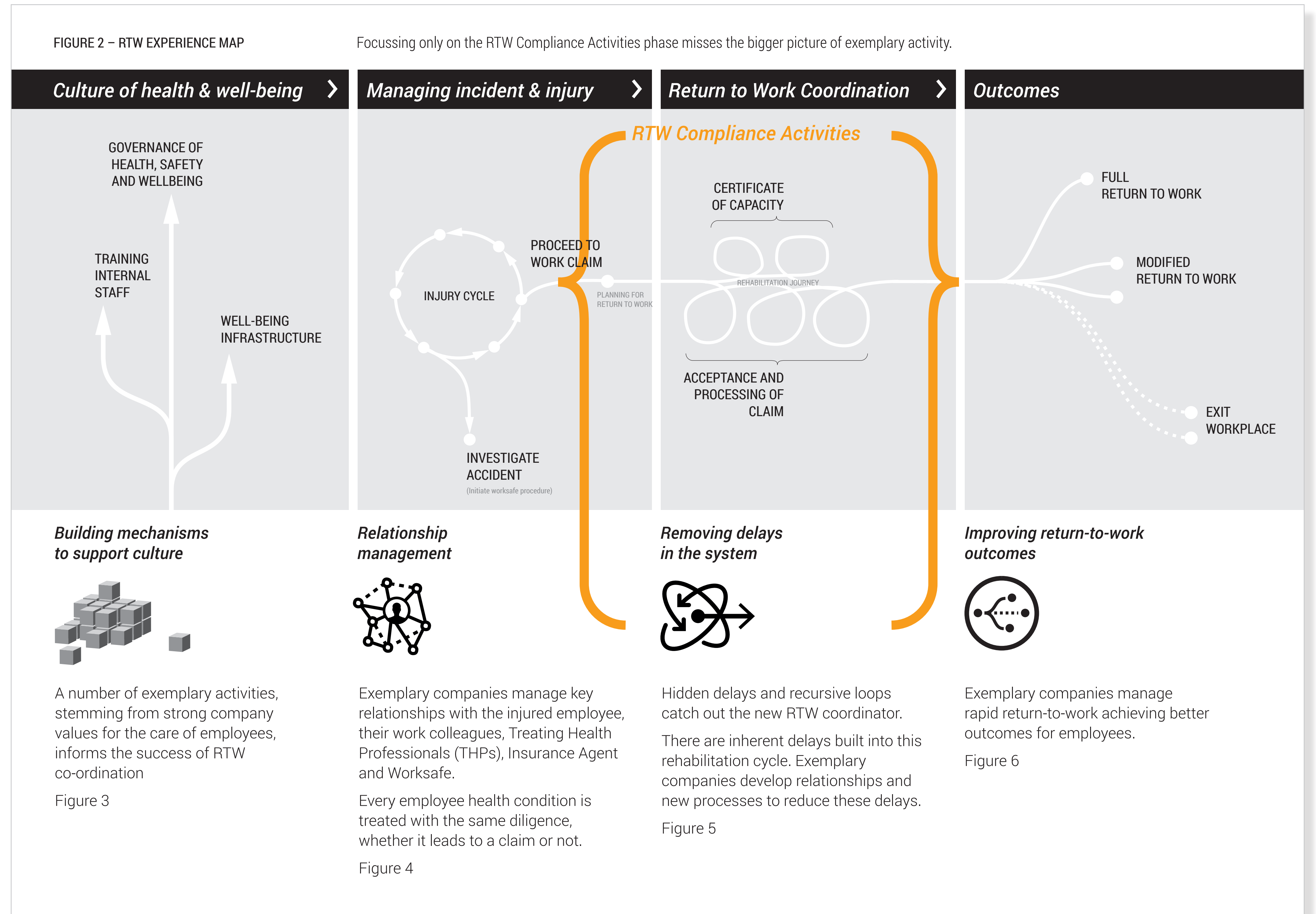


# Visualising the Return-To-Work Process

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## WHAT WE INVESTIGATED

Effective social problem solving during Return-To-Work is predicated upon shared understandings of the RTW process. The RTW process however occurs in a multi-actor service system; such systems are diffuse and shared understandings are not always evident.

## HOW WE INVESTIGATED

The investigation mapped the service process for RTW. Taking the employer as the actor whose story was to be told, a synthetic narrative of RTW best practice was constructed based upon six case studies of best Return to Work performing Victorian organisations. The employers' story of Return-To-Work was constructed from interviews with managers, supervisors and RTW Coordinators in the six organizations. A Service Design Blueprint was constructed from the experiences of the interviewees.

## WHAT WE FOUND

The WorkCover Authority had an inside-out view of RTW, starting from the activities that it managed and thinking 'out' to the way in which other actors in the service system interacted with it.

Employers, in comparison, had an outside-in view of RTW, starting with the policy, procedures and practices for employee safety and well-being at work and the identifying the way in which these procedures and practices could be used 'in' the RTW space.

Two different types of problem solving were evident:

### 1. Social Problem Solving:

This is an interactive process between multiple stakeholders. Experiential knowledge is widely used in problem solving. This is done by trialling and refining solutions.

### 2. Administrative Problem Solving:

This involves application of the rules and relies on codified knowledge.

