



## SYNOPSIS

### ENHANCING LONG TERM CASE MANAGEMENT APPROACHES USING BEHAVIOURAL INSIGHTS

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**Key words:** Enhancing long term case management approaches using Behavioural Insights.

**Purpose of your paper:** Behavioural Insights interventions can successfully be utilized to enhance client/customer engagement in recovery and return to work. Findings from the recently completed EML / Behavioural Insights Unit (NSW DPC) pilot in the Police portfolio and experience in other tail portfolios will highlight successes and challenges in this approach.

**Synopsis:** There is a clear movement nationally to broaden our focus from the traditional medical model of recovery, towards the bio-psycho-social model, which identifies the social and psychological context as the key differences between individuals in successful recovery from illness or injury. Understanding and respecting an individuals' social and psychological contexts leads to more tailored and successful recovery planning.

In 2015, EML ran a large controlled trial in their discharged Police portfolio. Utilizing Behavioural Insights techniques, the study interventions were designed to enhance case manager-client relationships and client engagement with recovery.

Led by the Behavioral Insights unit at NSW Department of Premier and Cabinet, and evaluated (qualitatively) by the George Institute this study has highlighted the benefits of this approach, and the challenges of implementing it within the emergency services portfolio. [*Rebecca Neilson presented early findings at the 2015 Injury Scheme Seminar*]. This paper will present the findings from the study, and then discuss how this approach has been successfully translated for use in Life tail portfolios and delivered significant return to work outcomes.