

e-Delphi Round 2 of 3

Start of Block: Default Question Block

Consent **Resource recommendations for injured workers exiting a workers' compensation claim: An e-Delphi study Round 2 of 3** James Weir, Doctor of Philosophy Student, Curtin University Dr Darren Beales, Senior Research Fellow, Curtin University

Thank you for your participation in Round 1 of this Delphi study. We have had a fantastic level of support thus far. Welcome to Round 2. 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 2nd of 3 rounds and is expected to take 10 minutes to complete. In Round 2, you will be presented with, and asked to rate the importance of, possible recommendations related to resources for injured workers who are finalising a claim in Western Australia. These recommendations are drawn from the responses from the Round 1 survey you previously responded to. A summary of the themes that were developed through analysis of the Round 1 survey responses can be viewed [here](#). For a further degree of detailed insight into the analysis of the Round 1 data, please click [here](#). Please click the arrow to commence Round 2.

Page Break

End of Block: Default Question Block

Start of Block: Nature of resources

The following recommendations relate to the nature of resources that should be made available to injured workers exiting the claim environment Western Australia have been provided by the e-Delphi Panel in Round 1. Based on your opinion, please rate the importance of each from 0 (not important) to 9 (very important).

	0 (2)	1 (3)	2 (4)	3 (5)	4 (6)	5 (7)	6 (8)	7 (9)	8 (10)	9 (11)
Structured Exit Framework: Resources should form a formal "exit process" providing a handover pack to bridge the gap between insurer-funded care and self-management. (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Structured Exit Framework: Resources should form a formal "exit process" with a booked GP review to bridge the gap between insurer-funded care and self-management. (7)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Structured Exit Framework: Resources should form a formal exit process; with tapered coaching to bridge the	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

gap between insurer-funded care and self-management. (8)

De-medicalisation
Focus:
Resources must explicitly aim to shift the worker's mindset from "patient" (passive) to "person" (active self-manager). (2)

Regulator-Anchored
"Source of Truth":
Resources should be centralised on a neutral, regulator-managed (WorkCover WA) web hub to ensure consistency. (3)

Actionable vs. Informational:
Resources must provide practical "how-to" strategies for managing flare-ups and daily life rather than just legislative descriptions. (4)



Personalised
Scaffolding:
Resources
must include
tailored
content (e.g.,
specific
discharge
summaries,
home
exercise
plans)
relevant to the
individual's
injury. (5)



Literacy &
Accessibility:
Resources
must be
designed for
varying
education
levels and
include
multiple
formats (e.g.,
plain
language,
audio, braille).
(6)



End of Block: Nature of resources

Start of Block: Content of resources

The following recommendations relate to the content of resources that should be made available to injured workers exiting the claim environment Western Australia have been provided by the e-Delphi Panel in Round 1. Based on your opinion, please rate the importance of each from 0 (not important) to 9 (very important).

	(1)	0 (2)	1 (3)	2 (4)	3 (5)	4 (6)	5 (7)	6 (8)	7 (9)	8 (10)	9 (11)
Contemporary Pain Knowledge: Content must facilitate an injured worker's understanding of their problem and help to make sense of their pain experience. (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Stigma & Disclosure Management: Provide specific guidance and scripts on how to disclose injury history to future employers without jeopardising prospects. (2)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Navigating Welfare Safety Nets: Provide step-by-step information on accessing public systems (e.g., Centrelink, Medicare, EPC plans).	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

(3)											
Financial Reality Testing: Provide neutral guidance on settlement budgeting and the long-term reality of lump sums versus weekly payments. (4)	☐	☐	☐	☐	☐	☒	☒	☒	☒	☐	☐
Lived Experience Stories: Include vignettes or videos from workers who have successfully transitioned to normalise uncertainty. (5)	☐	☐	☐	☐	☐	☒	☒	☒	☒	☐	☐

End of Block: Content of resources

Start of Block: Responsible party for resources

The following recommendations relate to who should be responsible for delivery of these resources should be delivered to injured workers exiting the claim environment in Western Australia have been provided by the e-Delphi Panel in Round 1. Based on your opinion, please rate the importance of each from 0 (not important) to 9 (very important).

	0 (1)	1 (2)	2 (3)	3 (4)	4 (5)	5 (6)	6 (7)	7 (8)	8 (9)	9 (10)
Regulator Stewardship: The Regulator should be responsible for authoring and maintaining content to ensure neutrality. (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Insurer Facilitation: Insurers should be responsible for funding and distributing resources as a standard part of claim closure. (2)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Clinician Handover: Treating clinicians must translate "medical" concepts into "functional" life plans before the claim ends. (3)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Employer Facilitation: Employers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

should be
responsible
for
distributing
resources as
a standard
part of the
claim
process. (4)

End of Block: Responsible party for resources

Start of Block: Method of delivery of resources

The following recommendations relate to the method in which these resources should be delivered to injured workers exiting the claim environment in Western Australia have been provided by the e-Delphi Panel in Round 1. Based on your opinion, please rate the importance of each from 0 (not important) to 9 (very important).

	0 (1)	1 (2)	2 (3)	3 (4)	4 (5)	5 (6)	6 (7)	7 (8)	8 (9)	9 (10)
Human-Centred Delivery: High-value information should be delivered via a compassionate human interaction (e.g., exit interview). (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
"Exit Care Package": A tangible package (guides, contacts, summaries) provided at settlement to symbolise a supported end. (2)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Booster Check-ins: Utilise automated or scheduled follow-ups (SMS/Email) post-closure to reinforce self-management. (3)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Online resource access: An online hub that provides relevant information	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

and contact
information for
appropriate
service
providers. (4)

End of Block: Method of delivery of resources

Start of Block: Injured worker awareness of resources

The following recommendations related to the time at which these resources should be made available to injured workers finalising a claim in Western Australia have been provided by the e-Delphi Panel in Round 1. Based on your opinion, please rate the importance of each from 0 (not important) to 9 (very important).

	0 (1)	1 (2)	2 (3)	3 (4)	4 (5)	5 (6)	6 (7)	7 (8)	8 (9)	9 (10)
Early Orientation: Information regarding the exit process should be introduced early (at claim lodgement) to prevent "disabled worker" identity. (1)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Milestone-Triggered: Resources should be provided when clinical milestones (e.g., plateau in improvement) are met, not just at administrative closure. (2)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Pre-Settlement Education: Financial and health education must be provided before settlement is finalised. (3)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

End of Block: Injured worker awareness of resources

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 future rounds of the Delphi study, please provide your email address. Your data will be de-identified before it is analysed.

End of Block: Final comments
