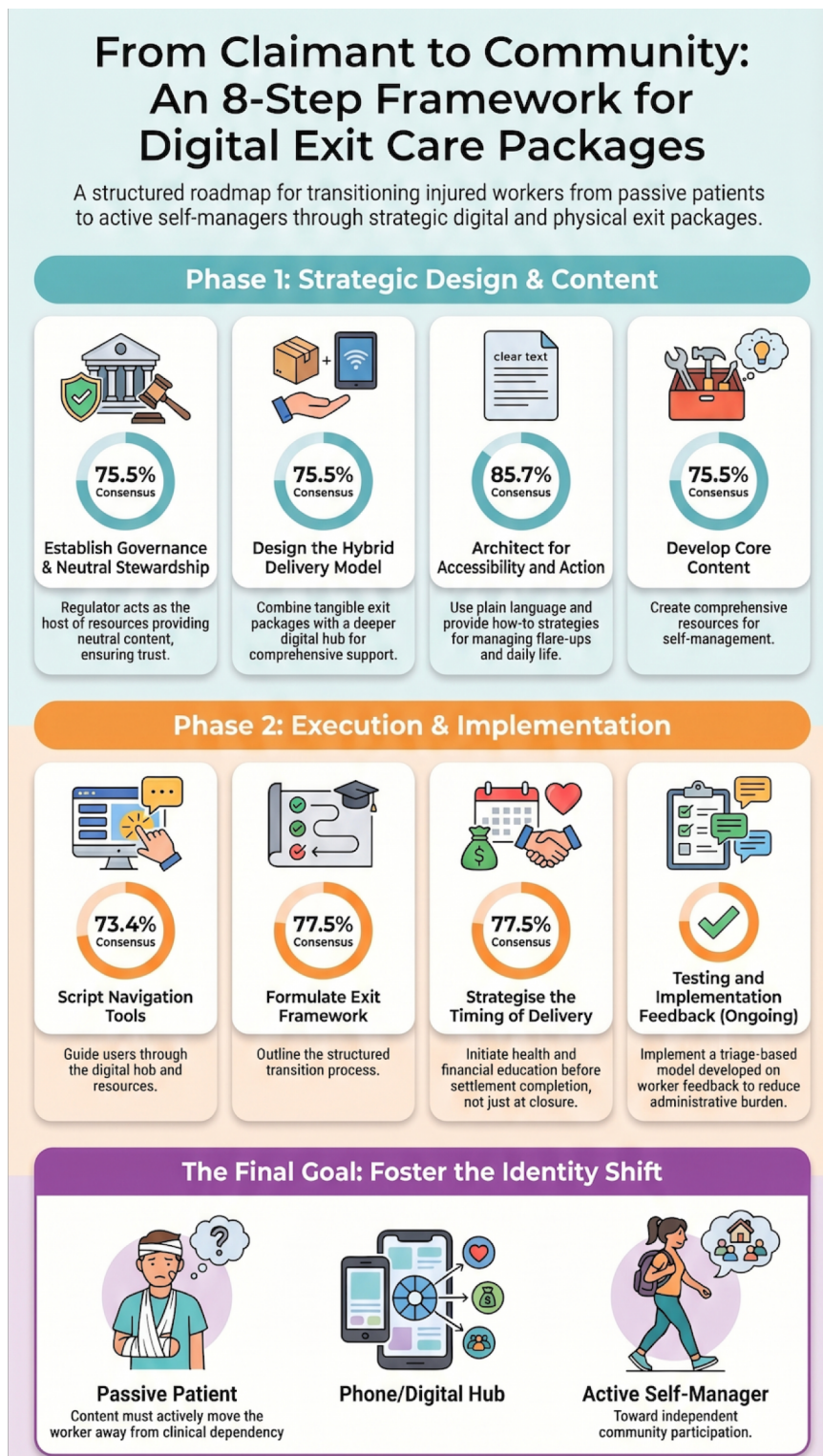
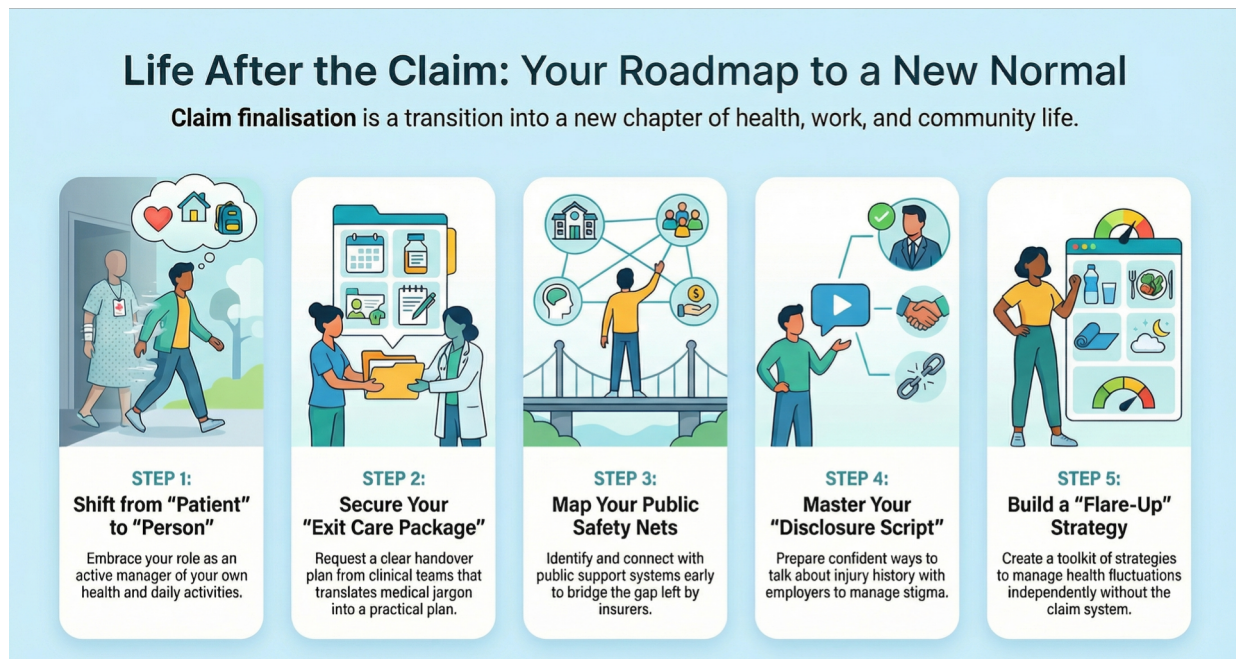


Appendix 4 Items presented to Panellists for Round 3

a) Steps required to develop appropriate resources for injured workers finalising a claim:



b) An infographic designed to provide injured workers with guidance related to seeking resources:



c) A step-by-step process for developing digital resources for injured workers:

Drawing on the e-Delphi consensus data and best practices for digital health resources, this platform must be designed 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) 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.