

Summary of findings from the *Return to work in psychological injury claims* report

An employer's role in return to work for a psychological injury claim

Psychological injury claims are less common than physical injury claims, but can be more complex, costly and result in more time off work.

The *Return to work in psychological injury claims* report explores what influences a worker's return to work (RTW) after psychological injury. The report is based on results from the 2013 and 2014 National Return to Work Surveys (the Survey).



Key findings for employers

Employers play a critical role in the RTW outcomes of workers with a work-related psychological injury. The research found that employer support, early contact and assistance with lodging claims were the top three employer actions that positively influenced RTW outcomes.

Employer support

An employer's response to psychological injury claims can improve RTW outcomes. Results from the Survey show workers who felt their employer was supportive had better RTW outcomes. Seventy nine per cent of workers who felt their employer was supportive were back at work at the time of the Survey. Of workers who didn't feel their employer was supportive, only 52 per cent were back at work.

The Survey found that workers felt supported where employers helped them to find suitable alternative duties, provided information on their rights and responsibilities, helped with recovery, and treated them fairly during and after the claims process.



Early contact

Early contact from the workplace can be important for RTW. Workers who said their workplace had made contact with them soon after their injury had higher RTW rates, compared to those who were not contacted.

Of the workers who were contacted by someone from work, 72 per cent were back at work at the time of the survey. This increased to 77 per cent when contact was within three days. In comparison, 53 per cent of workers who were not contacted were at work at the time of the survey.

Assistance with lodging claims

RTW rates improved when an employer helped a worker manage their injury, such as support from the immediate supervisor and responding early to deal with injuries when they occur before a claim was lodged. Seventy four per cent of workers who received claim assistance were back at work, compared to 55 per cent who did not receive early assistance. Only 19 per cent of workers reported that their employer provided early assistance before they lodged their claim.

Further information



- For information about workers' rights and responsibilities, employers should contact the relevant [workers' compensation authority](#)
- [Return to work in psychological injury claims](#) report
- [National Return to Work Survey](#)
- [Mental health in the workplace](#)

