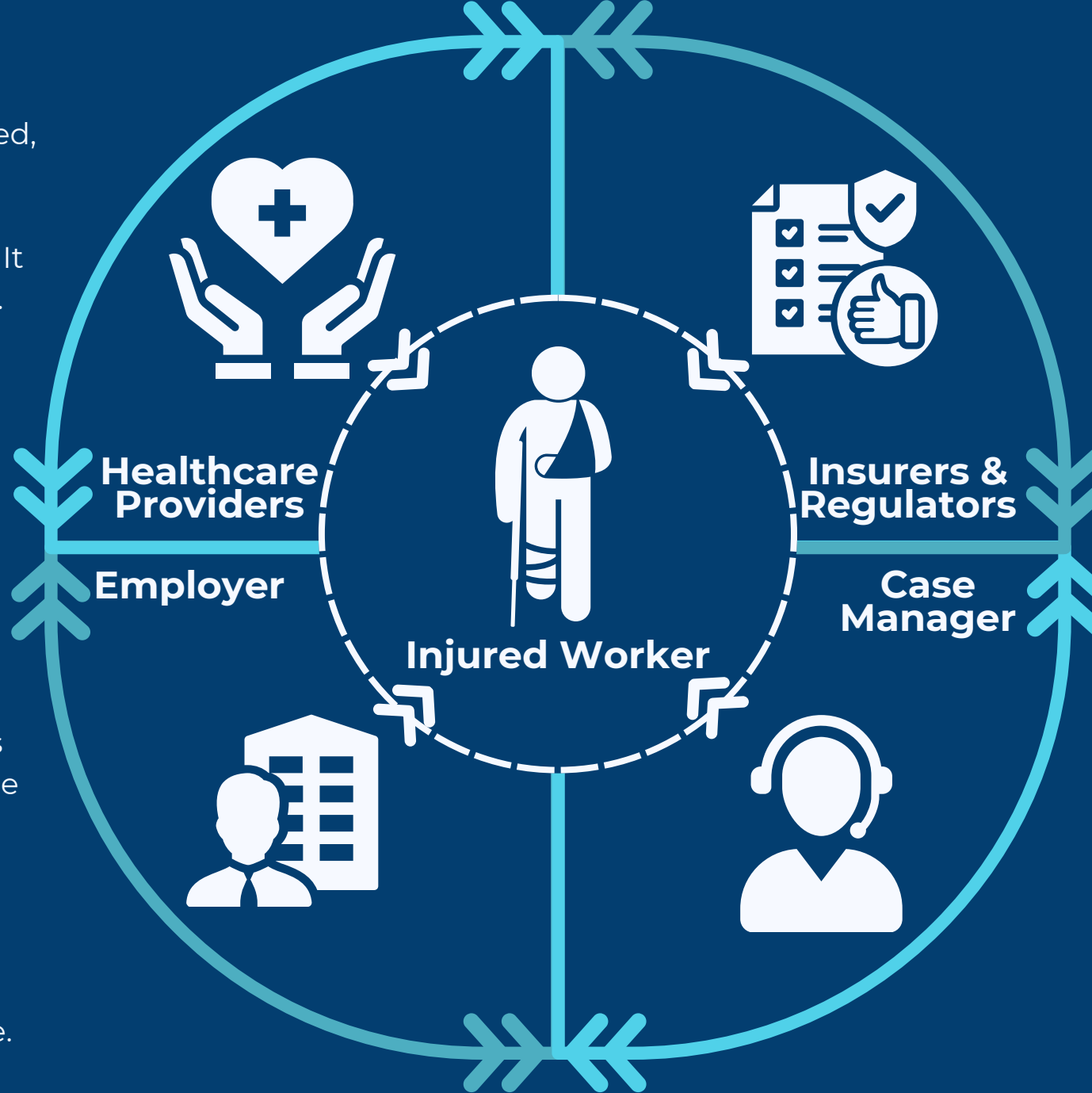


Best practice healthcare for work injury is work-focused, psychosocially informed, and evidence-informed. It is also *collaborative*.



Regulators and insurers influence the culture, attitudes and behaviour of work injury schemes via their approaches, communication styles, and policies and procedures.

Workplace psychosocial factors are a major influence on RTW outcomes, with workers indicating that, amongst all players, the employer has significant influence.

Workers who report positive interactions with their case manager have higher rates of RTW, report less pain, greater perceived health, quicker recovery and improved quality of life.



The Return to Work ecosystem thrives with collaboration and cooperation that prioritises the health and wellbeing of the injured worker. The arrows on the ecosystem diagram symbolise this collaboration between players, and collective focus on the worker.

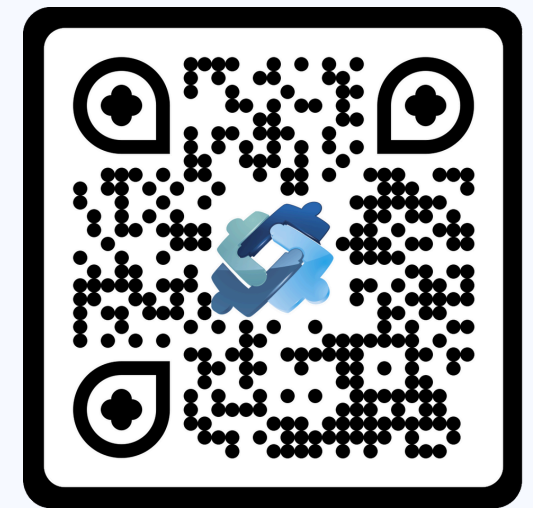
Each player in the ecosystem has their own crucial role in delivering fair and effective work injury management. There are actions, practices, and behaviours specific to each group that each can take to contribute to the health of the ecosystem.

When each stakeholder is playing their part and the RTW ecosystem is thriving, workers, workplaces, and the broader community receive the greatest benefits.

Which **attitudes** and **actions** contribute to a thriving RTW ecosystem?

- **Biopsychosocial Approach.** Recovery is influenced by individual biological, psychological and social factors. If identified early, psychosocial barriers to recovery can be addressed using evidence-backed tools and practices.
- **Proactive Collaboration.** Collaboration between stakeholders promotes coordinated, worker-centered injury management, leading to better health and return-to-work outcomes.
- **Open, Regular Communication.** Clear, timely, and supportive communication fosters trust, reduces uncertainty, and facilitates collaboration in injury management.

Want to learn more? Visit [itpaystocare.org](https://itpaystocare.org).



**Return to Work**  
An Ecosystem View