



**It Pays to  
Care**

# **Messaging Matters**

## **IECCC Framework**

It Pays to Care Implementation Resource	
Audience	Work Injury Management Stakeholders
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## “Clear is Kind”

### Introduction

The intention of the *IPTC Messaging Matters IECCC Framework* (the Framework) is to translate IPTC policy principles into practical strategies to drive fair and efficient workers compensation schemes.

The Framework and its Suite of Scenarios and Conversation Roadmaps are crafted to promote clear, compassionate communication while offering valuable knowledge to help stakeholders make informed decisions. It is a tool which could complement existing resources, guidelines and instruments. Organisations and individuals are encouraged to adapt and implement the Framework to suit their specific needs and contexts.

The Framework aims to encourage more effective personalised care for better outcomes across the workers compensation schemes offering a versatile and adaptable approach to promoting clear and compassionate communication. It invites a dialogue about psychosocial factors acknowledging that the health of the workers is priority, and places an emphasis on collaboration, cooperation, and coordination amongst all stakeholders.

### The IECCC Framework

The *IPTC Messaging Matters IECCC Framework* helps personal injury professionals to improve their communication strategies, providing a flexible, adaptable approach to fostering clear, compassionate interactions with the aims of reducing psychosocial risks, focus on creating a culture of collaboration, and active and responsive management of individual cases. The Framework is grounded in the [IPTC Policy Principles](#) of Collaboration, Fairness, Active Response, and Effective Communication.

**Effective communication.** Communications approaches have a measurable impact on recovery and RTW. Case management systems underpinned by positive communication between stakeholders improve RTW outcomes and reduce costs.

**Collaboration.** Outcomes are improved when there is integration and collaboration between healthcare, workplace accommodation and case management.



**Active and responsive management of individual cases.** Case management is procedurally fair, timely, proactive and supportive. Evidence informed case management is associated with higher levels of worker perceived fairness / justice, reduced work disability, less distress and less secondary mental ill-health.

The Framework is:

- **Introduce:** The opening of the conversation is about delivering key information in a clear and concise manner. The goal is to ensure that the other person understands the reason for the conversation or the main point you are trying to convey. Be direct and approachable.
- **Educate:** Once the initial information is shared, dive deeper into explaining the why, how, or background behind it and to provide context. This helps the others to understand the reasoning or the process behind what you've informed them about.
- **Clarify:** After explaining, it's important to check for understanding and address any concerns or uncertainty. This is a chance to ensure that all parties are aligned.
- **Collaborate:** In this stage, work together to find solutions, next steps, or a shared path forward. This promotes cooperation and ensures others feel involved in the decision-making or resolution process.
- **Coordinate:** At this stage, focus on organising the details, setting timelines, and ensuring everyone is aligned on the actions, and have a shared understanding of what to expect and when.



## Introduce

The opening of the conversation is about delivering key information in a clear and concise manner. The goal is to ensure that the other person understands the reason for the conversation or the main point you are trying to convey. Be direct and approachable.

**Objective:** Present the key information concisely.

### **Key components:**

- Provide the main fact or update (what's happening, what decision was made, etc.).
- Use neutral or positive language to set the tone.

### **Example phrases:**

- I'm calling because / to discuss...
- I'm reaching out...
- I need to update you on...
- I'm calling to discuss...
- I wanted to let you know that...
- We have an update regarding...



## Educate

Once the initial information is shared, dive deeper into explaining the why, how, or background behind it and to provide context. This helps the others to understand the reasoning or the process behind what you've informed them about.

**Objective:** Help the other person understand the situation.

### Key components:

- Help the other person understand the situation.
- Offer context or background to the information shared.
- Break down complex concepts into digestible (snackable) pieces.

### Example phrases:

- The reason behind this decision is...
- This is happening because...
- To give you a better idea, here's how this works...
- Under [legislation/regulation] ...



## Clarify

After explaining, it's important to check for understanding and address any concerns or uncertainty. This is a chance to ensure that all parties are aligned.

**Objective:** Ensure understanding by addressing questions or concerns.

### **Key components:**

- Offer additional details or examples to solidify understanding.
- Ask if the other person has any questions or concerns.
- Encourage them to ask questions or voice concerns.

### **Example phrases:**

- Does that make sense?
- Is there anything that's unclear?
- I'm happy to explain further if needed.



## Collaborate

In this stage, work together to find solutions, next steps, or a shared path forward. This promotes cooperation and ensures others feel involved in the decision-making or resolution process.

**Objective:** Work together to find solutions or agree on next steps.

### Key components:

- Invite the other person to provide input or suggest solutions.
- Work together to outline next steps or agree on a plan.

### Example phrases:

- What do you think would be the best way to move forward?
- Let's figure out how we can work on this together.
- I'd love to hear your thoughts on how we can address this.
- How about we arrange another time to chat / have a discussion?
- How can we help to navigate you through this process?
- If you can send any additional information, we'll gladly review the request again.





## Coordinate

At this stage, focus on organising the details, setting timelines, and ensuring everyone is aligned on the actions, and have a shared understanding of what to expect and when.

**Objective:** Align on action items and finalise the plan.

**Key components:**

- Set specific expectations for roles, responsibilities, and timing.
- Align on timelines or key dates.

**Example phrases:**

- Let's schedule a follow-up meeting to check on progress.
- Here's who will be responsible for each part.
- Take some time to think about the proposed plan and write down some thoughts.
- How about we have another chat / discussion in a few days after you've had a think about what we've spoken about?



## Example Conversation Roadmaps

### Discussing and arranging Independent Medical Examinations (IMEs)

#### Introduce

- I'm calling to let you know that we're arranging an Independent Medical Examination (IME) for your case. This is a standard step in the process.
- I'm calling to inform you that we need to schedule an Independent Medical Examination, or IME, as part of the process for your case.
- I wanted to let you know that we need to schedule an Independent Medical Examination (IME) for your case. It's a routine part of the process.
- I'd like to chat with you about scheduling an IME.

#### Educate

- The reason we're arranging an IME is [details]
- The IME involves a specialist who will assess your condition and provide an opinion on your [injury / treatment / work capacity] and this report and opinion will help us make well-informed decisions about [details]
- The IME is a standard procedure used to get an objective assessment of the situation. It helps ensure that we're providing the most accurate and appropriate support.
- This process is designed to be impartial and provide supplementary information possible information.
- The fact is that you've had [number] treatment sessions over [duration] and your recovery hasn't progressed as your medical team has initially told us it would.
- We've reached a point in your claim where an Independent Medical Examination (IME) would be beneficial.

#### Clarify

- The IME is not a replacement for the care you're receiving from your regular doctor.
- The examiner is an [enter speciality] and will provide a supplementary opinion.
- The IME helps us to make decisions to provide you with appropriate support.
- The IME will give an opinion about [x] and this might or might not be the same as what your medical team have recommended.
- This examination gives us a supplementary opinion from a [specialist] alongside your treating healthcare providers.



## **Collaborate**

- I'm here to provide any clarification you need and to make this as straightforward as possible.
- Is there anything specific you'd like to know about the IME process, or any questions you have at this point?
- What would you like to know about this examination?
- Would you like me to explain what to expect during the appointment?
- To make sure you're fully prepared, would you like me to go over what to expect during the appointment?
- After the IME, we'll discuss the findings together and how they might impact your recovery plan. How does this sound to you, and what questions do you have?

## **Coordinate**

- I'll be sending more details about scheduling the IME soon. If you have any other questions or need further information, don't hesitate to reach out.
- I'm here to help with any questions you might have.
- If something else comes up or if you need further assistance, please don't hesitate to reach out. I'm here to support you through this process.



## Discussions with workers who feel they are not yet ready to return to work

### Introduce

- I wanted to chat with you about your returning to work.
- I'm calling to chat about your recovery and return to work program.
- I'm calling to discuss your rehabilitation and return to work program.
- I understand you're feeling [x] about returning to work, and I wanted to have a chat with you about it.

### Educate

- There are many ways the system can help you with returning to work before you're fully recovered.
- There are people like workplace rehab consultant whose job is to find ways to help people go back to the workplace, even when they aren't fully recovered.
- Your recovery is about returning to life, and work is a part of that life.
- It's hard enough to return to work after an injury, and it can be even harder when you've been away for a long time. It's important to work where you can, to keep in contact with everyone, keep up with the work and any changes going on.
- We know that it's healthy to return to work as soon as you can, even whilst you still recover.
- Your medical team says it could take [duration] for you to fully recover. What are you plans during that time?
- In looking at the certified medical capacity, and in speaking with the employer, they have offered suitable duties and modifications.
- You make the final decision whether to attend work or not. No one can force you to go to work or do something you don't want to do.
- It might not feel like it but returning to work as soon as medically cleared is good for both your physical recovery and for your mental well-being.
- Attending work will keep you in the loop, keep your skills up, help you keep a routine, and keep connected with your work mates.

### Clarify

- It's like when you go on a holiday for a while, and when you come back to work it's always a bit strange and you need time to get used to everything again. It's the same when you come back to work after an injury. The thing is, the longer you leave it, the harder



- I know it seems early to think about going back to work, but making a plan is really important.
- We want to be prepared for the day when your doctors say you're ready to return.
- When you are working, you are also earning [wages, benefits, superannuation, leave accrual].
- The proposed plan is designed to be gradual and flexible, taking into account your current capabilities, and the advice from your medical team.
- The plan is just a plan, it can change as more information comes to hand.
- Look at the first stages as a bit of an experiment. Like an experiment, we just trying to see how you go with the duties, and if it works out, that's good. If it doesn't, we can stop and discuss some other options.

## Collaborate

- If you were to imagine going back to work before you were fully recovered, what would help you to do that? What things would you need to make working more comfortable?
- Focusing in on your workplace, what things would you need / what changes would need to be made for you to go back?
- I can help you to find out more information about how your employer can help you, what would you like to know?
- You know your workplace better than I do, what duties / tasks would you be most comfortable starting with?
- Help me to understand what's your hesitation?
- What are you most worried about?
- Are you open to exploring the two scenarios? One where you attend suitable duties, and the other in which you don't?
- What do you think you'll need to help you be more comfortable with going back to work?
- How about [offer solutions]

## Coordinate

- The next steps are [x]
- Your experience matters, and I'm committed to supporting you through this. If you need anything or have questions, please let me know.
- If you have any other questions or need further information, don't hesitate to reach out.
- I'm here to help with any questions you might have.
- If anything else comes up or if you need further assistance, please don't hesitate to reach out. I'm here to support you through this process.



- Take some time to think about the proposed plan and write down some thoughts.
- How about we have another chat / discussion in a few days after you've had a think about the plan
- Would you like me to arrange a meeting with [stakeholders] to discuss the plan?



## Further Information

Further information and resources are available on the It Pays to Care website.

Connect with the It Pays to Care team by email or visit us on LinkedIn.



[www.itpaystocare.org](http://www.itpaystocare.org)



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