

Position Profile



Position:	Return to Work (RTW) Coordinator
Team:	People, Culture & Safety
Org unit:	Shared Services
Industrial coverage:	Non-Award
Approval status	Approved
Date reviewed:	February 2026

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence informed solutions that are person-centred, family-focussed, and customer-driven.

Values: THRIVE – Teamwork, Honesty & Integrity, Respect, Inclusion, Vibrant, Excellence

Portfolio and team purpose

The People, Culture and Safety (PCS) team work with Aspect's business units to ensure a positive, safe and rewarding employee experience for all Aspect employees.

Position purpose

The Return to Work (RTW) Coordinator is responsible for supporting injured or ill workers to recover at work through safe, timely, and durable return-to-work plans. This role ensures compliance with relevant Australian workers' compensation legislation, facilitates early intervention practices, collaborates with key stakeholders, and promotes a positive culture of wellbeing and recovery.

Key accountabilities

Injury management and early intervention

- Act as the primary contact for injured employees, ensuring timely, supportive, and empathetic communication
- Facilitate early reporting of workplace injuries and illnesses
- Coordinate early intervention strategies, including appropriate modified duties and workplace adjustments
- Maintain regular contact with injured employees to support their recovery and monitor progress

Case management

- Develop, implement, and monitor individual return-to-work plans in consultation with employees, managers, treating practitioners, and insurers
- Ensure all plans reflect medical recommendations, risk management principles, and operational requirements
- Track and document progress, ensuring timely updates and proactive escalation where barriers arise
- Facilitate case conferences and workplace assessments as required
- Coordinate the worker's recovery at work, including assisting in identifying
- Follow agreed injury management processes, including documenting detailed and accurate case notes
- Provide the injured worker with moral support in the form of reassurance and encouragement in their treatment and return to work
- Assess the need for a rehabilitation assessment and rehabilitation program and communicate this to the employee
- Ensure rehabilitation assessments are undertaken
- Escalate high risk and/or multi-factorial claims to the Injury Management Lead
- Inform and advise staff and managers on injury management procedures to ensure effective communication in relation to injury management issues
- Gather, record and distribute information specific to the case in accordance with scheme, organisational and legislative requirements (including privacy principles)
- Attend meetings with stakeholders and action outcomes
- Ensure cases are regularly reviewed based on timeframes relevant to injury
- Visit Aspect sites (as required) to meet with staff impacted by injury, support managers and enhance the profile and capacity of the injury management function

Relationship management

- Maintain a consultative approach with the employee, treatment providers, rehabilitation providers (where applicable) and workplace to develop actions towards shared rehabilitation goals
- Work in close collaboration with the Injury Management Lead to achieve injury management objectives
- Cultivate open, honest and transparent communication with stakeholders in the rehabilitation process
- Ensure the employee is aware of their rights and responsibilities under state and territorial regulations
- Promote and educate stakeholders about the health benefits of work and recovery at work
- Promote a recovery at work culture

Administration and compliance

- Support the Injury Management Lead with case conferencing, conciliation, review hearings and other administrative tasks
- Maintain information and provide content for the intranet relating to injury management
- Maintain RTW metrics, trends, and reporting to support organisational WHS performance and decision-making

- Support improvements to the operating model in line with the principles of a learning organisation and continuous improvement practices
- Contribute to policy reviews and improvement initiatives that enhance recovery-at-work outcomes
- Collate injury management and return to work outcome data and provide measurement, analysis and reporting
- Support the Injury Management Lead to develop and implement appropriate policy and procedures for injury management to support an early intervention model
- Maintain wage reimbursement schedules with insurers and Aspect payroll
- Ensure case records are secure, accessible and accurate
- Implement systems to enable timely decisions on entitlements and consistent claims management practices
- Recognise the purpose and intent of the state and territorial legislation and apply this in the management of workers' compensation cases

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day-to-day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

Essential requirements

- Demonstrated experience in a RTW Coordinator (min. 12 months) or a People and Culture Administrator role
- Ability to effectively lead the coordination of workers compensation claims management processes and early intervention strategies
- Ability to interpret and apply workers compensation legislative standards and guidelines as they apply to organisational claims management and rehabilitation initiatives
- Excellent interpersonal and communication skills verbal and written, with the ability to liaise effectively with a wide range of internal and external stakeholders
- Excellent attention to detail
- Ability to prioritise and meet deadlines
- Ability to work within a team and autonomously where needed to achieve required outcomes
- Process minded and good organisational skills
- Problem solving and decision-making skills
- Highly proficient in the use of technology; Microsoft suite of products, online injury management software (Solv Injury desirable)

Qualifications

Desirable but not essential:

Return to Work Coordinator Certificate (SIRA accredited course)

Certificate IV in Human Resource Management

You are required to have or obtain:

- Working With Children Check WWCC (for relevant state) appropriately cleared
- Completion of NDIS Worker Orientation Module
- International Police Check (IPC) if relevant
- National Police Check (NPC) appropriately cleared
- A current NDIS Worker Screening Check
- A current unrestricted Australian Driver's Licence
- Willingness to undertake and complete all essential Aspect training