

Tracy Stewart – Registered Nurse/Rehabilitation Advisor/ Rehabilitation and Return to  
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**RE: Jacqui Keys – Director Work Rehab**

In my role as a CTP Rehabilitation Advisor and Occupational Health Nurse, I have worked with Jacqui and her staff at Work Rehab since 2010. Jacqui and her team became my preferred provider when referral was necessary for rehabilitation of our Claimants after sustaining MVA related injuries.

Jacqui has acquired and mentored a very competent multidisciplinary team that I often referred to for various aspects of rehabilitation, including but not limited to, adjustment to injury counselling, activities of daily living assessments, workplace and vocational assessments, functional capacity evaluations, development of suitable duties plans and return to work case management, along with Independent Medical Examinations if needed.

Upon receipt of referrals, Jacqui is always prompt with clarifying our needs and gathering further information if needed. Jacqui then refers the case to her most appropriate team member, who is also prompt in clarifying the Claimants needs.

Jacqui and her team are very proactive in their approach to rehabilitation and understand the complexities of rehabilitation in the compensatable context. Achieving results in this arena is in itself a testimonial to the strengths and abilities of Jacqui and her team.

In my opinion the other strengths that set Jacqui and her team apart from others, is their thorough but relevant assessments and timely reporting, along with clear and regular communication between all involved parties. Clear and realistic goal setting after assessment was key to the positive outcomes that Jacqui and her team achieved for the Claimants that I referred to her.

Having surrounded herself with a very competent multidisciplinary team, if further rehabilitation needs are identified after assessment, Jacqui's team could assist without involving further providers, which makes the rehabilitation process easier and smoother for the injured parties.

I had many positive outcomes following referral to Jacqui, including sustainable returns to work in previous or new roles if required. Jacqui regularly touched base with our organisation for feedback on their services, looking to improve if needed. I suggest this along with her whole person approach to rehabilitation is a factor in her successful business. I see other contributing factors to her success as her reliability and excellent knowledge base in her field of work.

Her dedication and hard work seems to be showing dividends, with the evidence of her successes to date. I wish her every success for the future and will continue to utilise her services and team for future needs I have in Occupational Rehabilitation.