

James Weir PhD e-Delphi Round 3 of 3

Start of Block: Introduction

Resource recommendations for injured workers exiting a workers' compensation claim: An e-Delphi study Round 3 of 3 James Weir, Doctor of Philosophy Student, Curtin University Dr Darren Beales, Senior Research Fellow, Curtin University Welcome to the Final Round, Round 3. Thank you for your participation in the previous rounds of this Delphi study. The purpose of this study is to develop consensus on the most appropriate resources to be made available, and the way in which to make them available, to injured workers exiting the workers' compensation system in Western Australia. This survey is the 3rd of 3 rounds and is expected to take 10 minutes to complete. In Round 3, you will be presented with those recommendations that reached consensus agreement in Round 2 and those that did not. You will also be presented with examples of development pathways for resources that will be made available for injured workers finalising a compensation claim in Western Australia. Your opinion on these examples will be requested. To view the 8 items that did reach consensus in Round 2, [click here](#) (click on the back arrow on your browser window to return to survey). Please click the arrow to commence Round 3.

Page Break

End of Block: Introduction

Start of Block: Implementation Strategy

This example infographic outlines the steps that are recommended to implement resources for injured workers exiting the claim environment in Western Australia. These steps are based upon the consensus items from the previous two survey rounds.

Please click [here](#) to view the infographic (click on the back arrow on your browser window to return to survey).

Please provide a rating of the content of the infographic from 0 (not at all appropriate) to 9 (very appropriate).

	0 (2)	1 (3)	2 (4)	3 (5)	4 (6)	5 (7)	6 (8)	7 (9)	8 (10)	9 (11)
Your rating (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please provide any specific feedback you would like, related to this infographic.

End of Block: Implementation Strategy

Start of Block: Guidance for Injured Workers

This example infographic outlines guidance that would be provided to injured workers exiting the claim environment in Western Australia. These steps are based upon the consensus items from the previous two survey rounds.

Please click [here](#) to view the infographic (click on the back arrow on your browser window to return to survey).

Please provide a rating of the content of the infographic from 0 (not at all appropriate) to 9 (very appropriate).

	0 (2)	1 (3)	2 (4)	3 (5)	4 (6)	5 (7)	6 (8)	7 (9)	8 (10)	9 (13)
Your rating (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please provide any specific feedback you would like, related to this infographic.

End of Block: Guidance for Injured Workers

Start of Block: Web resource development

The following outlines steps to produce a web resource for injured workers exiting the claim environment in Western Australia:

Drawing on the e-Delphi consensus data and best practices for digital health resources, this platform must be co-designed with consumer engagement for **agency, accessibility, and de-medicalisation**. Here are the step-by-step development phases to build and launch this website:

Phase 1: Project Discovery & Governance (Establishing the "Neutral Steward") Before writing any code, the platform's digital identity must be secured to build trust with a vulnerable user base. **Secure Domain & Hosting:** The website must be hosted and branded under the Regulator (e.g., WorkCover WA) rather than an insurer. This ensures the platform is perceived as an objective, unbiased "Source of Truth". **Define Architecture Roles:** While the regulator may host the platform, a content management system (CMS) that allows

commissioned, evidence-informed experts to author and update the clinical and legal content, should be built.

Phase 2: Information Architecture & UX/UI Design (The "Modular & Layered" UX) To prevent cognitive overload, the User Experience (UX) and Information Architecture must not rely on dense policy text, rather, it should reflect a **Bite-Sized and Layered UX**. **The "Core Pack" (Primary Layer):** The homepage will act as a simple digital dashboard featuring a short "Exit Checklist" and a 2-minute "What Happens Now" introductory video. **The "Deep-Dives" (Secondary Layer):** Build modular, opt-in subpages for users who want more detail on complex topics, such as financial reality tools, Medicare navigation checklists, and lump-sum trade-offs.

Accessible User Interface (UI): The site will be built with "Accessibility by Default." This means incorporating visual summaries, large print toggle options, plain language layouts, and audio narration capabilities to account for varying levels of digital literacy and an aging worker population. **Contemporary Digital Design:** Embed structured navigation tools, such as clear process flowcharts, visual guides, and FAQs, to reduce procedural confusion and support self-advocacy.

Phase 3: Content Integration & Scripting During the content population phase, ensure the site actively facilitates an "Identity Shift." **Linguistic Audit:** Programmatically format all site text to create "patient/claimant" framing with empowering "person returning to life/work" terminology. **Multimedia Integration:** Embed short videos and infographics on contemporary pain biology (explaining that persistent pain does not always mean tissue damage) alongside actionable "how-to" scripts, such as "What you can say" when disclosing injury history in job interviews. **Categorised Pathways:** Drawing inspiration from successful platforms like *MyPainHub*, categorise the clinical information logically (e.g., general information, your pathway, exercise, and management).

Phase 4: Programming the Tangible-Digital Hybrid & Triage Features The website must function as the digital anchor for the "Exit Care Package" for the worker. **Triage-Based Logic:** Program automated triage pathways into the site. For straightforward claims, the site will guide them through a "light-touch" self-management pathway. For complex or high-risk cases, the site will generate a prompt triggering a "human-centered exit conversation" or an escalation pathway for human support. **Screening Tool Integration:** Embed validated screening tools (such as the Brief Resilience Scale or the Return to Work Self Efficacy questionnaire) into the site to help tailor the information the user sees based on their individual risk of poor outcomes.

Phase 5: Supervisor Portals & Ongoing Evaluation **The Manager's Companion Portal:** Build a gated or distinct sub-section of the site specifically for employers and supervisors. This will house videos and toolkits focused on the psychological and cultural reintegration of the worker, moving beyond just physical restrictions. **Feedback Loops:** Before and after launch, embed continuous feedback mechanisms (such as claimant satisfaction surveys) directly into the platform to monitor usability and ensure the site remains responsive to injured workers' needs.

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Please provide a rating of the process from 0 (not at all appropriate) to 9 (very appropriate).

	0 (1)	1 (2)	2 (3)	3 (4)	4 (5)	5 (6)	6 (7)	7 (8)	8 (9)	9 (10)
Your rating	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

(1) |

Please provide any specific feedback you would like, related to this process.

End of Block: Web resource development

Start of Block: Final comments

Are there any other specific items you think should be included at this stage?

Is there anything else you would like to share with us about this topic?

To allow us to match your responses to the previous rounds of the Delphi study, please provide your email address again. Your data will be de-identified before it is analysed.

End of Block: Final comments

Start of Block: Conclusion

Thank you very much for your invaluable input into this research. Your expertise and input has been greatly appreciated and will assist in shaping the future of resource development for injured workers exiting claim environments. If you have any further queries or would like to be in touch, please contact James Weir via email james.weir@postgrad.curtin.edu.au.

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End of Block: Conclusion
