file was incorrect. Following this date, a different approach was utilised where respondents were given the option to be read the letter over the phone.

---

<sup>8</sup> Towards the end of fieldwork, interviewing hours were monitored closely and allocated to the quotas that most required completes. This came at the expense of completing more interviews in languages other than English, which typically consume more interviewing hours.

- The large proportion of non-contacts (almost 60% in 2021, compared to 47% in 2018 and 35% in 2016) (Section 5, below, which provides details on call results, including non-contacts).

Some weeks into fieldwork, targets were revised, taking into consideration performance to that point and forecast estimates of achievable completions. The revised jurisdictional targets were achieved for all jurisdictions.

**Table 3** Sampling targets and completed interviews by jurisdiction

	Targets		
	Original	Revised	Completed (n)
<i>ACT – Premium Payer</i>	144	134	133
<i>ACT - Self-insurer</i>	6	6	11
<b>Total ACT</b>	<b>150</b>	<b>140</b>	<b>144</b>
<i>Comcare – Premium Payer</i>	237	177	172
<i>Comcare - Self-insurer</i>	533	398	447
<b>Total Comcare</b>	<b>770</b>	<b>575</b>	<b>619</b>
<i>NT - Premium Payer</i>	95	95	89
<i>NT WorkSafe - Self-insurer</i>	55	55	61
<b>Total NT WorkSafe</b>	<b>150</b>	<b>150</b>	<b>150</b>
<i>QLD - Premium Payer</i>	582	553	558
<i>QLD - Self-insurer</i>	227	215	215
<b>Total QLD</b>	<b>809</b>	<b>768</b>	<b>773</b>
<i>Seacare - Self-insurer</i>	81	30	42
<b>Total Seacare</b>	<b>81</b>	<b>30</b>	<b>42</b>
<i>NSW - Premium Payer</i>	491	464	416
<i>SW - Self-insurer</i>	319	301	349
<i>NSW Boost</i>	330	330	330
<b>Total NSW</b>	<b>1140</b>	<b>1095</b>	<b>1095</b>
<i>TAS - Premium Payer</i>	470	429	428
<i>TAS - Self-insurer</i>	12	11	15
<b>Total WorkCover TAS</b>	<b>482</b>	<b>440</b>	<b>443</b>
<i>WA - Premium Payer</i>	393	372	372
<i>WA - Self-insurer</i>	120	113	113
<b>Total WA</b>	<b>513</b>	<b>485</b>	<b>485</b>
<i>VIC - Premium Payer</i>	753	711	733
<i>VIC - Self-insurer</i>	52	49	47
<b>Total VIC</b>	<b>805</b>	<b>760</b>	<b>780</b>
<i>SA - Premium Payer</i>	407	387	387
<b>Total SA</b>	<b>407</b>	<b>387</b>	<b>387</b>
<b>Total Australia</b>	<b>5,307</b>	<b>4,830</b>	<b>4,918</b>

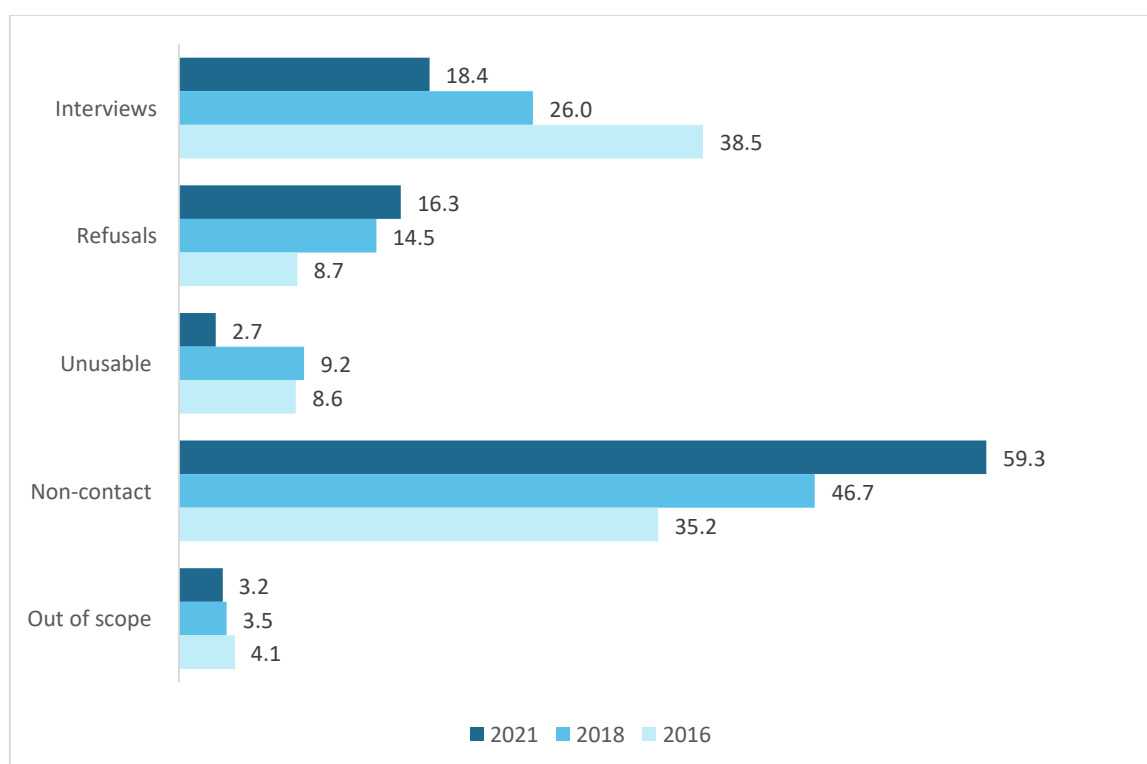
## 5. Achieved interviews

### 5.1. Call results and non-response

The total population in 2021, from which the sample of 27,061 was extracted, was 281,581. Of the initiated sample in 2021, the total number called by the Social Research Centre was 26,514.

An interview was achieved with 18.4% of numbers to which calls were initiated, which is substantially lower than previous years (for reference, this was 26.0% in 2018 and 38.5% in 2016). Refusals were encountered at 15.6% of the numbers to which calls were initiated. The refusal rate was higher in comparison to previous years. Over half (59.3%) of the numbers attempted were non-contactable (went to answering machine, no answer, or engaged on each attempt). The non-contact rate has been increasing over the past few waves of the survey. Other results are broadly comparable to previous years (Figure 2).

**Figure 2** Change in call outcomes 2016-2021 (% of initiated sample)



Further details on call outcomes in each category are provided in Table 4 (below).



**Table 4**      **Final call result**

Call outcome	2021 # of records	2021 (%)	2018 (%)	2016 (%)
<b>Available sample</b> (after selections/cleaning, all mailed)	<b>27,061</b>			
<b>Initiated sample*</b>	<b>26,698</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Interviews</b>	<b>4,918</b>	<b>18.4</b>	<b>26.0</b>	<b>38.5</b>
<b>Refusals</b>	<b>4,168</b>	<b>16.3</b>	<b>14.5</b>	<b>8.7</b>
Refused survey this time	3,584	13.4	9.0	6.3
Midway termination (partial completes)	191	0.7	0.8	0.7
Remove number from list (never to be contacted again)	77	0.3	1.4	1.0
Refused via ICS (incoming opt-out calls pre-survey plus those who were called by SRC, requested a PAL resend and refused later)	316	1.2	1.3	0.8
<b>Appointment made (unfulfilled)</b>	<b>187</b>	<b>0.7</b>	<b>2.1</b>	<b>4.8</b>
<b>Unusable</b>	<b>727</b>	<b>2.7</b>	<b>9.2</b>	<b>8.6</b>
Number disconnected	225	0.8	5.8	5.8
Wrong number / person not known	416	1.6	2.7	2.3
Fax machine / modem	3	0.0	0.1	0.1
Not a residential number	82	0.3	0.5	0.4
Incoming call restriction	1	0.0	0.1	0.1
<b>Non-contact</b>	<b>15,831</b>	<b>59.3</b>	<b>46.7</b>	<b>35.2</b>
Answering machine	9859	36.9	28.9	22.3
No answer	5703	21.4	16.9	12.5
Engaged	269	1.0	1.0	0.4
<b>Out of scope</b>	<b>861</b>	<b>3.2</b>	<b>3.5</b>	<b>4.1</b>
Away during the fieldwork duration	71	0.3	0.6	1.3
Did not take 1 day or more off work	217	0.8	1.0	1.3
Language difficulty - no follow up	177	0.7	1.0	0.7
Respondent deceased	11	0.0	0.0	0.0
Denies claim	242	0.9	0.6	0.8
Too old / frail / ill-health	117	0.4	0.2	0.0
Claims to have done the survey previously	26	0.1	0.1	0.0

\* The total adds to 26,692 – six short of the 26,698 initiated. These additional six phone numbers were initiated in the CATI system but excluded as part of quota management practices (for example, when quotas were filled).

### 5.1.1. Reasons for refusals

A relatively high number of participants who were contacted for the survey refused to take part. Reasons for refusal were captured, where possible.

The main reasons given by participants who refused to complete the survey were lack of interest, just hung up the phone with no further comment or reported being too busy to complete the interview.

The full list of reasons for refusal is presented in

Table 5.

**Table 5** Reasons for refusal

	Total
No comment / just hung up	1,225
Not interested	1,352
Too busy	358
Too personal / intrusive	83
Don't trust surveys / government	49
Survey is too long	40
Don't like subject matter	31
Don't believe surveys are confidential / privacy concerns	37
Never do surveys	32
Get too many calls for surveys / telemarketing	8
Objected to being called on mobile phone	4
Other	362
<b>Total</b>	<b>3,581</b>

## 5.2. Survey participation

Table 6 provides a summary of survey participation statistics. For the purpose of this report, participation rate is defined as the total number of interviews as a proportion of the total number of interviews plus all refusals. The formula used to calculate the participation rate is as follows:

$$\text{Participation rate} = \text{Number of interviews} \div (\text{Number of interviews} + \text{Number of refusals})$$

With 4,918 completed interviews, and 4,168 refusals, the final participation rate was 54.1% with an average interview length of 29.5 minutes.

**Table 6** Survey participation statistics

	Surveyed workers by employer type (number)			Participation Rate (%)	Average interview length (mins)
	Premium Payer	Self- Insurer	Total		
Australian Capital Territory (ACT)	133	11	144	57.1	30.2
Comcare	172	447	619	57.9	29.9
New South Wales (NSW)	416	349	765	47.5	30.0
<i>New South Wales (boost)</i>	151	179	330	54.8	31.8
Northern Territory (NT)	89	61	150	52.3	31.0
Queensland (QLD)	558	215	773	57.3	27.8
Seacare	-	42	42	75.0	28.7
Tasmania (TAS)	428	15	443	54.9	29.7
Victoria (VIC)	733	47	780	56.8	28.5
Western Australia (WA)	372	113	485	52.7	29.7
South Australia (SA)	387	-	387	51.1	30.2
<b>Total</b>	<b>3,439</b>	<b>1,479</b>	<b>4,918</b>	<b>54.1</b>	<b>29.5</b>

## 5.3. Final call result by cohort

Table 7 details the call outcome statistics by sample strata and claim duration strata within each jurisdiction.

**Table 7** Final call result by market

Stratum	Sample Initiated n	Interviewed %	Refused %	Unresolved %	Out of Scope %	Non-contact %	Unusable %	Sample per interview n	Participation Rate %
NSW PP 1 to 9 days	515	15.3	20.8	0.8	2.7	55.7	3.3	6.5	42.5
NSW PP 10 to 19 days	395	16.2	20.5	0.3	1.8	54.2	5.3	6.2	44.1
NSW PP 20 to 64 days	496	19.0	21.0	1.2	1.0	53.0	3.0	5.3	47.5
NSW PP 65 to 129 days	313	22.7	18.8	0.6	0.3	49.8	4.5	4.4	54.6
NSW PP 130 to 259 days	280	18.2	21.8	0.7	0.4	55.4	1.8	5.5	45.5
NSW PP 260+ days	260	21.9	26.2	2.3	0.8	42.3	2.3	4.6	45.6
NSW SI 1 to 9 days	428	13.3	19.9	0.2	4.2	58.6	3.3	7.5	40.1
NSW SI 10 to 19 days	328	20.7	17.7	0.3	1.8	52.1	5.8	4.8	54.0
NSW SI 20 to 64 days	374	17.4	17.4	-	0.8	58.3	5.3	5.8	50.0
NSW SI 65 to 129 days	276	22.5	16.7	-	0.4	55.4	4.3	4.5	57.4
NSW SI 130 to 259 days	253	22.1	22.5	-	0.4	51.4	2.4	4.5	49.6
NSW SI 260+ days	237	17.3	22.8	0.4	0.8	53.6	4.6	5.8	43.2
Comcare PP	618	27.8	12.9	-	0.5	55.2	1.8	3.6	68.3
Comcare SI 1 to 9 days	1018	14.1	14.5	0.1	3.8	63.3	2.8	7.1	49.3
Comcare SI 10 to 19 days	431	14.2	13.9	-	1.9	65.9	2.6	7.1	50.4
Comcare SI 20 to 64 days	680	17.8	11.0	-	0.7	69.0	1.0	5.6	61.7
Comcare SI 65 to 129 days	315	22.2	12.4	-	0.3	64.1	0.3	4.5	64.2
Comcare SI 130 to 259 days	197	21.3	16.2	-	-	59.4	1.5	4.7	56.8
Comcare SI 260+ days	69	13.0	24.6	1.4	1.4	55.1	2.9	7.7	34.6

Stratum	Sample Initiated n	Interviewed %	Refused %	Unresolved %	Out of Scope %	Non-contact %	Unusable %	Sample per interview n	Participation Rate %
VIC PP 1 to 9 days	227	11.5	13.2	0.4	7.9	59.9	3.1	8.7	46.4
VIC PP 10 to 19 days	1387	17.7	14.3	0.4	6.7	56.2	2.2	5.7	55.2
VIC PP 20 to 64 days	759	20.9	14.2	0.4	1.2	59.6	2.4	4.8	59.6
VIC PP 65 to 129 days	536	23.3	14.2	0.2	0.4	57.5	1.5	4.3	62.2
VIC PP 130 to 259 days	481	19.3	14.6	1.2	0.2	58.0	1.5	5.2	57.1
VIC PP 260+ days	383	22.2	15.4	1.6	0.3	54.0	2.3	4.5	59.0
VIC SI	309	15.2	16.8	0.3	2.9	61.8	1.9	6.6	47.5
QLD PP 1 to 9 days	1062	14.5	13.2	0.1	3.6	66.2	1.7	6.9	52.4
QLD PP 10 to 19 days	519	17.0	13.9	-	1.0	66.1	1.0	5.9	55.0
QLD PP 20 to 64 days	639	21.0	10.6	0.2	0.3	65.9	1.1	4.8	66.3
QLD PP 65 to 129 days	341	22.6	13.2	-	-	60.7	1.2	4.4	63.1
QLD PP 130 to 259 days	255	20.8	12.5	0.4	-	63.9	1.6	4.8	62.4
QLD PP 260+ days	203	25.6	11.8	-	-	60.1	1.0	3.9	68.4
QLD SI 1 to 9 days	322	16.1	20.2	1.6	4.7	53.4	2.8	6.2	44.4
QLD SI 10 to 19 days	240	18.8	18.3	1.2	1.7	54.2	5.4	5.3	50.6
QLD SI 20 to 64 days	266	16.9	12.8	1.5	2.3	63.2	1.9	5.9	57.0
QLD SI 65 to 129 days	193	17.1	13.0	1.0	1.0	62.7	1.6	5.8	56.9
QLD SI 130 to 259 days	138	22.5	16.7	2.9	-	53.6	2.2	4.5	57.4
QLD SI 260+ days	38	23.7	7.9	2.6	-	63.2	-	4.2	75.0
SA PP 1 to 9 days	443	12.0	15.8	0.5	2.9	64.8	2.3	8.4	43.1
SA PP 10 to 19 days	338	17.5	16.9	1.5	1.5	58.0	3.0	5.7	50.9
SA PP 20 to 64 days	494	18.0	18.8	0.2	1.0	57.7	2.4	5.6	48.9
SA PP 65 to 129 days	310	21.6	20.6	1.6	-	51.3	2.9	4.6	51.1
SA PP 130 to 259 days	264	21.2	19.7	0.8	-	53.4	3.8	4.7	51.9

Stratum	Sample Initiated n	Interviewed %	Refused %	Unresolved %	Out of Scope %	Non- contact %	Unusable %	Sample per interview n	Participation Rate %
SA PP 260+ days	246	25.6	14.2	2.4	0.4	52.8	2.0	3.9	64.3
WA PP 1 to 9 days	509	13.8	16.7	0.8	5.5	59.7	2.8	7.3	45.2
WA PP 10 to 19 days	305	16.4	18.0	-	1.3	59.3	2.6	6.1	47.6
WA PP 20 to 64 days	466	18.5	17.6	0.4	0.2	59.4	2.8	5.4	51.2
WA PP 65 to 129 days	310	23.5	12.9	0.6	-	60.0	1.6	4.2	64.6
WA PP 130 to 259 days	253	23.3	13.4	2.0	0.4	56.9	2.4	4.3	63.4
WA PP 260+ days	182	18.7	17.6	2.2	-	56.6	3.3	5.4	51.5
WA SI	779	14.5	13.7	2.7	1.5	61.7	4.5	6.9	51.4
Tas PP 1 to 9 days	783	13.5	13.7	0.5	3.2	64.4	4.0	7.4	49.8
Tas PP 10 to 19 days	416	15.1	14.9	0.5	1.0	65.4	3.1	6.6	50.4
Tas PP 20 to 64 days	642	18.1	15.7	0.3	-	61.8	3.6	5.5	53.5
Tas PP 65 to 129 days	329	21.9	14.9	0.9	0.3	59.3	2.4	4.6	59.5
Tas PP 130 to 259 days	189	26.5	13.2	1.1	-	56.1	1.6	3.8	66.7
Tas PP 260+ days	78	26.9	19.2	-	-	52.6	1.3	3.7	58.3
Tas SI	80	18.8	6.2	-	1.2	57.5	16.2	5.3	75.0
Seacare SI	99	42.4	14.1	1.0	-	37.4	2.0	2.4	75.0
ACT PP	712	18.7	14.5	1.0	1.4	60.7	2.5	5.4	56.4
ACT SI	35	31.4	14.3	-	-	54.3	-	3.2	68.8
NT PP	498	17.9	21.3	2.8	1.2	47.4	7.8	5.6	45.6
NT SI	350	17.4	8.9	2.0	1.7	64.9	4.0	5.7	66.3

## 6. Data analysis

### 6.1. Coding

Responses to open-ended questions and questions with an 'other specify' option were reviewed and cleaned. Responses to open-ended questions and 'other specify' options were not coded or analysed (but the data was supplied to Safe Work Australia).

### 6.2. Data checking and preparation

Unweighted frequency counts of responses to each question and a raw interim dataset were produced, initially in draft format, after the first night of interviewing had been completed. These were used to check structure and logic of the data.

### 6.3. Final data

The final timeseries data file was distributed to Safe Work Australia for approval.

Participating jurisdictions each received the timeseries data for their own jurisdiction.

### 6.4. Weighting

To ensure that results calculated from the dataset represent the target population as closely as possible, a weight was calculated for each survey respondent. Weights adjust for the disproportionate sample design as well as for differential non-response among sub-groups of persons selected to take part in the survey. Weighting accounts for such non-response biases and general low response rates by re-proportioning the final achieved sample to account for key variables.

Weighting is generally a two-step process:

1. Calculate a base weight for each person as the inverse of their probability of being selected to participate in the survey. Since a random stratified sample was used for the survey, persons in the same selection stratum were assigned the same base weight.
2. Adjust the base weights so they align with the population distributions of key administrative characteristics. To help with selecting weighting characteristics for generalised regression (GREG, see below), the following questions were considered:
  - a. Which characteristics were used when making the selections?
  - b. Which characteristics were most associated with non-response?
  - c. Which characteristics were most associated with the key return-to-work measures?

From these considerations, the following characteristics were used to adjust the base weights:

- Jurisdiction
- Age group
- Claim type
- Days compensated
- Injury type (Psychological versus Other)

Age group, claim type, days compensated and injury type were weighted relative to jurisdictional proportions (rather than national proportions), to provide representation at jurisdictional levels.

The method for adjusting the design weights was generalised regression (GREG) weighting which uses non-linear optimisation to minimise the distance between the design and adjusted weights, subject to the weights meeting the benchmarks (Deville and Särndal, 1993<sup>9</sup>). This is the standard adjustment approach used by many official statistics agencies across the world, including by the Australian Bureau of Statistics.

Table 8 shows the proportions of people across different categories used in the weighting – both unweighted and weighted for comparison. It can be seen in this table that those from smaller original categories (for jurisdictions this was ACT, Comcare, NT, Seacare, TAS, and SA) were given a larger proportion (over-sampled) during fieldwork, and then were weighted down (vice versa for larger jurisdictions). This was to enable reportability at jurisdictional levels; if sampling was entirely proportional then some jurisdictions would have too few interviews to report their results (this was still the case with Seacare but not a lot could be done about that due to the small population).

**Table 8 Unweighted and weighted proportions**

		Unweighted	Weighted
<b>Jurisdiction</b>	ACT	3.1%	1.5%
	Comcare	13.5%	1.6%
	NSW	16.7%	40.3%
	NT	3.3%	1.0%
	QLD	16.8%	23.0%
	Seacare	0.9%	0.0%
	TAS	9.7%	1.2%
	VIC	17.0%	17.2%
	WA	10.6%	10.2%
	SA	8.4%	3.9%
<b>Age</b>	15 - 20 years	1.7%	2.7%
	21 - 25 years	6.2%	9.6%
	26 - 30 years	7.0%	10.6%
	31 - 35 years	8.4%	11.4%
	36 - 40 years	8.5%	9.2%
	41 - 45 years	9.6%	10.0%
	46 - 50 years	11.6%	10.6%
	51 - 55 years	14.1%	12.0%
	56 - 60 years	15.3%	10.3%
	61 - 79 years	17.6%	13.6%
<b>Claim Type</b>	Premium Payer	71.7%	84.2%
	Self Insurer	28.3%	15.8%
<b>Days compensated</b>	1 to 9 days	19.1%	33.3%
	10 to 19 days	18.4%	22.2%
	20 to 29 days	7.4%	8.1%
	30 to 39 days	6.2%	6.7%
	40 to 49 days	5.0%	4.3%

<sup>9</sup> Deville, J., C. Särndal and O. Sautory (1993). Generalized raking procedures in survey sampling. Journal of the American Statistical Association 88(423), 1013-1020



		Unweighted	Weighted
	50 to 99 days	15.7%	10.6%
	100 to 199 days	14.4%	8.2%
	200+ days	13.9%	6.5%
<b>Injury type</b>	Fractures	12.0%	11.9%
	Musculoskeletal disorders	57.5%	55.6%
	Other trauma	16.7%	23.9%
	Mental illness	9.0%	4.1%
	Other diseases	4.7%	4.5%

Base: n=4,588. The percentages in this table do not include treatment of NSW boost - this would skew the proportions.

## 6.5. Statistical methods

Statistical methods were used throughout the process, including for the following:

- sample design and stratification (see Section 4.7)
- weighting and non-response analysis (see Section 6.4)
- significance testing to compare survey results across different subgroups and collection years. Significance testing was carried out in Survey Reporter. Analysis of Variance (f-test) was used to test for differences between means, and z-scores were used to test for differences between proportions. Where differences are reported it indicates a statistically significant difference at a 95% confidence level has been established.

## 6.6. Data outputs

The Social Research Centre provided the following deliverables:

To Safe Work Australia:

- finalised questionnaire
- a national data file in Excel, including time series data (since 2013) and answers to open-ended questions and 'other specify'
- Headline Measures report
- Methodological report (this report)
- Comparative Summary report (full length report of survey results), including appendices.

To the participating jurisdictions:

- individual jurisdiction data files in various file formats
- short individual jurisdiction reports with charts showing the results to key measures.

## Appendix A: Glossary

Term/Acronym	Definition
<b>Acronyms</b>	
NRTWS	National Return to Work Survey
RTW	Return to Work
SRC	The Social Research Centre
SWA	Safe Work Australia
<b>Survey measures</b>	
Returned to Work Rate	The proportion of respondents who said 'Yes' they had returned to work at some point since their injury (RTW1)
Current Return to Work Rate	The proportion of respondents who said 'Yes' they had returned to work at some point since their injury (RTW1) and 'Yes' they were currently working (RTW2).
Probable Serious Mental Illness	Defined through six survey items (Kessler 6 Psychological Distress Scale) – not defined through claims information.
Distributive Justice	Perceptions of fairness regarding the distribution of (financial) resources and compensation to the worker through the compensation process.
Procedural Justice	Perceptions of fairness regarding the compensation process, the way decisions were made, and the way workers were treated with respect to decisions that affected them.
Informational Justice	Perceptions of fairness regarding the provision of information through the compensation process.
Interpersonal Justice	Perceptions of fairness regarding the worker being treated with politeness, dignity and respect through the compensation process.
<b>Sample information</b>	
Premium Payer	Employer organisation (of workers in the survey) that pays a premium to a third party insurer for their workers compensation insurance.
Self-Insurer	Employer organisation (of workers in the survey) that insures themselves for workers compensation (generally larger organisations).
Claim Duration	Claim duration is based on the number of days between the date of claim lodgement and the date of survey completion.
Days Compensated	Number of days off work that were compensated for a worker through their claim (N.B. this is different to claim duration as the duration of a claim since it was lodged is different to the number of days compensated for).
<b>Other</b>	
Sample frame	The source information from which a sample is drawn, including the information about the population of interest: individual records and any associated characteristics of interest.
Sample loss	In this report, sample loss refers to the loss of eligible sample records prior to fieldwork – such as exclusions applied after sample was provided, invalid contact details, incorrect eligibility statuses, outdated information, and other issues that might render certain sample records unusable during fieldwork.

CATI

Computer-aided telephone interviewing.

Stratified random  
sampling

A probability-based sampling method used to ensure representation of a population within a selected sample. Respondents are randomly selected within strata (groups). The strata are designed around the proportions of the overall population according to key selected characteristics.

# Appendix B: Population data file specifications

This appendix includes the documentation provided to jurisdictions by the Social Research Centre for obtaining sample. The content in this appendix was sent along with an Excel template and example file (not shown here). The table and section references that were present in this document have been removed, for ease of navigating the remainder of this report.

## Introduction

### *Background*

The National Return to Work (**NRTW**) Survey will be conducted for the fifth time by the Social Research Centre in 2021.

In preparation for the Survey, the Social Research Centre will analyse the population files provided by all the participating jurisdictions to:

- enable thorough testing of a number of sampling stratification techniques;
- to ensure that the population data supports questionnaire filtering; and
- better understand each jurisdictions' injured worker database.

As done in previous iterations of this study, jurisdictions will need to provide the Social Research Centre with **the entire population** dataset of injured workers who are eligible to participate in the Survey. We kindly request that you provide us with a single population file along with the additional information specified. Please deliver the population files through the Social Research Centre's secure file exchange, which jurisdiction contacts will receive access to.

## Privacy

All Social Research Centre staff have entered into a Deed of Confidentiality as part of their employment. All research activities are conducted in accordance with the Privacy Act (1988) and the Australian Privacy Principles, the Privacy (Market and Social Research) Code 2014, the Research Society Code of Professional Practice, and ISO 20252 standards. The Social Research Centre will also enter into a Deed of Confidentiality with the jurisdictions as required.

## Overview

The following provides an overview of what we require:

- the data population file in Excel, and
- additional information required for our analysis.

## Reference period

The Social Research Centre requires a list of each jurisdiction's **entire eligible population** based on **claim dates 1 February 2019 to 31 January 2021 (inclusive)**. We understand that the frequency and timing of data updating differs between the jurisdictions, so if you are **not** able to provide a population file extracted from the mentioned dates, please provide a population file of all available records from **1 February 2019** to your most recent available record based on claim date.

This data is required to contact injured workers, conduct the interview, manage the sample, and to complete reporting.

## Only one cohort of injured workers is required

For this iteration of the Survey, only one cohort of injured workers will be required.<sup>10</sup>

## Respondent selection criteria

### Previously known as the 'Balance' cohort

Injured workers are to be selected if they satisfy all of the following criteria:

1. Injured workers are selected from claims reported to the claims manager (i.e. insurer or workers' compensation authority) within the period commencing **1 February 2019 to 31 January 2021** (or most recent claim date available for your jurisdiction). That is, the two years prior to the survey commencing.
2. Who have had at least one day away from work.
3. Whose claim can either be open or closed.
4. Who worked in either premium paying or self-insured organisations.

## Exclusions

Injured workers who are excluded will not be contacted in the NRTW Survey. Please flag the following exclusions:

- Injured workers who are deceased
- Injured workers who are involved in active legal proceedings
- Injured workers identified as being likely to be adversely affected by participating in the survey
- Injured workers who have been surveyed in the last 11 months to the start of fieldwork, i.e. exclude if interviewed after 1 May 2020
- Claims for compensation for fatalities and/or where a date of death is recorded
- Injured workers under the age of 18 at the time of sample extraction
- Injured workers classified as 'risk clients' (e.g. 'violent' or similar indicator) for whom an interview is deemed inappropriate by the jurisdiction

---

<sup>10</sup> In previous years there has also been an Historic Return to Work Cohort in the sample, this is no longer required.

- Injured workers who 'opt-out' of research from your jurisdiction
- Injured workers who are residing outside of Australia (in the case of Australian jurisdictions)
- Duplicate individuals should be removed (keep the most recent claim)
- Rejected claims removed.

## Timeline

The following table contains key dates for the jurisdictions to be aware of for the preparation of the population data file, and relates to the Survey more broadly.

Population data specification provided by the SRC		Friday 19 March
Secure File Exchange details provided by the SRC		Friday 19 March
One-to-one calls between the SRC and the Jurisdictions		19 – 23 March
Webinar presented by the SRC		Tuesday 23 March
<b>Jurisdictions to provide population data file to the Social Research Centre (using Secure File Exchange)</b>		<b>Thursday 1 April</b>
<b>Jurisdictions to provide sample selections file to the Social Research Centre if required (using Secure File Exchange)</b>		<b>Friday 16 April</b>
Mail out of Primary Approach letters to selected injured workers		Tuesday 4 May
Survey fieldwork commences		Wednesday 12 May

## Population Data File Item Definitions and Specifications

A detailed list of the data items required is contained below, including a brief definition of each item and guidance as to the required format.

An example population file, based on this specification, is provided separately.

Jurisdictions are likely to have different procedures for labelling data and providing this data for the NRTW Survey Program. This variation increases the risk of error in preparing the mail-out of injured worker letters and comparability between the jurisdictions. To reduce the risk of error and to manage timelines, we require the supplied sample data to be formatted exactly as specified overleaf and we have provided an example file for your reference and a template for you to fill.

Please ensure that:

1. each data item is to be supplied as a separate field
2. please label data exactly as specified in the request as listed below, and
3. all fields are populated.

Please check the accuracy and completeness of the data. If you are unable to follow these procedures, or if you are unable to provide some fields, please advise the Social Research Centre as soon as possible by calling 03 9236 8500 or by emailing the Social Research Centre using [nrtws@srcentre.com.au](mailto:nrtws@srcentre.com.au). Missing, incomplete data or data not formatted as per the specification may cause delays to the Survey.

We have also included references to [\*National Data Set for Compensation-based Statistics, 3<sup>rd</sup> Edition\*](#). This is provided to assist in the explanation of our requirements, you are not required to extract the data from this data set.

## Data Specifications

The following table details the variables that are to be included in the population data file. The file is to be created in MS Excel – an example file is provided separately which can be used as a template. Please refer to the table below for instructions on the content and formatting of the data file.

Col	Field Name	Codes	Specification	National Data Set 3rd Edition reference
A	<b>ClaimID</b>	String	Please match this to the ClaimID on your database.	
B	<b>Jurisdiction</b>	String	Jurisdiction participating in this research (e.g. WorkSafe VIC, SeaCare, ACC, etc.)	
C	<b>Title</b>	String	Mr, Mrs, etc.	
D	<b>fname</b>	String	First name (in title case)	
E	<b>sname</b>	String	Family name (in title case)	
F	<b>addr</b>	String	Postal address, i.e. PO Box Number or street number and name (in title case).	
G	<b>suburb</b>	String	Postal town/suburb (in UPPER CASE).	
H	<b>state</b>	String	Australian Jurisdictions: State (in UPPER CASE).	
I	<b>pcode</b>	String	Postcode	
J	<b>areacode</b>	String	STD or area code for landline. Please ensure that leading zeros are not omitted.	
K	<b>phone</b>	String	Landline phone number	
L	<b>mobile</b>	String	Mobile phone/cell phone number. Please ensure that leading zeros are not omitted.	
M	<b>ClaimType</b>	1= Premium Payer 2= Self Insurer	Premium Payer (1) or Self Insurer (2) This information is required for population stratification.	
N	<b>SelfIns</b>	String	Name of Self Insurer (if applicable) e.g. Telstra, Woolworths, etc.	
O	<b>PremPay</b>	String	Name of Premium Payer (if applicable) e.g. WorkCover TAS, Seacare, etc.	
P	<b>InsurCom</b>	String	Name of Insurance Company (if applicable) e.g. CGU, etc.	
Q	<b>InjCode</b>	3-digit code	The nature of injury or disease is the harm or hurt which the injured worker has suffered. It should be coded to the Type of Occurrence Classification System, Third Edition (TOOCS3).  It is a three-digit code. Please include the leading zero to correctly specify nature of injury codes 010 to 090.	D4



Col	Field Name	Codes	Specification	National Data Set 3rd Edition reference
R	<b>DaysComp</b>	Rounded number to 0 decimal places	<p>Number of days compensation paid, or the period (in working days) paid for total incapacity, refers to the actual number of working days for which compensation payments were made. <b>It should include any employer excess.</b> That is, days compensation includes the total number of days compensated for a work-related injury whether the compensation is paid by the employer, the insurer or the compensation authority.</p> <p>Partial days should be rounded up if <math>\geq</math> half a day, rounded down if <math>&lt;</math> half a day.</p> <p>If it is collected as weeks or hours, it is converted to working days.</p> <p>Please ensure that this is calculated as working days and not calendar days.</p> <p>This information is required for population stratification.</p>	
S	<b>InjDay</b>	DD	<p>The injury date, or date of occurrence, is the date on which the injury occurred or the occupational disease was first reported to the employer.</p> <p>Format numeric specified as DD MM YYYY, with separate fields for day, month and year.</p>	D1
T	<b>InjMth</b>	MM		
U	<b>InjYear</b>	YYYY		
V	<b>ClaimDay</b>	DD	<p>Date of notification/lodgement of claim: The earlier of either the date the employer notified the insurer of the claim or the date the claim was lodged with the insurer.</p> <p>Format numeric specified as DD MM YYYY, with separate fields for day, month and year.</p> <p>This information is required for population stratification.</p>	B4
W	<b>ClaimMth</b>	MM		
X	<b>ClaimYear</b>	YYYY		
Y	<b>Rehab</b>	1=YES 2=NO Blank	<p>Indicator of whether the injured worker has participated in a rehabilitation program.</p> <ol style="list-style-type: none"> <li>Yes (= 1), injured worker has participated in a rehabilitation program, or total rehab payments <math>&gt;</math> \$0.</li> <li>No (= 2), injured worker has not participated in a rehabilitation program, or total rehab payments = \$0.</li> <li>If the data is unavailable please leave blank.</li> </ol>	
Z	<b>Excl</b>	1=YES	Exclusion flag based on specified exclusions	
AA	<b>age</b>	string	Claimant Age derived from Date of Birth on the date of sample extraction. Please provide in whole years (rounded).	C3
AB	<b>gender</b>	1=Male 2=Female		C4
AC	<b>language</b>	string	Preferred language (if available)	

Col	Field Name	Codes	Specification	National Data Set 3rd Edition reference
AD	<b>IndCode</b>	4-Digit Code (Note numeric only, do not include alpha characters)	<p>The industry code of the employer relates to the main activity of the establishment at which the worker was employed at the time of reporting the occupational injury or disease.</p> <p>It should be coded to the four-digit level of the Australian and New Zealand Standard Industrial Classification (ANZSIC, ABS Cat. No. 1292.0). ANZSIC 2006 was released in February 2006, with numeric codes differing to ANZSIC 1993. Therefore, when providing the industry code, indicate which ANZSIC version on which it is based. For the purposes of this survey, the industry code is coded to the broadest ANZSIC level – alphabetic format.</p> <p>If only the numeric format is available, please include the leading zero in order to correctly specify the Agriculture, Forestry and Fishing industry division.</p>	C1
AE	<b>EmpRem</b>	String	Total remuneration on which workers' compensation premium is calculated.	K2.1
AF	<b>EmpSiz</b>	Numeric	The number of FTE workers employed by the enterprise for which the claimant works.	C2
AG	<b>ClmtID</b>	String	Unique claimant ID.	
AH	<b>OccCode</b>	NDS C6: 4 digit code	<p>The worker's occupation at the time of the injury or reporting of the occupational disease.</p> <p>Australian Standard Classification of Occupations at the four-digit unit group level.</p>	
AI	<b>Mechanism</b>	NDS D6 TOOCS3, two-digit codes	<p>The mechanism of injury / disease is intended to identify the action, exposure or event that was the direct cause of the most serious injury or disease.</p> <p>The mechanism of injury / disease classification given in TOOCS3 is to be used.</p>	

### Common issues with data extraction

A number of issues associated with data definitions or missing data were encountered with the previous population data extraction for the previous NRTW Surveys. Some of these issues include:

- Partially missing data – jurisdictions were followed up and asked to provide an updated sample, or variable fields left empty if data was not coded or not available.
- Duplications of names and contact details – the most recent claim was retained in the sample.
- International addresses were provided – these records were removed from the sample.
- Records with claim dates outside the specified reference period – these records were subsequently removed from the sample.
- Missing or incomplete telephone numbers and addresses – we were unable to contact these records.

In order to pre-empt and minimise issues with the current data extraction, the Social Research Centre will contact the jurisdictions to speak individually and a Webinar will be held to discuss the process and address queries.

### Additional information

Please also complete the table below and send, via email, to the Social Research Centre using [nrtws@srcentre.com.au](mailto:nrtws@srcentre.com.au).

Jurisdiction	
Date of sample extraction	
How frequently is your database updated? (E.g. <i>half yearly to December and June</i> )	
In which months do you have access to the updates? (E.g. <i>February and August</i> )	

# Appendix C: Survey questionnaire, script and programming instructions

<b>WELCOME SCREEN</b>	Page 32
<b>INTRODUCTION</b>	Page 32
<b>SCREENING</b>	Page 35
<b>WORKPLACE DOMAIN: Job position</b>	Page 36
<b>RETURN TO WORK OUTCOMES</b>	Page 37
<b>WORKPLACE DOMAIN: Job position</b>	Page 39
<i>Factor 1 – Work Completion Beliefs</i>	Page 40
<i>Factor 2 – Affective Work Beliefs</i>	Page 40
<i>Factor 3 – Work Social Support Beliefs</i>	Page 40
<i>[Work Ability Index (first item)]</i>	Page 42
<b>RETURN TO WORK OUTCOMES (EXTENDED)</b>	Page 42
<b>WORKPLACE DOMAIN: Employer</b>	Page 43
<i>[Interactions with RTW Coordinator]</i>	Page 44
<b>WORKPLACE DOMAIN: Employer</b>	Page 45
<b>WORKPLACE DOMAIN: Supervisor / colleagues</b>	Page 46
<b>WORKERS COMPENSATION SCHEME DOMAIN</b>	Page 46
<b>WORKERS COMPENSATION SCHEME DOMAIN: Claim managers / insurers</b>	Page 47
<i>[Perceived Justice of the Compensation Process]</i>	Page 47
<i>Distributive Justice</i>	Page 47
<i>Procedural Justice</i>	Page 47
<i>Informational Justice</i>	Page 48
<i>Interpersonal Justice</i>	Page 48
<b>WORKERS COMPENSATION SCHEME DOMAIN: Regulators</b>	Page 48
<b>WORKERS COMPENSATION SCHEME DOMAIN: System as a whole</b>	Page 49
<b>HEALTHCARE DOMAIN: Healthcare Providers</b>	Page 50
<i>[Lane study on healthcare provider communications]</i>	Page 51
<b>PERSONAL DOMAIN: Physical</b>	Page 52
<i>[Charlson Comorbidity Index - top ten from the GBD in Australia]</i>	Page 52
<i>[Numeric Pain Scale]</i>	Page 53
<i>[Örebro Musculoskeletal Pain Screening Questionnaire]</i>	Page 53
<b>PERSONAL DOMAIN: Affective</b>	Page 54
<i>[Kessler 6]</i>	Page 54
<b>PERSONAL DOMAIN: Household and Financial Status</b>	Page 57
<i>[InCharge Financial Distress/Financial Well-Being [IFDFW] Scale]</i>	Page 57
<i>[Household Expenses Survey]</i>	Page 57
<i>[State of Service Reports Employee Survey]</i>	Page 59
<b>CLOSE</b>	Page 59
<b>TERMINATION SCRIPTS</b>	Page 61

## WELCOME SCREEN

Good morning/afternoon/evening. My name is (...) from the Social Research Centre. I'm calling to follow up on a letter sent to <first name>.

May I please speak with <first name>?

IF TALKING TO SOMEONE OTHER THAN RESPONDENT EXPLAIN AS REQUIRED:

We're calling to ask <first name> to help us with some research being undertaken by the Australian Government in conjunction with the State and Territory governments.

IF NECESSARY: Due to the strict privacy laws we operate under I'm not allowed to discuss the nature of the research with anyone other than <first name>.

## INTRODUCTION

\*(ALL)

\*PROGRAMMER NOTE: INSERT <JURISDICTION> FROM SAMPLE

INTRO. WHEN TALKING DIRECTLY TO RESPONDENT, RE-INTRODUCE IF NECESSARY:

Good morning / afternoon / evening. My name is (...) from the Social Research Centre calling on behalf of <Jurisdiction>.

<Jurisdiction> is conducting a survey to find out about your experiences of being on workers' compensation. The survey includes questions about the services you receive from <Jurisdiction>, your employer, as well as questions about your health and rehabilitation.

Participation in this survey is voluntary and you can withdraw at any time.

You should have recently received a letter about this research being conducted by <Jurisdiction>.

Can I please confirm, have you received this letter? If not, would you like me to arrange for a copy to be sent to you?

IF NECESSARY: The information is being collected to help <Jurisdiction> improve the services and support they provide, as well as the performance of the <Jurisdiction> workers' compensation scheme.

1. Respondent available (CONTINUE)
4. Denies <Jurisdiction> Claim (TERM 1)
5. LOTE – (eg., Mandarin / Cantonese / Vietnamese / Italian / Greek / Macedonian / Arabic / Turkish / Spanish / Māori / Tongan) (LANGUAGE FOLLOW UP) (GO TO <R\_LOTE>)
9. HARD REFUSAL – NOT THIS TIME (GO TO NR1)
10. SOFT REFUSAL – NOT THIS TIME (GO TO NR1)
12. Wants a copy of letter before proceeding (GO TO COPYPAL)
14. Household refusal (TERM 3)

### R-LOTE RECORD LANGUAGE

1. Mandarin (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
2. Cantonese (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
3. Vietnamese (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
4. Italian (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
5. Greek (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
6. Macedonian (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
7. Arabic (incl. Lebanese) (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
8. Turkish (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
9. Spanish (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
10. Māori (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
11. Tongan (CODE AS LANGUAGE DIFFICULTY FOLLOW UP)
12. Other language identified (NO LANGUAGE FOLLOW UP) (RECORD)

13. Language not identified (make appointment) (RECORD)

\*(IF INTRO = 9 or 10 )

NR1. No problem, can I just ask you three very quick questions?

1. Yes \*PROGRAMMER NOTE: SKIP TO RTW1, RTW2
2. No (TERM3)
3. (Don't know / not sure) (TERM3)
4. (Refused to answer this question) (TERM3)
5. (Refused to answer any more questions) (TERM3)

\*(IF INTRO = 9 or 10 )

RR1. OK, that's fine, but could you just tell me the main reason you don't want to do the survey, because that's important information for us?

(DO NOT READ OUT)

- 1 No comment / just hung up
- 2 Too busy
- 3 Not interested
- 4 Too personal / intrusive
- 5 Don't trust surveys / government
- 6 Don't like subject matter
- 7 Don't believe surveys are confidential / privacy concerns
- 8 Silent (unlisted) number
- 9 Never do surveys
- 10 Survey is too long
- 11 Get too many calls for surveys / telemarketing
- 13 Objected to being called on mobile phone
- 14 Other (SPECIFY)

\*(ALL)

PRESAFE. INTERVIEWER CHECK: ARE YOU CALLING A MOBILE?

1. Yes
2. No (GO TO INTRO3)

SAFE1. May I just check whether or not it is safe for you to take the call at the moment. If not I am happy to call you back when it is more convenient for you.

1. Safe to take call (GO TO INTRO3 )
2. Not safe to take call (GO TO MOB\_APPT1)

\*(IF SAFE1=2. NOT SAFE TO TAKE CALL)

MOB\_APPT. Do you want me to call you back on this number or would you prefer I call back on another number?

1. This number (ARRANGE CALL BACK)
2. Alternative number (RECORD ALTERNATE NUMBER AND ARRANGE CALL BACK)
3. Refusal (GO TO RR1)

\*(ALL)

INTRO3. The interview should take about 25 minutes. Any information you provide is completely confidential and will be used for research purposes only. <Jurisdiction> will not see your individual responses to this survey.

This survey is being conducted in accordance with the requirements of the Commonwealth Privacy Act. If there are any questions you don't want to answer just tell me so I can skip over them.

IF NECESSARY: The information is being collected to help <Jurisdiction> improve the services and support they provide, as well as the performance of the <Jurisdiction> workers' compensation scheme.

1. CONTINUE

\*(ALL)

MON This call may be monitored and recorded for training and quality purposes. If you don't wish this to happen please let me know?

1. Monitor and recording
2. Do not monitor/record

\*(IF INTRO = 12. RESPONDENT WANTS TO RECEIVE A COPY OF THE LETTER:

COPYPAL. Would you like us to mail or e-mail you a copy of the letter? Alternatively, you can view the letter online at [www.srcentre.com.au/nrtwsurvey](http://www.srcentre.com.au/nrtwsurvey)

1. Mail (Record name and verify address details from sample / collect address details) (GO TO <PALNAME1>)
2. E-mail (Collect name and email address / check e-mail address) (GO TO <PALNAME1>)

\*(IF COPYPAL = 1, REQUESTED INFORMATION BY MAIL)

\*PROGRAMMER NOTE: DISPLAY TITLE, FNAME AND SNAME FROM SAMPLE

PALNAME1. Firstly, I have your name down as: <TITLE FNAME SNAME>  
Is this correct?

1. Yes GO TO PALADDRESS
2. Title <TEXT FIELD>
3. First name <TEXT FIELD>
4. Surname <TEXT FIELD>

\*(IF COPYPAL = 1, REQUESTED INFORMATION BY MAIL)

\*PROGRAMMER NOTE: DISPLAY ADDR, SUBURB, STATE, PCODE FROM SAMPLE

PALADDRESS. The address I have is: <ADDR, SUBURB, STATE, PCODE>  
Is this correct?

1. Yes
2. No – DISPLAY AND EDIT ADDRESS ONE FIELD AT A TIME WHERE NECESSARY

\*(IF COPYPAL = 2, REQUESTED INFORMATION BY EMAIL)

PALEMAIL. What is your email address?

INTERVIEWER NOTE: READ BACK EMAIL ADDRESS BEFORE PROCEEDING

1. RECORD EMAIL ADDRESS <TEXT FIELD>
2. (REFUSED)

\*(IF COPYPAL = 1 OR 2)

PALLET2 You should receive that within the next [IF COPYPAL=1 "week"; IF COPYPAL=2 "few minutes"].  
Can I arrange a good time next week to call you back?

1. Arrange Callback (GO TO END)

(TIME STAMP 1)

## SCREENING

\*(ALL)

S1a. Which organisation have you dealt with in relation to your workers' compensation claim?

(DO NOT READ OUT)

INTERVIEWER NOTE: If unsure, ask QR to think of the **main organisation** they have dealt with, or prompt with the first organisation listed. Record first mention. **Do not** probe for more than one organisation.

(MULTIPLE RESPONSE)

1. \*IF INSURANCE COMPANY AVAILABLE ON SAMPLE DISPLAY: InsurCom
2. \*IF SELF INSURER, AND NAME AVAILABLE ON SAMPLE DISPLAY: SelfIns
3. \*IF PREMPAY AVAILABLE ON SAMPLE DISPLAY: PremPay
8. Employer's workers' compensation unit
4. Another organisation (SPECIFY)
5. (Someone else handles this for me, for example friend or lawyer)
6. (Don't Know/Can't say) \*(EXCLUSIVE)
7. (Refused) \*(EXCLUSIVE)

\*(ALL EXCEPT S1A = ONLY 5)

\*PROGRAMMER NOTE: IF S1a = 1, 2, 3, 8, OR 4 INSERT< Do you personally have ANY dealings directly with <S1a response(s) separated by 'or'> or does someone else handle ALL dealings on your behalf?>. IF S1a = 6 OR 7 INSERT: Are you the person who deals with your workers compensation claim, or does someone else handle all dealings on your behalf?

S1b. <Do you personally have ANY dealings directly with <S1a response(s)> or does someone else handle ALL dealings on your behalf?>

<Are you the person who deals with your workers compensation claim, or does someone else handle all dealings on your behalf?>

(DO NOT READ OUT)

1. Any dealings with <S1a = 1, 2, 3, 8 OR 4 DISPLAY RESPONSES FROM S1a, ELSE IF CODES 6 OR 7 DISPLAY "your workers compensation claim">
2. Someone else handles all dealings on your behalf.

**\*PROGRAMMER NOTE: <CONTACT ORGANISATIONS> CONTACT ORGANISATIONS ARE ALL THE RESPONSES SELECTED IN S1A, CODES 1 TO 4, SEPARATED BY AN "OR". IF NONE OF CODES 1 TO 4 OR 8 ARE SELECTED ON S1A, THEN CONTACT ORGANISATIONS ARE ALL OF THOSE AVAILABLE IN SAMPLE (I.E INSURANCE COMPANY, INSURER, PREMPAY). SEPARATE EACH WITH "OR"**

\*(IF S1B=2 OR S1A = ONLY 5, SOMEONE ELSE HANDLES ALL DEALINGS)

S1c. Who handles these dealings?

(MULTIPLE RESPONSE)

(READ OUT)

1. Family member / Friend
2. Employer
3. Solicitor / Lawyer
4. Someone else (SPECIFY)
5. (Don't Know / Can't Say) \*(EXCLUSIVE)
6. (REFUSED) \*(EXCLUSIVE)



\*(ALL)

\*PROGRAMMER NOTE: INSERT <DaysComp> FROM SAMPLE

S2 Did you take a **day or more** off work as a result of your work-related injury or illness?

INTERVIEWER NOTE: Time off could include a reduction in hours to assist with recovery.

NOTE: SAMPLE RECORD INDICATES RESPONDENT WAS COMPENSATED FOR <DaysComp> DAYS

(READ OUT)

1. Yes
2. No (TERM 4)
3. (Retired, without first taking a day or more off work) (GO TO TERM 4)
4. (Don't know / Can't say) (GO TO TERM 4)
5. (REFUSED) (GO TO TERM 4)

\*(IF S2 = 1)

\*PROGRAMMER NOTE: INSERT INJURY MONTH

OUTTEXT. We're going to be talking about your work-related injury or illness today. Sometimes people have more than one workers' compensation claim. If this is the case for you, then it is important for you to remember that today, we will only be talking about your **most recent claim** and that injury or illness.

INTERVIEWER NOTE: IF RESPONDENT HAS DIFFICULTY WITH RECALL: PROMPT WITH "7 to 9 MONTHS AGO FOR 'HIST' COHORT, OTHERWISE PROMPT WITH <INJURY MONTH>

1. Continue

(TIME STAMP 2)

## WORKPLACE DOMAIN: Job position

\*(ALL)

JPINTRO. To start with, I would like to ask you a question to give us more background about the work you were doing at the time of your work-related injury or illness.

1. CONTINUE

\*(ALL)

JP1. At the time of your work-related injury or illness, were you employed on a full-time, part-time or casual basis?

INTERVIEWER NOTE: EXPLAIN IF NECESSARY: Casual employees are usually defined as employees (excluding owner managers of incorporated enterprises) who are not entitled to paid sick or holiday leave. Full-time employment is 35 hours or more of work per week; part-time employment is under 35 hours. Full-time and part-time employees both receive leave entitlements.

1. Full time
2. Part time
3. Casual
4. Other (SPECIFY)
5. (Don't know)
6. (Refused)

\*(ALL)

JP2 At the time of your injury or illness, how long had you been with your employer?

(ALLOW RANGE 0-99 years; 0-51 weeks, 0- 24 months)

1. \_\_\_\_years \*(PROGRAMMER NOTE: ALLOW DECIMALS)
2. \_\_\_\_weeks
3. \_\_\_\_months
4. (Don't know)
5. (Refused)

(TIME STAMP 3)

## RETURN TO WORK OUTCOMES

\*(ALL)

RTWINTRO. I am now going to ask you a few questions about work and any leave you may have taken as a result of your injury or illness. Please bear with me if these questions don't necessarily apply in your situation.

1. CONTINUE

[PREVIOUSLY C7 - NRTW]

\*(ALL)

RTW1. Have you returned to work at any time since your work-related injury or illness?

INTERVIEWER NOTE: MUST HAVE RETURNED TO WORK FOR THE PURPOSE OF WORKING, NOT MERELY VISITING.

CAN INCLUDE RETURN TO ANY JOB AFTER INJURY DOES NOT HAVE TO BE THE SAME EMPLOYER OR ROLE.

ONLY INCLUDE RETURN TO WORK SINCE THE INJURY/ILLNESS ASSOCIATED WITH MOST RECENT CLAIM.

IF CURRENTLY RETIRED, THIS IS RETURN TO WORK AT ANY TIME PRIOR TO RETIRING.

1. Yes
2. No
3. (Don't know / Can't say)
4. (REFUSED)

PREVIOUSLY C1- NRTW

\*(ALL)

\*PROGRAMMER NOTE: IF NR1 = 1 SKIP BACK TO RR1 AFTER RTW2

RTW2. Are you currently working in a paid job?

INTERVIEWER NOTE: Any job with any employer, not necessarily their job at the time of the injury / illness. Can be temporarily absent but must still have that job. If currently retired select 'no'

1. Yes
2. No
3. (Don't know / Can't say)
4. (REFUSED)

PREVIOUSLY C2- NRTW]

\*(IF RTW2 =2)

RTW3. Just to double check . . . which of these BEST describes your current MAIN activity? Are you...

(READ OUT)

2. Unemployed
3. Engaged in home duties or carer
4. A student
5. Retired
6. Engaged in volunteer work
7. Unable to work
8. (Don't know/Can't say)
9. (Refused)

[PREVIOUSLY C8 – NRTW 2016]

\*(ASK IF RTWDUM1 = 2, 4, 5. NOT CURRENTLY WORKING/DK/RF AND NOT RETIRED)

RTW4. Just to double check . . . what is the main reason you are not currently working?

INTERVIEWER NOTE: IF RESPONSE IS INJURY OR ILLNESS, REAFFIRM IF ANYTHING OTHER THAN INJURY OR ILLNESS.

(DO NOT READ OUT)

1. Work-related injury or illness
2. Have a new injury or illness
3. Old injury or illness got worse/aggravated
4. Decided to retire/I retired
5. Decided to resign
6. Decided to study
7. Dismissed by employer
8. Was made redundant / Retrenched
9. No suitable job available / Employer unable to find a suitable job for me
10. Other (SPECIFY: FULL VERBATIM)
11. (Don't know / Can't say)
12. (REFUSED)

[PREVIOUSLY H15 – NRTW 2016]

\*(IF WORK STATUS=1 OR 2: HAS RTW AT SOME STAGE)

RTW5 When you FIRST went back to work, was this with the same employer as at the time of your work-related injury or illness?

1. Yes, same employer
2. No, changed employer
3. (Don't know / Can't say)
4. (REFUSED)

\*(IF WORK STATUS=1 OR 2: HAS RTW AT SOME STAGE)

RTW6 When you FIRST went back to work, were the hours you returned to the same, more or less than what you were doing at the time of your work-related injury or illness?

1. Same
2. More
3. Less
4. (Don't know / Can't say)
6. (Refused)

[PREVIOUSLY H9 – NRTW 2016]

\*(IF WORK STATUS=1 OR 2: HAS RTW AT SOME STAGE)

RTW7 When you FIRST went back to work, were the duties you returned to the same, slightly different or completely different to what you were doing at the time of your work-related injury or illness.

INTERVIEWER NOTE: 'slightly different' includes 'restricted', or 'alternate' duties

1. Same duties
2. Slightly different (modified / light duties)
3. Completely different duties
4. (Don't know / Can't say)
5. (Refused)

\*(ALL)

RTW10 We are interested in understanding your experience of COVID-19 in terms of recovering from your injury or illness and returning to work.

To what extent has the COVID-19 pandemic affected your recovery and return to work?

IF NECESSARY: This could a positive or negative effect

(READ OUT)

1. A great deal
2. Somewhat
3. (Neutral)
4. Not much
5. Not at all
6. (Don't know / Can't say)
7. (REFUSED)

\*(RTW10=1-2 OR 4, AFFECTED RECOVERY AND RETURN TO WORK TO SOME EXTENT)

RTW11 In which of the following ways has the COVID-19 pandemic affected your recovery and return to work?

IF NECESSARY: Just a yes or no for each is fine.

INTERVIEWER NOTE: Use 'Other (SPECIFY)' to fully record details and context around injury type, etc.

\*(ROTATE STATEMENTS 1-12)

(MULTIPLE RESPONSE) (READ OUT)

1. My return to work was delayed because of COVID-19 restrictions at my workplace
2. I was not able to return to work at all because of COVID-19 restrictions at my workplace
3. My employer could not find suitable duties for me during COVID-19
4. My hours were reduced, I was stood down or I lost my job during COVID-19
5. Aspects of my insurance claim process were delayed during COVID-19
6. I found it harder to communicate with my insurer during COVID-19
7. COVID-19 limited my access to treatments
8. COVID-19 limited my access to mental health support
9. COVID-19 limited my access to social and family support
10. COVID-19 restrictions positively influenced my recovery
11. COVID-19 restrictions made my return to work easier
12. Other (SPECIFY: FULL VERBATIM)
13. (Don't know / Can't say) \*[EXCLUSIVE]
14. (REFUSED) \*[EXCLUSIVE]

(TIME STAMP 4)

## WORKPLACE DOMAIN: Job position

\*(ALL)

JP3. Thinking about your job at the time of your injury or illness, do you agree or disagree that...

(ROTATE) (STATEMENTS)

- a. Your job was physically demanding
- b. Your job was psychologically or mentally demanding
- c. You had a lot of freedom to decide how you did your own work

(RESPONSE FRAME)

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

\*(ALL)

JP4. (IF RTWDUM1=1 OR 2, HAS RTW, INSERT <Thinking back to the time you FIRST returned to work, do you agree or disagree with the following statements?>  
(IF RTWDUM1=3 OR 4 OR 5, NEVER RTW, INSERT <If you were to return to work fully tomorrow, do you agree or disagree with the following statements?>

(ROTATE FACTORS AND STATEMENTS WITHIN EACH FACTOR)  
(STATEMENTS)

\*PROGRAMMER NOTE: IF RTWDUM1=1 OR 2 (HAS RTW) <I was> OR <I had>; IF RTWDUM1=3 (HAS NOT RTW) <I would be> OR <I would have>

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

\*PROGRAMMER NOTE: DISPLAY WITH STATEMENT B <INTERVIEWER NOTE: This means whether you would be able to remain at work indefinitely.> DISPLAY WITH STATEMENT H <INTERVIEWER NOTE: This means setbacks that may occur at work.>

(STATEMENT)

*Factor 1 – Work Completion Beliefs*

- a) <I was / I would be> able to perform/complete my work tasks.
- b) <I was / I would be> able to remain at work.
- c) I could deal with the physical demands of my work.

*Factor 2 – Affective Work Beliefs*

- d) <I was / I would be> able to cope with work pressure.
- e) <I was / I would be> able to deal with emotionally demanding situation.
- f) <I had / I would have> no energy left to do anything.
- g) <I was / I would be> able to handle potential problems if they arose.
- h) I could cope with setbacks that may occur.

*Factor 3 – Work Social Support Beliefs*

- i) I could explain to my supervisor about things I can and cannot do.
- j) I could discuss any limitations I have to my co-workers.
- k) I could get my co-workers to help me if I needed to.

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

\*(ALL)

JP5. Since the time of your injury or illness, has your workplace OFFERED you modified or alternative duties in order to help you get back to work?

1. Yes
2. No
3. (Not applicable)
4. (Don't Know)
5. (Refused)

[ARC Linkage grant study [Peter Smith]

\*(IF JP5 = 1, OFFERED ALTERNATE DUTIES)

JP6. And did you accept the offer for modified or alternative duties?

1. Yes
2. No
3. (Don't Know)
4. (Refused)

[ARC Linkage grant study [Peter Smith]

\*(IF, JP6 = 2, DID NOT ACCEPT ALTERNATE DUTIES)

JP7. Why did you not accept the offer for modified or alternative duties?  
(DO NOT READ OUT) (MULTIPLE RESPONSE)

1. Modified/ alternative duties were not different enough
2. Modified/ alternative duties were not meaningful or challenging
3. Felt I could perform my pre-injury duties (Did not need modified or alternative duties)
4. Modified/ alternative duties did not match my physical/psychological capabilities
5. It would have meant moving to a different workplace location
6. It would have meant working different times/shifts
7. It would have meant a change in wages
8. I would have been unable to perform the modified duties due to doctor's restrictions
9. Felt I would be a burden on my employer/manager or colleagues.
10. Other reason (SPECIFY)
11. (Don't know / Can't say)
12. (REFUSED)

\*(IF WORK STATUS=1 OR 2: HAS RTW AT SOME STAGE)

JP8. In your opinion, has returning to work helped, hindered or not affected your recovery from your injury / illness?

(READ OUT)

1. Helped
2. Hindered (Delayed)
3. Not affected
4. (Don't know / Can't say)
5. (REFUSED)

[Work Role Functioning Questionnaire 2.0]

\*(IF WORK STATUS=1, CURRENTLY WORKING)

JP9. Thinking about the last four weeks, how often have you found it difficult to do the following...

IF NECESSARY: Is it difficult all of the time, most, half, some or none of the time?

\*(PROGRAMMER NOTE: AT FIRST STATEMENT DISPLAY (READ OUT))

(STATEMENT)

- a. Concentrate on your work
- b. Work without mistakes
- c. Start as soon as you arrive
- d. Repeat the same motions
- e. Perform multiple tasks

(RESPONSE FRAME)

1. All the time
2. Most of the time
3. Half of the time
4. Some of the time
5. None of the time
6. (Don't know)
7. (REFUSED)

### *[Work Ability Index (first item)]*

\*(ALL)

JP10. Assuming your work ability 'at its best' has a value of 10 points. How many points would you give your ability to work **today**? From 0 completely unable to work, to 10 your work ability at its best?

0. 0, completely unable to work
1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10, work ability at its best
11. (Don't know)
12. (Refused)

(TIME STAMP 5)

## RETURN TO WORK OUTCOMES (EXTENDED)

[PREVIOUSLY H29]

\*(IF WORK STATUS=1: CURRENTLY WORKING)

RTW8. Since you FIRST returned to work, have you had to have any additional time off because of your work-related injury or illness?

INTERVIEWER NOTE: This does not include time off for doctors' visits, rehabilitation, therapy, or being ill for any reasons not related to your injury, but does include time off for surgery or long-term treatment

INTERVIEWER NOTE: Additional time off refers to substantial continuous time off from work as a result of the work-related injury or illness, not the odd half-day here and there

1. Yes
2. No
3. Don't know/Can't say
4. Refused

[PREVIOUSLY H30]

\*(IF WORK STATUS=1: CURRENTLY WORKING)

PROGRAMMER NOTE: IF RTW8=1 INSERT <SINCE YOUR LAST TIME OFF>

RTW9. So, how long have you been back at work for <since your last additional time off>?

1. Days (SPECIFY) (RANGE 0 TO 300)
2. Weeks (SPECIFY) (RANGE 0 TO 100)
3. Months (SPECIFY) (RANGE 0 TO 100)
4. Years (SPECIFY) (RANGE 0 TO 10)
5. (Don't know / Can't say)
6. (Refused)

(TIMESTAMP 6)

## WORKPLACE DOMAIN: Employer

[PREVIOUSLY J3aa- Return to Work Survey]

\*(ALL)

\*PROGRAMMER NOTE IF RTW2=1 CURRENTLY WORKING INSERT <Did>, OTHERWISE <Do>

EMP1. A **return to work plan** is an agreement setting out the steps to get back to work. It is usually developed with your employer or insurer. It can be written or verbal, formal or informal.

<Did / Do> you have a plan in place to get back to work?

1. Yes
2. No
3. (Don't know / Can't say)
4. (Refused)

[PREVIOUSLY J4bN- Return to Work Survey]

\*(ASK IF EMP1=1: HAVE A PLAN)

\*PROGRAMMER NOTE IF RTW2=1 (CURRENTLY WORKING) INSERT: <Was>, OTHERWISE <Is>

EMP2. <Was / Is> this a written plan?

1. Yes
2. No
3. (Don't know / Can't say)
4. (Refused)

[J3b and J4c- Return to Work Survey]

\*(IF EMP1=1. HAVE A PLAN)

EMP3. Do you agree or disagree with the following statements about your return to work plan?

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

\*(ROTATE)

(STATEMENTS)

- a. I was involved in the development of the return to work plan
- b. I found the return to work plan helpful

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree



6. (Don't know)
7. (Refused)

[Interactions with RTW Coordinator]

\*(ALL)

EMP4. Did you have a designated person to coordinate your return to work process?

INTERVIEWER NOTE: IF 'Yes' ask whether the person was someone from their workplace, or someone external.

INTERVIEWER NOTE: If more than one person, think about most recent designated person

IF NECESSARY: This person could be called a case manager, Return to work Coordinator, WorkCover Queensland Customer Advisor, Rehabilitation and Return to Work Coordinator, or Injury Management Coordinator.

1. Yes (someone from workplace)
2. Yes (someone external)
3. No
4. (Don't Know)
5. (Refused)

[Interactions with RTW Coordinator]

\*(IF EMP4 =1 or 2, HAS RTW COORDINATOR)

EMP5. Has this person been in contact with you since your injury or illness?

INTERVIEWER NOTE: If more than one person, think about most recent designated person

1. Yes
2. No
3. (Don't Know)
4. (Refused)

[Interactions with RTW Coordinator]

\*(IF EMP5 = 1, COORDINATOR HAS BEEN IN CONTACT)

EMP6. Thinking about all your dealings with this person, to what extent have your interactions been stressful or not stressful? Would you say ...?

INTERVIEWER NOTE: If more than one person, think about most recent designated person

(READ OUT)

1. Extremely stressful
2. Quite a bit stressful
3. A bit stressful
4. Not very stressful
5. Not at all stressful
6. (Don't know)
7. (Refused)

(TIME STAMP 7)

## WORKPLACE DOMAIN: Employer

[PREVIOUSLY L3 – NRTW SURVEY]

\*(ALL)

EMP7 Thinking about the role of your employer following your work-related injury or illness, do you agree or disagree with the following statements?

INTERVIEWER NOTE: THIS MEANS YOUR EMPLOYER AT THE TIME OF THE INJURY OR ILLNESS. IF CHANGED EMPLOYER THEN ANSWER QUESTIONS FOR EMPLOYER AT THE TIME OF THE INJURY OR ILLNESS.

\*(DISPLAY FOR STATEMENT C <INTERVIEWER NOTE: SUITABLE EMPLOYMENT CAN INCLUDE WORK EXTERNAL TO EMPLOYER>)

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

(STATEMENTS)

- a) Your employer did what they could to support you
- b) Your employer provided enough information on your rights and responsibilities
- c) Your employer made an effort to find suitable employment for you
- d) Your employer helped you with your recovery
- e) Your employer treated you fairly **during** the claims process
- f) Your employer treated you fairly **after** the claims process

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

[PREVIOUSLY L5 – NRTW SURVEY]

\*(ALL)

EMP8. Did your supervisor or someone else from work contact you about recovering from your work-related injury or illness?

1. Yes
2. No
3. (Don't know / Can't say)
4. (REFUSED)

[PREVIOUSLY L6 – NRTW SURVEY]

\*(IF EMP8 = 1)

EMP9. How many days after your work-related injury / illness occurred were you FIRST contacted?

INTERVIEWER NOTE: IF RESPONDENT IS UNSURE – Your best estimate is okay.

1. 0 - 3 days
2. 4 – 10 days
3. 11 – 15 days
4. 16 or more days
5. (Don't know / Can't say)
6. (REFUSED)

[PREVIOUSLY M2 – NRTW SURVEY]

\*(ALL)

EMP10. Did your employer help you manage your injury or illness before you lodged your workers' compensation claim?

INTERVIEWER NOTE: Help could include changes to duties or hours worked, special equipment, work place adjustments, counselling or mediation.

1. Yes
2. No
3. (Don't Know)
4. (Refused)

## **WORKPLACE DOMAIN: Supervisor / colleagues**

[PREVIOUSLY M5 – NRTW SURVEY]

\*(ALL)

EMP11. Thinking back to when you were considering putting in a workers' compensation claim, do you agree or disagree that...

IF NECESSARY: You can skip past any question you would prefer not to answer.

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

(ROTATE)

(STATEMENT)

- a. You thought you would be treated differently by people at work
- b. You felt your supervisor thought you were exaggerating or faking your injury or illness
- c. You were concerned that you would be fired if you submitted a claim
- d. You felt your employer discouraged you from putting in a claim

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

(TIME STAMP 8)

## **WORKERS COMPENSATION SCHEME DOMAIN**

[PREVIOUSLY XINTRO – NRTW SURVEY]

\*(IF S1a = 1, 2, 3, 8, 4, DEALT WITH ORGANISATION IN RELATION TO CLAIM)

WCINTRO. Now I have some questions about the SERVICE YOU RECEIVED in relation to your workers' compensation claim from <RESPONSE FROM S1A>.

## WORKERS COMPENSATION SCHEME DOMAIN: Claim managers / insurers

[PREVIOUSLY P1 – NRTW SURVEY]

\*(IF S1a = 1, 2, 3, 8, 4, DEALT WITH ORGANISATION IN RELATION TO CLAIM)

WC1. Including letters, emails, phone calls and face to face meetings, how much contact have you had with <RESPONSE FROM S1A>?

(READ OUT)

1. A lot
2. A little
3. None at all
4. (Don't know)
5. (Refused)

### *[Perceived Justice of the Compensation Process]*

\*(ALL)

\*(PROGRAMMER NOTE: IF S1a= 5, 6 or 7 SKIP STATEMENTS 2a, 2b, 2d, 2e, 2f, 2g, 3a, 3c, 3d, 4a, 4b)

WC5. The next questions ask about your experience with obtaining compensation for your work-related injury or illness. There are no right or wrong answers; I am interested only in your opinion. I will read you a number of statements. For each statement, please tell me whether you agree or disagree that...?

\*(ROTATE EACH SECTION AND STATEMENTS WITHIN EACH SECTION)

PROGRAMMER NOTE: INSERT A SCREEN AFTER 2 SECTIONS ANSWERED:

Thank you for your answers. I will now read you some more statements about your experience with obtaining compensation for your work-related injury or illness. Again, for each statement, please tell me whether you agree or disagree.

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

INTERVIEWER NOTE: If QR has had dealings with more than one person, direct QR to think about their dealings in general

IF NECESSARY: Workers' compensation refers to financial benefits an injured worker is entitled to receive once their claim has been accepted. Types of benefits include income replacement payments, reimbursement for medical and hospital treatment and permanent impairment entitlements

(STATEMENTS)

### *Distributive Justice*

- 1a Overall, your compensation benefits have been fair and acceptable
- 1b Considering the nature of your injury, the AMOUNT OF COMPENSATION you have been receiving has been fair and acceptable
- 1c Considering the nature of your injury, the LENGTH OF TIME that you have been receiving compensation benefits has been fair and acceptable
- 1d Considering your previous level of pay, the AMOUNT OF COMPENSATION has been fair and acceptable

### *Procedural Justice*

- 2a You have been able to express your views and feelings when <RESPONSE FROM S1A> has made decisions about your compensation benefits
- 2b You have had influence over your compensation benefits
- 2d The way that <RESPONSE FROM S1A> has been making decisions has not been prejudiced or biased against you
- 2e <RESPONSE FROM S1A> has been collecting accurate information to make decisions

- 2f The way that <RESPONSE FROM S1A> has been making decisions has been honest
- 2g The way that <RESPONSE FROM S1A> has been making decisions has been fair to you

### *Informational Justice*

- 3a The person from <RESPONSE FROM S1A> has provided you with the information you needed
- 3c The person from <RESPONSE FROM S1A> has carefully and completely explained the way decisions are made
- 3d The person from <RESPONSE FROM S1A> has communicated details at the appropriate times

### *Interpersonal Justice*

- 4a The person from <RESPONSE FROM S1A> has treated you in a polite manner
- 4b The person from <RESPONSE FROM S1A> has treated you with dignity and respect

(RESPONSE FRAME)

- 1. Strongly agree
- 2. Agree
- 3. (Neither agree nor disagree)
- 4. Disagree
- 5. Strongly disagree
- 6. (Don't know)
- 7. (Refused)
- 8. (Not applicable)

## **WORKERS COMPENSATION SCHEME DOMAIN: Regulators**

\*(IF S1a = 1, 2, 3, 8, 4, DEALT WITH ORGANISATION IN RELATION TO CLAIM)

WC2. While you were putting in your workers' compensation claim or during the period after your claim was accepted, did you ever have a difference of opinion with the organisation who you dealt with for your claim?

INTERVIEWER NOTE: Difference of opinion refers to disagreements about treatment, entitlements or benefits, hours worked, type of work, or any other issue about the claim

- 1. Yes
- 2. No
- 3. (Don't know / Can't say)
- 4. (Refused)

\*(IF WC2 = 1, YES HAD DIFFERENCE OF OPINION)

WC3. Did you require assistance, either formal or informal, to resolve this?

INTERVIEWER NOTE: Formal assistance may include an advisory service or other telephone hotline, mediation, legal advice or representation, etc. Informal assistance may include advice from friends, family or colleagues, information you sought out yourself, etc.

- 1. Yes
- 2. No
- 3. (Don't know / Can't say)
- 4. (Refused)

\*(IF WC3=1)

WC4. **Who** helped you to resolve this difference of opinion?

INTERVIEWER NOTE: Probe – anyone else?

1.(SPECIFY: FULL VERBATIM)

2. (Don't know)
3. (Refused)

(TIME STAMP 9)

## WORKERS COMPENSATION SCHEME DOMAIN: System as a whole

\*(ALL)

WC6. Have you needed someone to help you navigate the workers compensation claim process?

1. Yes
2. No
3. (Don't know / Can't say)
4. (Refused)

\*(IF WC6 = 1, Yes needed help)

WC7a. And who helped you?

INTERVIEWER PROMPT...Anyone else?

(DO NOT READ OUT)  
(MULTIPLE RESPONSE)

1. Family member
2. Lawyer
3. Advice organisation
4. Union representative
5. Colleague
6. Employer
7. Insurer
8. Telephone hotline
9. Legal advice
10. Mediation
11. Friends
12. Another injured worker
13. Other (SPECIFY)
14. (Don't know / Can't say)
15. (Refused)

(IF WC7a = 1 TO 13)

WC7b. Of those just mentioned, who helped you the MOST?

\*PROGRAMMER NOTE: DISPLAY SELECTIONS FROM WC7a. IF ONLY ONE SELECTION AT WC7a PRECODE THIS SELECTION AT WC7b.

1. Family member
2. Lawyer
3. Advice organisation
4. Union representative
5. Colleague
6. Employer
7. Insurer
8. Telephone hotline
9. Legal advice
10. Mediation
11. Friends
12. Another injured worker
13. Other (SPECIFY)
14. (Don't know / Can't say)
15. (Refused)

(TIME STAMP 10)

## HEALTHCARE DOMAIN: Healthcare Providers

\*(ALL)

HL1. Now I would like to ask you about the medical treatment or services you may have received which were paid for or reimbursed under your workers' compensation claim.

Do you agree or disagree that you were **able to easily access the medical treatment or services that you needed** for your work-related injury or illness?

INTERVIEWER NOTE: Medical services include treatment you may have received from doctors, physiotherapists, psychologists, specialists etc.

INTERVIEWER NOTE: If respondent says "Agree" probe whether "Strongly Agree" or "Agree". If respondent says "Disagree" probe whether "Strongly Disagree" or "Disagree". Read out full scale as necessary.

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

\*(ALL)

HL2a. Which of the following healthcare providers have you seen for treatment of your work-related injury or illness?

IF NECESSARY: Just a yes or a no for each is fine

(READ OUT)

(MULTIPLE RESPONSE)

1. GP
2. Psychologist
3. Psychiatrist
4. Physiotherapist
5. Occupational therapist
6. Chiropractor
7. Surgeon
8. Someone else (SPECIFY)
9. Someone else (SPECIFY)
10. Someone else (SPECIFY)
11. No-one
12. (Don't know)
13. (Refused)

\*(HL2a = 1, RESPONDENT HAS SEEN A GP)

HL3a. Has your GP...?

IF NECESSARY: Just a yes or a no for each is fine

(ROTATE)

(STATEMENTS)

- a. Discussed workplace demands with you
- b. Discussed with you the types of activities or things you could do, including activities that are not part of your pre-injury job
- c. Given you a date that you are likely to return to work
- d. Regularly discussed your progress for returning to work

- e. Discussed potential barriers to returning to work
- f. Recommended activity as part of your recovery

(RESPONSE FRAME)

- 1. Yes
- 2. No
- 3. (Don't Know)
- 4. (Refused)

\*(IF HL2a = 1 TO 10, HAVE SEEN HEALTHCARE PROVIDER)

HL2b. Who was your MAIN healthcare provider?

\*PROGRAMMER NOTE: DISPLAY RESPONSES SELECTED AT HL2a ONLY

\*PROGRAMMER NOTE: AUTOCODE IF ONLY ONE RESPONSE SELECTED AT HL2a

INTERVIEWER NOTE: QR'S PERCEPTION OF WHO IS MAIN PROVIDER

- 1. GP
- 2. Psychologist
- 3. Psychiatrist
- 4. Physiotherapist
- 5. Occupational therapist
- 6. Chiropractor
- 7. Surgeon
- 8. Someone else (SPECIFY)
- 9. No-one
- 10. (Don't know)
- 11. (Refused)

\*(IF HL2b = 1 AND HL2a = 2 TO 10, MAIN PROVIDER IS GP AND HAVE SEEN OTHER PROVIDER)

HL2c. Apart from your GP, who was your main healthcare provider?

\*PROGRAMMER NOTE: DISPLAY RESPONSES SELECTED AT HL2a (CODES 2 TO 8) ONLY

- 1. Psychologist
- 2. Psychiatrist
- 3. Physiotherapist
- 4. Occupational therapist
- 5. Chiropractor
- 6. Surgeon
- 7. Someone else (SPECIFY)
- 8. No-one
- 9. (Don't know)
- 10. (Refused)

*[Lane study on healthcare provider communications]*

\*(HL2b = 2 TO 8 OR HL2c = 1 TO 6)

\*PROGRAMMER NOTE: INSERT MAIN HEALTHCARE PROVIDER FROM HL2b. IF HL2b = 1 INSERT **HL2c.**

HL3b. Thinking about your <MAIN healthcare provider>. Has your <MAIN healthcare provider>...?

IF NECESSARY: Just a yes or a no for each is fine

(ROTATE)

(STATEMENT)

- a. Discussed workplace demands with you?
- b. Discussed with you the types of activities or things you could do, including activities that are not part of your pre-injury job?
- c. Given you a date that you are likely to return to work?



- d. Regularly discussed your progress for returning to work
- e. Discussed potential barriers to returning to work?
- f. Recommended activity as part of your recovery?

(RESPONSE FRAME)

- 1. Yes
- 2. No
- 3. (Don't Know)
- 4. (Refused)

\*(HL2a = 1 TO 8, RESPONDENT HAS A HEALTHCARE PROVIDER)

HL4. Thinking about **all** the healthcare providers you have seen, to what extent have your interactions with your healthcare provider(s) been stressful or not stressful? Would you say...?

(READ OUT)

- 1. Extremely stressful
- 2. Quite a bit stressful
- 3. A bit stressful
- 4. Not very stressful
- 5. Not at all stressful
- 6. (Don't know)
- 7. (Refused)

(TIME STAMP 11)

## PERSONAL DOMAIN: Physical

\*(ALL)

PPINTRO. The next few questions are about your health. If you feel uncomfortable with any question, just tell me and I'll move on to the next one.

\*(ALL)

PP1 In general, would you say your health NOW is...?

(READ OUT)

- 1. Poor
- 2. Fair
- 3. Good
- 4. Very good
- 5. Excellent
- 6. (Don't know/Can't say)
- 7. (Refused)

## *[Charlson Comorbidity Index \_top ten from the GBD in Australia]*

\*(ALL)

PP2. In addition to your work-related injury or illness, have you been diagnosed with any of the following conditions prior to your work-related injury or illness?

IF NECESSARY: Just a yes or no for each is fine

(READ OUT)

(MULTIPLE RESPONSE)

- 1. Cardiovascular disease
- 2. Diabetes
- 3. Liver disease
- 4. Cancer
- 5. Musculoskeletal disorder

6. Other injury (SPECIFY)
7. Depression
8. Anxiety
9. Kidney disease
10. Dementia/cognitive disorder
11. Other (SPECIFY)
12. (None of the above)\*
13. (Don't know)\*
14. (Refused)\*

\*(ALL)

PP3. Next are some questions that relate to pain you may have experienced. Have you experienced any physical pain in the **last week**?

1. Yes
2. No
3. (Don't know)
4. (Refused)

#### *[Numeric Pain Scale]*

\*(PP3 = 1)

PP4 Using a scale of 0 to 10, with 0 being 'no pain at all' and 10 the 'worst possible pain', which best describes the pain you have felt during the **past week**?

(DO NOT READ OUT)

0. 0, no pain at all
1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10, worst possible pain
11. (Don't know)
12. (Refused)

#### *[Örebro Musculoskeletal Pain Screening Questionnaire]*

\*(PP3 = 1)

PP5. How long have you had your current pain problem?

INTERVIEWER NOTE: PROBE TO FRAME AS NECESSARY

(DO NOT READ OUT)

1. Less than one week
2. 1 - 2 weeks
3. 3 - 4 weeks
4. 4 - 5 weeks
5. 6 - 8 weeks
6. 9 - 11 weeks
7. 3 - 6 months
8. 6-9 months
9. 9-12 months
10. Over 1 year
11. (Don't know)

12. (Refused)

(TIME STAMP 12)

## PERSONAL DOMAIN: Affective

\*(ALL)

KESINTRO The next questions ask about how you have been feeling IN THE LAST 4 WEEKS, that is, since about this time last month. Again, if you're uncomfortable with any question, just let me know and I'll skip past it.

IF NECESSARY: These questions are specifically about your mental health and wellbeing. Remember, all your answers are kept completely confidential. If you'd prefer not to answer any question, just tell me and I'll move on to the next question.

1. Continue

[Kessler 6]

\*(ALL)

KES1. In the last 4 weeks, about how often did you feel nervous? Would you say...?

(READ OUT)

1. All of the time
2. Most
3. Some
4. A little, or
5. None of the time
6. (Don't know)
7. (Refused)

[Kessler 6]

\*(ALL)

KES2. (In the last 4 weeks,) about how often did you feel hopeless? Would you say...?

(READ OUT)

1. All of the time
2. Most
3. Some
4. A little, or
5. None of the time
6. (Don't know)
7. (Refused)

[Kessler 6]

\*(ALL)

KES3. (In the last 4 weeks) about how often did you feel restless or fidgety? Would you say...?

(READ OUT)

1. All of the time
2. Most
3. Some
4. A little, or
5. None of the time
6. (Don't know)
7. (Refused)

[Kessler 6]

\*(ALL)

KES4. (In the last four weeks) about how often did you feel so depressed that nothing could cheer you up? Would you say...?

(READ OUT)

1. All of the time
2. Most
3. Some
4. A little, or
5. None of the time
6. (Don't know)
7. (Refused)

[Kessler 6]

\*(ALL)

KES5. (In the last four weeks) about how often did you feel everything was an effort? Would you say...?

(READ OUT)

1. All of the time
2. Most
3. Some
4. A little, or
5. None of the time
6. (Don't know)
7. (Refused)

[Kessler 6]

\*(ALL)

KES6. (In the last four weeks) about how often did you feel worthless? Would you say...?

(READ OUT)

1. All of the time
2. Most
3. Some
4. A little, or
5. None of the time
6. (Don't know)
7. (Refused)

(TIME STAMP 13)

\*(IF JURCODE = 8, Jurisdiction is COMCARE)

K1. Was a workplace rehabilitation provider engaged to help you return to work?

IF NECESSARY: Rehabilitation providers are usually external from the workplace and offer services from a person specially trained in assisting injured workers to get back to work

1. Yes
2. No
3. (Don't know / Can't say)
4. (REFUSED)

\*(IF K1=1)

K2. Thinking about the six months to the end of January this year, would you say your workplace rehabilitation provider was good or poor in relation to...?

INTERVIEWER NOTE: PROBE: VERY POOR / GOOD OR POOR / GOOD

(STATEMENTS)

- a) Listening to your point of view
- b) Responding promptly to your requests or queries
- c) Explaining their role to you
- d) Providing you with the support you needed to return to work

(RESPONSE FRAME)

- 1. Very poor
- 2. Poor
- 3. (Neither good nor poor)
- 4. Good
- 5. Very good
- 6. (Don't know / Can't say / Not applicable)
- 7. (REFUSED)

\*(IF K1=1)

- K3. In the six months to the end of January, taking into consideration all of your dealings with your rehabilitation provider, would you say you were satisfied or dissatisfied with the service you received?

INTERVIEWER NOTE: PROBE: VERY SATISFIED / DISSATISFIED OR SATISFIED / DISSATISFIED

- 1. Very dissatisfied
- 2. Dissatisfied
- 3. (Neither)
- 4. Satisfied
- 5. Very satisfied
- 6. (Don't know / Can't say / Not applicable)
- 7. (REFUSED)

\*(IF JURCODE = 8 AND S1a = 1, 2, 3, 8, 4, Jurisdiction is COMCARE and DEALT WITH ORGANISATION IN RELATION TO CLAIM)

- E1. Thinking just about the six months to the end of January, would you say <RESPONSE FROM S1A> was good or poor in relation to ...?

INTERVIEWER NOTE: DON'T READ QUESTION EACH TIME BUT REPEAT IF NECESSARY.  
PROBE: If 'good': WOULD YOU SAY good or very good: If poor would you say poor or very poor.

(STATEMENTS)

- a) Being courteous and polite
- b) Listening to your point of view
- c) Treating you with dignity and respect
- d) Responding promptly to your requests or queries
- e) Providing a clear explanation to your queries
- f) Having knowledgeable staff
- g) Being able to get hold of the right person
- h) Advising you of your rights
- i) Keeping you informed about your claim

(RESPONSE FRAME)

- 1. Very poor
- 2. Poor
- 3. (Neither good nor poor)
- 4. Good
- 5. Very good
- 6. (Don't know / Can't say / Not applicable)
- 7. (REFUSED)

\*(IF JURCODE = 8 AND S1a = 1, 2, 3, 8, 4, Jurisdiction is COMCARE and DEALT WITH ORGANISATION IN RELATION TO CLAIM)

- E3. In the six months to the end of January, overall would you say <RESPONSE FROM S1A> has exceeded, met or not met your expectations of service?

- 1. Exceeded
- 2. Met

3. Not met
4. (Don't know / Can't say)
5. (REFUSED)

## PERSONAL DOMAIN: Household and Financial Status

\*(ALL)

SRINTRO. The last section of the survey asks about your current financial situation and some demographic questions. Please remember that all your answers remain confidential.

IF NECESSARY: These questions will help to improve understanding of how workers compensation schemes interact with other support systems. If you feel uncomfortable with any question, just tell me and I'll move on to the next question.

### *[InCharge Financial Distress/Financial Well-Being [IFDFW] Scale]*

\*(ALL)

SR1. What do you feel is the **level** of your **financial stress today**, on a scale of 1 to 10 where 1 is not at all stressed and 10 is as stressed as can be?

(DO NOT READ OUT)

1. 1 not at all stressed
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10, as stressed as can be
11. (Don't know)
12. (Refused)

### *[Household Expenses Survey]*

\*(ALL)

SR2. What are your current sources of income?

(DO NOT READ OUT)

(MULTIPLE RESPONSE)

1. Workers' compensation
2. Wages and salaries
3. Profits from own business
4. Investments, including interest, rent, dividends, and royalties
5. Overseas pensions
6. Superannuation
7. Annuities
8. Centrelink benefits
9. Financial support from family members not living in same household
10. Other forms of social assistance
11. Income protection insurance
12. Temporary or Permanent Disability (TPD) insurance
13. Other source of income (SPECIFY)
14. (Don't know)
15. (Refused)

[Household Expenses Survey]

\*(IF ANY OF CODES 1-13 SELECTED AT SR2. AUTOFILL IF ONLY ONE OF CODES 1-13 SELECTED AT SR2)

SR3. Which is your **main** source of income?

\*PROGRAMMER NOTE: DISPLAY CODES SELECTED AT SR2 ONLY

1. Workers' compensation
2. Wages and salaries
3. Profits from own business
4. Investments, including interest, rent, dividends, and royalties
5. Overseas pensions
6. Superannuation
7. Annuities
8. Centrelink benefits
9. Financial support from family members not living in same household
10. Other forms of social assistance
11. Income protection insurance
12. Temporary or Permanent Disability (TPD) insurance
13. Other source of income (SPECIFY)
14. (Don't know)
15. (Refused)

\*(ALL)

SR4. Do you currently live with a domestic partner?

INTERVIEWER NOTE: A domestic partner would be someone of the opposite or same sex with whom you usually live in the same dwelling. This includes both registered and de facto marriages.

1. Yes
2. No
3. (Don't know)
4. (Refused)

\*(IF SR4=1, CURRENTLY LIVES WITH DOMESTIC PARTNER)

SR5. Does your domestic partner currently work in a paid job?

INTERVIEWER NOTE: PROBE TO SCALE 'Would that be full time or part time?

1. Yes, full time
2. Yes, part time
3. No
4. (Don't know)
5. (Refused)

\*(ALL)

SR6. Before your injury or illness, were you the primary earner in the home?

INTERVIEWER NOTE: A primary earner is either a sole parent, or member of a couple, who had the higher income over the course of a year

1. Yes
2. No
3. (Don't know)
4. (Refused)

\*(ALL)

SR7. How many financially dependent children are there in your household?

INTERVIEWER NOTE: A dependent child is either under 15 years of age, or a natural, adopted, step, or foster child aged 15-24 years attending secondary or tertiary education as a full-time student and for whom there is no identified partner or child of their own usually resident in the same household

1. \_\_\_\_\_
2. (Don't know)
3. (Refused)

\*(ALL)

SR8. And how many financially dependent adults are there in your household?

INTERVIEWER NOTE: Include any adults in the household that are financially dependent on the QR. Do not include the QR if they are financially dependent on someone else in the household.

1. \_\_\_\_\_
2. (Don't know)
3. (Refused)

### *[State of Service Reports Employee Survey]*

\*(ALL)

SR9. What is your highest level of education you have completed?

1. Less than Year 12 or equivalent
2. Year 12 or equivalent (HSC/leaving certificate)
3. Vocational Qualification
4. Associate diploma
5. Undergraduate diploma
6. Bachelor degree (including honours)
7. Postgraduate diploma (includes graduate)
8. Master's degree
9. Doctorate
10. (Don't know)
11. (Refused)

(TIME STAMP 14)

## **CLOSE**

\*(ALL)

CLOSE1. Thinking about the survey you have answered today, is there anything you would like to add about your experience of workers compensation or the survey itself?

1. <Record verbatim>
2. No, no further comment
3. (Don't know)
4. (Refused)

\*(ALL)

PERMISSION1. Thank you for taking part in the study, your story and experiences are important to <JURISDICTION>.

Can we recontact you about other research that <JURISDICTION> may be undertaking in the future?

1. Agree to be recontacted
2. Otherwise



\*(IF PERMISSION1 = 1, AGREE TO BE RECONTACTED)

PERMISSION2. Can I confirm that you consent to the Social Research Centre passing on your contact details to <JURISDICTION> for the purposes of future research? They will be kept separate from your survey responses.

1. Yes
2. No

\*(IF PERMISSION2 = 1, AGREE TO BE RECONTACTED)

Y2. The preferred telephone number I have for you is: <DISPLAY No. >

Is this correct?

1. Yes
2. No – ENTER NEW Telephone No. (INCLUDE AREA CODE)

\*(ALL)

PERMISSION3. We would like to analyse the results from this survey with some administrative information about your claim, which will be collected from <RESPONSE FROM S1A>, with your permission.

If you agree, <RESPONSE FROM S1A>-will provide the relevant claim information to us. [CLAIM ORGANISATION] will not see any of your answers to the survey.

Do you give permission for <RESPONSE FROM S1A> to provide the Social Research Centre with information about your claim for the purpose of this study?

INTERVIEWER NOTE: CODE DON'T KNOW/REFUSED TO 'NO'.

IF NECESSARY: Administrative information about your claim refers to information about a workers compensation claim that <claim organisation> collects, such as activity of worker at time of injury and other details surrounding the injury or claim

1. Yes
2. No

\*(ALL)

\*PROGRAMMER NOTE: INSERT JURISDICTION NAME AND PHONE NUMBER FROM TABLE

END. That's the end of survey. Thanks very much for your time. Just in case you missed it my name is (...) from the Social Research Centre and this survey was conducted on behalf of <Jurisdiction>.

[INTERVIEWER NOTE: IF CONCERNED OR HAVE QUERIES ABOUT INTERVIEW:

If you have any queries or concerns about the survey, I have some numbers I can give you if you like...  
The Social Research Centre 1800 023 040

<Display Jurisdiction name> <phone>]

[INTERVIEWER NOTE: REFERRAL NUMBER FOR THOSE UPSET BY THE INTERVIEW ETC..

If you are upset or anxious about anything that has been raised in this survey, you could phone your organisation's employee assistance program or alternatively you could contact Lifeline on 13 11 14]

(TIMESTAMP 15)

## TERMINATION SCRIPTS

### TERM 1

Thanks anyway but we need to speak with people who have had direct dealings with <Jurisdiction>/<Licensee / Insurance Company>.

### TERM 2

Thank you but we need to speak with people who have taken a day or more off

### TERM 3

Thank you for your time.

### TERM 4

Thank you anyway but we need to speak with people who have taken a day or more off work

# Appendix D: Primary Approach Letter

*(Note: the following primary approach letter was sent on jurisdiction-specific letterheads)*

«title» «fname» «sname»  
«PAFAddress1» «PAFAddress2»  
«PAFSuburb» «PAFState» «PAFPostcode»

«date»

Reference number: 2480

Dear «fname»,

I am writing to invite you to be part of a national survey aimed at improving outcomes for injured workers, the National Return to Work Survey.

## About the survey

[jurisdiction] is committed to improving the outcomes for people who are injured at work, or who become sick due to their work, and we would like to hear about your experiences. We have asked an independent research company, the Social Research Centre, to conduct telephone surveys on our behalf. The survey is important to understanding the experiences of injured workers in Australia and helping to improve outcomes for them. You have been selected as you have been an injured worker who has reported your injury and accessed a workers' compensation scheme between 1 February 2019 and 31 January 2021. We have passed on your contact details to the Social Research Centre so they may contact you.

## Participation is optional

If you would like to participate, you do not need to respond to this letter. The Social Research Centre has been provided with your contact details and they may call you. If they do, it will most likely be from the telephone number (03) 8383 4900. You can complete the survey when the interviewer calls, or you can arrange for them to call you at a more suitable time. The survey takes approximately 25 minutes. Your feedback and input into this survey is invaluable. Whether you choose to participate in the survey is your choice. Your employer, [jurisdiction] and claims manager will not know if you do or do not take part in the survey, and so your decision will not impact on your relationship with them. If you choose not to participate in the National Return to Work Survey, please call the Social Research Centre on freecall 1800 023 040 and simply let them know that you wish to opt out.

## Privacy

In compliance with privacy laws, we have only provided information about you to the Social Research Centre that is directly relevant to the survey. Your personal information will only be used for the purposes of this survey and deidentified before the survey results are reported. The Social Research Centre complies with the Privacy Act 1988 (Cth) and the Privacy (Market and Social Research) Code 2014; and takes reasonable steps to protect any personal information from unauthorised access, use, disclosure or loss.

## More information

More information about the survey is provided on the next page. Contact phone numbers are also provided if you would like further information or have any queries.

Yours sincerely,

(Insert signatory)

## **Further details about the survey**

### **About the survey**

[jurisdiction] is committed to improving outcomes for people who are injured or become sick at work. To do this we regularly conduct surveys to better understand injured workers' experiences and hear their ideas. The survey is important to understanding the experiences of injured workers in Australia and helping to improve outcomes for them. The survey you have been asked to participate in consists of a telephone survey that takes approximately 25 minutes to complete.

During the survey, you will be asked questions about the services you have received, as well as how you think we can make these services better. You will also be asked about your recovery.

### **What will happen?**

The survey will run for approximately six weeks between [months specific to jurisdiction].

The Social Research Centre may call you from the telephone number (03) 8383 4900 to participate in the survey during the week (9.00 am to 8.30 pm) or on the weekend (11.00 am to 5.00 pm).

People will be randomly selected to participate in the survey. This means that although you have received this letter you may still not be selected to participate in the survey. This does not mean we are not interested in your views, only that your name was not randomly chosen.

### **About the Social Research Centre**

The Social Research Centre is a fully accredited research company who only use suitably qualified and trained interviewers. Your personal information will only be used for the purposes of this survey and will not be disclosed to other organisations for marketing or research purposes. Once the research project is concluded, your survey responses will be deidentified and aggregated, and your personal information deleted as soon as is reasonably practicable.

You can access your personal information held by the Social Research Centre by contacting them on 1800 023 040. Their privacy policy is available on their website at [www.srcentre.com.au](http://www.srcentre.com.au) which provides instructions for access to and correcting personal information, or making queries or complaints about privacy and personal information provided.

### **What are your rights?**

If you are contacted for a telephone interview you have the right to:

- ask the interviewer to ring you back at a time that is more convenient for you
- say 'no' to answering some or all of the questions, or
- end the interview if you are unhappy with any of the questions or the interviewer's manner.

Detailed information on your rights and the survey are in the included Participant Information Sheet.

### **Further information**

If you would like further information or have any queries about the survey, please call the Social Research Centre on freecall 1800 023 040 or [jurisdiction contact information].

# Appendix E: Participant Information Sheet

*(Participant information sheet, sent along with primary approach letter)*

## Participant Information Sheet

Study title: National Return to Work Survey 2021

Investigators: The Social Research Centre, Shane Compton

### Introduction

You have been asked to take part in a national survey. This is because our records indicate you have or had a workers' compensation claim. The survey seeks to measure the experiences Australian workers have as they are returning to work following workplace injuries. Results from this survey are used by state and federal governments to monitor outcomes for people who are injured at work and to make improvements.

This Participant Information Sheet tells you about the survey and explains the purpose of the survey, and the procedures and risks involved. It also outlines what information about you will be collected, how the information will be used and with whom it will be shared. Knowing what is involved will help you decide if you want to take part in the survey. Please read this information carefully. If there is anything you do not understand or want to know more about, please contact the Social Research Centre on freecall 1800 023 040. Participation in the survey is voluntary. If you don't wish to take part, you don't have to. [jurisdiction], your employer and your claims manager will not know whether or not you participate in the survey. If you decide you do not want to participate in the survey you can opt out of being contacted by calling the Social Research Centre on 1800 023 040, or you can tell the interviewer at the start of your interview that you do not want to participate.

You are one of [number] participants provided to us by [jurisdiction] for the purposes of the survey.

### Purpose of the survey

The National Return to Work Survey is run every two years by Safe Work Australia in partnership with state and jurisdictional representatives including [jurisdiction]. The survey looks at what the long-term outcomes are for people who are injured at work, or who become sick due to their work environment.

In 2021, the survey will be conducted by the Social Research Centre during the months of [insert].

### Study procedures

After receiving this letter, you may or may not receive a phone call from a trained phone interviewer working for the Social Research Centre. If you wish to withdraw from this survey before being contacted, please call 1800 023 040 and state that you wish to be removed from further contact.

At the start of the call the interviewer will provide a brief reintroduction of the survey and will ask you whether you consent to participate. At this point you can choose to participate in the survey immediately, reschedule to a more convenient time for you, ask any further questions you may have, or withdraw from the survey.

If you consent to be interviewed the researcher will ask you a number of set questions. The interview takes approximately 25 minutes to complete. If you do not want to answer any questions you do not have to. If at any point you feel uncomfortable about the questions being asked, please let the interviewer know. You can stop the survey at any time to either complete the survey at another time or withdraw completely. If you elect to withdraw from the survey partway through, your data will be removed from the Social Research Centre's data systems and servers.

As part of the survey, you will be asked about your experiences with the services you received and your feelings about your health and rehabilitation as a result.

Near the end of the survey, you will be asked if you consent to having the Social Research Centre pass on your contact information to [jurisdiction] for further research that they may undertake in the future. If you confirm that you consent to the Social Research Centre passing on your contact details to [jurisdiction], we will provide your contact details separately from your responses to the survey.

We will also ask your permission to link your responses to the survey with administrative information about your claim. With your permission we will request this administrative information from the organisation that handled your claim. This information may include information from your workers compensation claim including type of injury or illness, and the amount of time on compensation. Throughout this process the organisation that handled your claim will not see or have access to your answers to the survey.

Your participation in any of these components is voluntary. If you do not want to provide further information you do not have to.

### ***Risks and discomforts***

Participation in this survey is low risk. However, should you be affected by the interview, the interviewer will be able to provide the details of support services in your area. Your participation or non-participation in the survey will not affect the benefits you may be receiving.

### ***Possible benefits***

The survey gives you an opportunity to share your experiences and views about returning to work following a workplace injury or illness. The feedback you provide has the potential to assist future workers in [jurisdiction], as the combination of different workers' responses will help the researchers examine the effectiveness of return to work processes. Any findings and recommendations that are identified through this survey will be provided to the national policy agency, Safe Work Australia ([www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)), to inform decisions and policies on workplace injury and illness.

### ***Alternatives to participation***

If at any point you decide you do not want to participate in the survey you do not have to. You will be removed from any future contact about this survey. If you do not wish to participate in this survey, you can call 1800 023 040 and state that you wish to be removed from further contact. Alternatively, when we call you, the interviewer will ask you whether you do or do not wish to participate.

### ***Voluntary participation/right to refuse or withdraw***

There is no obligation for you to be involved in this survey. If you do not participate, your claim and employment will not be affected in any way. If you decide to participate in the survey and later feel that you no longer wish to be part of it, you may withdraw at any time without prejudice.

### ***Confidentiality***

Your records relating to this survey and any other information received will be kept strictly confidential. The Social Research Centre will not provide any identifying information to Safe Work Australia, [jurisdiction], your insurer or your employer. However, other agencies authorised by law may inspect the records related to the survey. If you consent for your information to be linked to your insurers' records or if you volunteer for future research with [jurisdiction] we will only pass on information required to facilitate this. We will not provide them with your individual responses to the survey under any circumstances. Your identity will not be revealed, and your confidentiality will be protected in any reviews and reports from this survey which may be published. The sponsor of the survey retains the rights to the de-identified data.

### ***Who has reviewed this survey?***

The Bellberry Human Research Ethics Committee has reviewed and approved this survey in accordance with the National Statement on Ethical Conduct in Human Research (2007). This Statement has been developed to protect the interests of people who agree to participate in human research studies. Should you wish to discuss the survey or view a copy of the Complaint procedure with someone not directly involved, particularly in relation to matters concerning policies, information or complaints about the conduct of the survey or your rights as a participant, you may contact the Operations Manager, Bellberry Limited on (08) 8361 3222.