

DRAFT ONLY – for worker feedback/comment

# Recovery at Work Program (Policy)

**Whiddon**

## Document Control

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## Document Review

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# Recovery at Work Program (Policy)

## Introduction

The Whiddon Group (Whiddon) is committed to providing an environment that supports and assists workers back into the workplace following a workplace injury, illness or psychological injury. Whiddon supports the injury management process and encourages active participation and commitment from management, the injured worker, health professionals and Whiddon team members.

## Scope

This policy applies to all workers of Whiddon and aims to develop a positive culture that promotes recovery at work through open communication, and regular review of each stage of an injured worker's recovery at work.

## Definitions

**Certificate of Capacity** is the primary tool for the nominated treating doctor or treating specialist to communicate with all parties involved in the recovery at work program. The injured worker is responsible for providing a completed certificate to Whiddon and the insurer to be eligible for weekly compensation benefits.

**Consultation** is a two-way process that empowers workers to identify recovery at work issues, share views on information, participate in decision making on all recovery at work matters and receive feedback on the final version of the recovery at work program.

**Employer/Policy holder** refers to The Whiddon Group (Whiddon).

**eQstats** is the electronic Incident Reporting System for workers to report workplace incidents, hazards and system failures.

**Group Return to Work Coordinator (Group RTW Coordinator)** oversees Recovery at Work Program in consultation with the WHS Manager

**Injured worker (worker)** - Workers' compensation legislation typically uses the term 'worker' or 'injured worker' and refers to a worker who has sustained an injury or illness at work and who is entitled to workers' compensation under the legislation in respect of that injury or illness

**Injury** refers to a workplace injury to a worker in respect of which compensation is or may be payable, whether physical or psychological

**Injury Management Consultant (IMC)** refers to accredited medical practitioners. They have specialised skills to help injured workers and their doctors with their recovery at work.

**Injury Management Plan (IMP)** refers to the obligations of parties involved in the management of a worker's recovery at work and issued by the insurer

**Insurer** refers to an insurer or a scheme agent engaged to manage workers' compensation on behalf of the state-based regulator or nominal insurer

**Manager** refers to the injured workers manager, Director of Care/ Deputy Director of Care

**My Learning** refers to mandatory online training and development courses for all Whiddon workers. The Learning Management System is designed to support Whiddon to achieve and evidence compliance.

**My Staffroom** refers to Whiddon's Intranet – for the purpose to connect to workers on work related information.

**Nominated Treating Doctor (NTD)** refers to the medical practitioner the injured worker nominates (normally their GP) to manage their recovery and assist in safely returning the injured worker to work

**Normal Weekly Earnings (NWE) (Qld)** refers to the normal weekly earnings of a worker from employment (continuous or intermittent) had by the worker in the 12 months immediately before the day the worker sustained an injury. Weekly compensation rates are based on NWE

**Pre-Injury Average Weekly Earnings (PIAWE) (NSW)** refers to weekly compensation rates based on an injured worker's PIAWE which is typically calculated as an injured workers average earnings over a period 52 weeks prior to the injury. Further information can be obtained from the insurer.

**Recovery at Work Program** refers to a program that has been developed to outline the procedures that will be followed for all workers who sustain a work-related injury or illness.

**Return to Work (RTW) Plan** refers to a tailored plan that the Group and/or Facility/service RTW Coordinator develops in consultation with the injured worker to manage recovery at work. It documents the agreed return to work goal and the steps required to achieve the goal.

**Facility/service Return to Work Coordinator (RTW Coordinator)** refers to an individual appointed by Whiddon to liaise with all parties in the support team to coordinate and facilitate an injured worker's recovery at work

**Significant injury** refers to a workplace injury that is likely to result in the worker being incapacitated for work for a continuous period of more than 7 days, whether or not any of those days are work days and whether or not the incapacity is total or partial or a combination of both

**Suitable employment/ duties** refer to duties provided by Whiddon to an injured worker to recover at work by providing work for which the injured worker is currently suited. The employment provided must be suitable and as far as reasonably practicable, the same as, or equivalent to, the employment the injured worker was in at the time of the injury

**WHSMS** refers to Work Health and Safety Management System

**Well@Whiddon** refers to Whiddon's Work Health and Safety Management System.

**Workplace Rehabilitation Provider** refers to an organisation that has been approved by a workers' compensation authority to provide workplace rehabilitation services to assist injured workers return to work following a workplace injury.

## The Whiddon Group's commitment

Whiddon is committed to promoting and providing a safe and healthy work environment with the aim of minimising the risk of injury and illness. Where a worker experiences a workplace injury or illness, Whiddon aims to:

- Promote a culture that supports the safe, timely and durable recovery at work for workers who have sustained an injury or illness in the workplace, by ensuring that all workers understand the importance of recovery at work and are supportive of workers recovering at work after an injury or illness.
- Commence the recovery at work process as soon as possible after an injury or illness occurs and where it is appropriate,
- Participate and cooperate with our insurer in the development of Injury Management Plans,
- Provide suitable duties wherever possible, to assist with recovery at work.
- Provide information to workers about our *Recovery at Work Program* and their rights and responsibilities,
- Involve the worker, their nominated treating doctor (NTD), and their representatives in the recovery at work process to facilitate a safe and smooth recovery at work,

- Utilise independent doctors and rehabilitation providers if required,
- Maintain confidential worker records, as per legislative requirements, and
- Not dismiss a worker because of a work-related injury or illness within 6 months from when the worker first became unfit as a result of the injury or illness.

## Consultation

Consultation will occur at regular intervals as per the NSW Workplace Injury Management and Worker's Compensation Act 1998, or earlier if agreed to, between the worker and their representative. This will cover rights and obligations, arrangements for recovery at work of an injured worker on suitable duties and general conduct of rehabilitation, activities, policy and procedures.

Delivery of this program will follow Whiddon's consultative arrangements, firstly, to the facility/service Director of Care Services (DCS), Regional Managers and Facility/service RTW Coordinators. Initial briefings will be conducted by the WHS Manager and the Group RTW Coordinator. Each facility/service DCS along with the Facility/service RTW Coordinator will rollout the program to their relevant facility/service workers via a combination of memo's, disseminating the program draft for comment via the facility/service relevant communication channels and worker briefings during daily handover and team meetings.

During the Facility/service consultation process, workers will be given the opportunity to ask questions, raise concerns and express their views on the program. Feedback from the workers will be required within one week of consultation. All views will be considered and communicated to the workers in a timely manner before a final version of this program is released.

If any workers seek that Whiddon notify their union for the purposes of consultation, please contact the DCS and/or facility/service RTW Coordinator or contact your union directly.

This program will be made available in full on Whiddon's intranet My Staffroom at all times and will be provided for display wherever possible.

Training regarding this program is also incorporated into Whiddon's Induction process.

## Workplace Arrangements

If you are injured at work or develop an illness in relation to your role, your recovery at work is managed by your Facility/service Return to Work Coordinator in consultation with the Group Return to Work Coordinator. This includes coordination of your recovery at work planning together with the Director of Care and Deputy Director Care Services, Coordinator or Manager across Whiddon's services in NSW and QLD.

### **Group Return to Work (RTW) Coordinator:**

Together with Whiddon's People and Culture team, the Group Return to Work Coordinator is responsible for the development and implementation of the *Recovery at Work Program*. The Group Return to Work Coordinator position is located at the Support Services Office, Glenfield and responsible for Rehabilitation and Claims Management including:

- Coordinating and monitoring the development and implementation of the *Recovery at Work Program* in consultation with the Facility/service RTW Coordinators
- Guidance of Facility/service RTW Coordinators, and provision of support as required

- Developing a list of Approved Workplace Rehabilitation Providers and Nominated Treating Doctors who are familiar with Whiddon's operations
- Monitoring the performance of Approved Workplace Rehabilitation Providers
- Reviewing and resolving disputes relating to Injury Management and Rehabilitation
- Regularly reporting on the performance of the program to the Senior Management
- Ensuring that the appropriate claims and insurance forms are duly completed by the injured worker and management and are forwarded to the Insurer within five (5) days
- Managing/overseeing Return to Work (RTW) Plans when escalated from the Facility/service RTW Coordinator and in conjunction with the insurer
- Liaising with the Insurer to ensure that expenditure is within financial delegation
- 'Notifiable Incidents', (in consultation with the WHS Manager), the WHS Manager will report notifiable incidents to the regulator.

**Further information can be located: Contact details for Group Return to Work Coordinator in Annexure A and Whiddon's Intranet My Staffroom.**

#### **Facility/Service Return to Work (RTW) Coordinators:**

- Responsible for providing early intervention, support and recovery at work services for Whiddon's facility locations.

**Further information can be located: Whiddon's current Facility/service Return to Work Coordinators in Annexure A, site noticeboards and Whiddon's Intranet My Staffroom.**

### Reporting an injury or illness

In the event a worker sustains a work-related injury or illness which occurs during the course of employment, these injuries are covered by workers compensation laws. It is the choice of the worker whether or not they file a workers compensation claim.

As a worker of Whiddon you must report any work-related injury or illness immediately, irrespective of how minor it may seem. If a worker chooses not to report an injury or illness to their manager or supervisor, they could be placing themselves at risk of further injuries or illnesses, and could be placing other team members and clients at risk of experiencing an injury or illness.

#### **Workers have an obligation to:**

- Report an injury or illness that occurs in the workplace, regardless of the type or how serious the injury or illness is.
- Report an injury or illness that occurs outside of the workplace, where it could have an impact on the way that the worker performs their role with Whiddon.
- Report to the manager or supervisor where there are concerns that another worker has experienced an injury or illness outside of the workplace and there is a noticeable impact on the worker's ability to perform their role.

***Workers are to report all injuries/illness/incidents to their Supervisor/Manager or Director of Care in the first instance. An online incident report will then need to be completed via eQstats which can be accessed via Whiddon's intranet, MyStaffroom and in line with the Well@Whiddon WHS Management System – Standard 5: Documents, Record and Record Management.***

On notification of an injury or illness arising out of employment, workers will receive a valid Workers Compensation Certificate of Capacity from their Nominated Treating Doctor, the Facility/service RTW



Coordinator will (in consultation with the injured worker and their relevant supervisor/manager) develop a graduated RTW Plan aimed to assist with the workers' safe and durable recovery in the workplace.

Workers will also be provided with a handout pack to detail their rights and responsibilities upon lodging a claim, this pack includes: *'When an injury occurs poster'*, *'A quick guide to Workers Compensation'*, *'Injured at Work (a Recovery at Work guide for workers)'*, *'Consent Form' (to release and exchange personal information)*, *'Whiddon's commitment – letter to NTD'*, *'Recovery at Work Program'*.

## Rights and Obligations

All involved in the recovery at work of a worker have rights and responsibilities that are prudent to the management and success of Whiddon's *Recovery at Work Program*. These include:

### The Whiddon Group

- So far as reasonably practicable, provide and maintain a safe and healthy workplace and systems of work.
- Review and update the *Recovery at Work Program* at least every two years.
- Provide workers with the necessary information, instruction, training or supervision to enable them to do their work in a way that is safe and without risks to health. This includes mandatory online training and printed material, policies and procedures.
- Prominently display at each facility/service a summary of the Workers Compensation legislation about giving notice of an injury or illness and the making of a claim.
- Hold a current Workers Compensation policy covering all workers.
- Report all 'Notifiable Incidents' to the regulator immediately after becoming aware it has happened.
- Notify the relevant insurer of any work-related injury or illness within the local legislated timeframes.
- Appoint appropriately trained and qualified RTW coordinator(s) for each facility/service who report to the Group Return to Work Coordinator role at Support Services.
- Maintain a record of all work-related injuries.
- Consult with workers and their representatives such as unions regarding the operation of the *Recovery at Work Program*.
- Provide suitable work (as far as reasonably practicable) when a worker is able to return to work, either on a full-time or part-time basis.
- Provide suitable work that is (as far as reasonably practicable) the same as or equivalent to the work being performed prior to their injury.
- Consult with workers of the documented *Recovery at Work Program* and applicable policies and procedures.

### Managers

- Ensure the health, safety and welfare at work of all workers as required under the provisions of the *Work Health and Safety Act of 2011*.
- Being actively involved in the injury management process through monthly reviews of claims with the Facility/service RTW Coordinator, and providing advice should suitable duties need to be sought at another facility/location where required.
- Ensuring a safe and healthy work environment, including no further danger to others following an incident or injury.
- Follow internal process with respect to investigations and risk management, and where possible eliminate the risk that caused the injury.

- Liaise with all parties' i.e. injured workers/treating practitioners and the Facility/service RTW Coordinator with regards to identification of suitable duties in the workplace consistent with medical and rehabilitation advice for a fixed period, and monitoring a worker's adherence and completion of these.
- Arranging changes to the roster to meet the needs of the injured worker (as required) and ensure the supervisor on duty is familiar with the worker's RTW plan.
- Ensuring that the injured worker has been provided with adequate information about Whiddon's processes.
- Ensure that any training or workplace modifications agreed to as part of an injured worker's RTW Plan are arranged and completed.
- Monitor the injured workers recovery and liaise with the Facility/service RTW Coordinator (and rehabilitation provider if involved) regarding the RTW Plan.

A senior manager or manager could include but is not limited to the Director Care Services, Regional Managers, Deputy Director Care Services, Head of Department or Community Care Coordinator.

### **Supervisors**

- Ensure completion and correctness of incident/accident reports and investigations.
- Ensure the provision of prompt, appropriate care, attention and First Aid for injured and ill workers.
- Supporting an injured or ill worker in the workplace.
- Understand the work capacity of the injured worker. For example, capacity to lift, push, pull or the hours that a worker is able to work in accordance with their Certificate of Capacity and RTW Plans.

A Supervisor could include but is not limited to a Registered Nurse, Enrolled Nurse, Maintenance Supervisor or Head Cook.

### **Facility/service Return to Work (RTW) Coordinator**

- Be appropriately and adequately trained/qualified. The Facility/service RTW Coordinator training is available on Whiddon's online learning platform, MyLearning. This will be regularly updated in line with updates and training released by the State Insurance Regulatory Authority (SIRA).
- Make contact with all parties on receipt of notification of a work-related injury.
- Provide information regarding the injury management and workers compensation process to injured and ill workers.
- Maintain contact with all parties involved in the injured worker's recovery at work and injury management to facilitate a safe, timely and durable recovery at work.
- Work with managers to ensure that workers recovering at work in suitable employment have a RTW Plan clearly articulating the worker's capacity, duties and agreed return to work goal.
- Ensure the worker's privacy and confidentiality is maintained in relation to access to injury management and recovery at work records.
- Maintain and manage confidential case notes and records in line with relevant legislation and company guidelines.
- Monitor progress with worker treatment and coordinate rehabilitation provider services where arranged by the insurer.
- Work with appropriate management in the redeployment of workers (whether internal or externally), should appropriate duties be unavailable, or a return to pre-injury duties no longer be the goal.

The Facility/service RTW Coordinator will maintain regular contact with the injured worker, their nominated treating doctor and other members of the support team throughout the duration of the claim. This may be via face to face meeting, over the phone or email/in writing. Triggers for this contact

may include the receipt of new medical information including medical certificates, receipt of any other information that influences the recovery at work goal or at scheduled review dates documented in the RTW Plan.

As a Facility/service RTW Coordinator it is important not to provide counselling or medical advice to the injured worker. Where a Facility/service RTW Coordinator feels that the lines between their feelings and their role may become blurred during the course of the claim, the manager should be consulted and referral to an external Rehabilitation Consultant may be arranged through the insurer.

### **Injured Worker**

- Take reasonable care and comply with Whiddon's policies and procedures with respect to carrying out their duties, in order to prevent workplace injuries to themselves and others.
- Notify Whiddon of an injury as soon as possible, including any injury or illness that occurs offsite if the injury or illness affects the worker's ability to perform their duties, and could be placing the worker, other team members or clients at risk of injury or illness;
- Participate and cooperate in establishing an injury management / RTW Plan, in addition to carrying out the actions such a plan requires of them.
- Provide their consent or information regarding their injury management and recovery at work to be shared between the insurer, employer, nominated treating doctor, treating practitioners, providers and SIRA.
- Notify their manager and Facility/service RTW Coordinator regarding any changes to the treatment plans or medical management team. I.e. treating doctor / physio etc.
- Make all reasonable efforts to recover at work at Whiddon as soon as possible.
- Present any documentation relevant to their workers compensation claim or recovery at work to their manager as soon as possible. I.e. medical certificates, treatment referrals and receipts or invoices.
- Ensure all medical treatment and appointments are arranged outside of work hours as best as possible. Staff to liaise with their managers regarding arrangements if unable to do so.
- Cooperate with reasonable workplace changes designed to assist the recovery at work of fellow workers

### **Injured Workers have a right to:**

- Nominate their own treating doctor.
- Employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment.
- Be consulted and involved in identifying suitable employment and developing their RTW Plan.
- Privacy and confidentiality.
- Access mechanisms for resolving complaints and disputes.
- Seek first aid or medical treatment where indicated following an injury or illness.
- Be involved in all decisions and actions relating to their recovery at work.
- Involve a union representative or other support person at any time during their recovery at work.

### **Nominated Treating Doctor (NTD)**

The Nominated Treating Doctor (NTD) plays an important role in a worker's recovery at work and the progress of a workers compensation claim.

It is important to make the doctor aware of Whiddon's commitment to returning injured workers to the workplace. Building a positive relationship and maintaining regular contact with the doctor from the beginning of a claim is important for both the worker and Whiddon.

The nominated treating doctor must:

- Issue valid Workers Compensation Certificates of Capacity in line with the Workers Compensation legislations.
- Arrange and monitor appropriate treatment.
- Consider the worker's capacity regardless of duties available.
- Certify time off only if it is medically necessary
- Cooperate and assist with the safe and durable recovery at work of an injured worker by way of acknowledgement or approval of RTW Plans, or verbal/written responses to simple requests from the Facility/service RTW Coordinator/Insurer and or appointed Rehabilitation Provider.

### **Approved Workplace Rehabilitation Provider**

Workplace Rehabilitation Providers are external organisations accredited to deliver workplace rehabilitation services to assist workers with a safe, durable and timely recovery at work after an injury or illness. Whiddon may discuss with the insurer the possibility of engaging an external rehab provider where there may be barriers present that prevent or delay a worker from returning to work or when a once off service may be required to assist with the injury management.

A list of accredited rehabilitation providers can be obtained from the regulatory authority, however Whiddon's preferred listing are familiar with the Aged Care industry.

**Further information can be located: The preferred listing in Annexure B and Whiddon's Intranet My Staffroom.**

The role of a rehabilitation provider is to:

- Provide expert, objective advice to assist the timely, safe and durable recovery at work of an injured worker.
- Provide a prompt response to referrals and other requests.
- Ensure the needs of the worker and Whiddon's are identified by means of adequate and appropriate assessment.
- Engage the injured worker, treating doctor and supervisor/manager in the development and implementation of a tailored RTW Plan.
- Actively monitor the RTW Plan and communicate regularly with all parties to ensure the goals are achieved.
- Identify barriers to injured workers recovery at work and develop strategies to address these.
- Ensure compliance with Whiddon's criteria and standards for an Approved Workplace Rehabilitation Provider.

### **The Insurer (Employers Mutual NSW/iCare and WorkCover Queensland)**

Whiddon's Workers Compensation Insurers are responsible for the management of all compensable claims in accordance with the provisions of the relevant legislations and Acts:

#### **In NSW:**

Workers Compensation Act 1987 and Workplace Injury Management and Workers Compensation Act of 1998

#### **In QLD:**

The Workers Compensation and Rehabilitation Act 2003, The Workers Compensation and Rehabilitation Regulation 2014

The insurer is responsible for:

- Determining liability for the claim as soon as possible and within legislative timeframes, from receipt of the claim from the employer.
- Effective management of the claim and payment of expenses to injured workers / third party providers.
- Payment of reasonable expenses incurred under the Provisional Liability requirements.
- Payment of weekly benefits for lost time in line with reimbursement agreements in place.
- Liaise with stakeholders in the effective management of the claim, on a regular and ongoing basis.
- Keeping all parties updated with any decisions made on claims.
- Consulting with the assigned Facility/service RTW Coordinator on the management of claims.

#### Insurer Contact Details

##### NSW

**Employers Mutual Limited (EML) acting as the Agent for iCare**  
Level 3, 345 George Street  
Sydney NSW 2000  
Phone: 13 77 22

##### QLD

**WorkCover Queensland**  
GPO Box 2459  
Brisbane QLD 4001  
Phone: 1300 362 128 (toll free)

**Note: All injury lodgements submitted via Whiddon's eQstats portal flow directly through to the insurer. To trigger automatic notification - All 8 steps must be completed for this to happen.**

## Managing Recovery at Work and the Claims Process

### In the first 24 hours

Whiddon encourages managers/supervisors and the Facility/service RTW Coordinator to make early contact (within 24 hours) with an injured or ill worker. Early contact is an important first step in demonstrating that Whiddon is supportive of injured workers and assisting in the recovery at work phase. This can be via face to face meeting or phone discussion if the worker has already left the premises to seek medical treatment.

During the first 24 hours of an injury or illness occurring, the worker should be provided with a 'Guide to Workers Compensation' pamphlet as well as the standard cover letter addressed to the doctor confirming Whiddon's commitment to recovery at work. Where possible, it is encouraged that the manager/supervisor or Facility/service RTW Coordinator attends the initial medical appointment to ensure safety of the injured worker as well as liaise with the treating doctor regarding available suitable duties.

Research shows that the workplace is the most effective place for the majority of workers to recover from their injury. Through regular face to face meetings and phone discussions with injured workers, Whiddon hopes to reduce the risk of longer term disablement. These discussions will be focussed on a positive recovery at work as well as the injured workers progress with treatment.

### Worker unable to finish a shift following an injury

Where a worker sustains a workplace injury and they cannot complete their shift, the manager or supervisor must be contacted immediately. Workers should be mindful that continuing to work after sustaining a serious injury or illness can:

- Place themselves at risk of a more serious injury or illness,

- Place another team member or a client at risk of experiencing an injury or illness,

### **First Aid**

An injured worker should seek first aid or where necessary medical treatment immediately following an injury to facilitate early management of the injury. If an injured worker requires first aid, this should be provided by a Registered Nurse or suitably qualified person only. Any first aid that is required must be recorded on the incident report, regardless of the treatment.

The name of the administering person should also be recorded on the incident/accident report.

Pre-approval for initial or emergency medical treatment is generally not required, however for subsequent treatment (such as imaging, therapy and specialist referrals) the injured worker should contact the Facility/service RTW Coordinator to arrange approval through the insurer.

### **Notifiable Incidents**

Notifiable incidents will need to be notified to the regulator immediately for investigation. A notifiable incident is:

- the death of a person;
- serious injury or illness of a person;
- a potentially dangerous incident

Whiddon's facility/service (Senior Managers) are to notify the WHS Manager immediately who will make the notification to the regulator: NSW - SafeWork NSW (13 10 50) or QLD – WorkCover QLD (1300 362 128)

### **Treatments and/or rehabilitation**

With all accepted workers compensation claims, workers are entitled to various treatments and/or rehabilitation. The NTD will arrange and monitor the appropriate treatment. All requests for extra treatments or rehabilitation must be approved by the insurance company before proceeding. These should be put forward to the Facility/service RTW Coordinator in the first instance.

### **Attendance to a hospital**

Where a worker requires urgent medical attention following a workplace injury, they may need to be sent to hospital. If this is the case, a representative from Whiddon, such as the manager, supervisor or Facility/service RTW Coordinator should attend the hospital with the worker. If this is not possible, the manager should nominate another team member to attend the hospital.

***An injured worker should not be sent to hospital without having a Whiddon representative meet them at the hospital.***

Depending on the nature of the worker's injuries, the manager may decide to call for an ambulance or take the worker to hospital by car. The cost of the ambulance may be covered by Whiddon and will be determined on a case by case basis. If the injury/illness is a Workers Compensation claim the cost will be covered by the insurer.

### **Notification to the Group Return to Work Coordinator**

Once a supervisor/manager has been notified of an incident, an injured worker is to assist the manager with the completion of an online incident report via the eQstats system. All Whiddon workers are trained to utilise the eQstats system upon commencement of employment as this as an essential tool

used in all aspects of the business, and is required to be used in line with the Well@Whiddon WHS Management System.

Once the report has been completed via Whiddon's eQstats system by the worker, the Group RTW Coordinator will be notified and the claim automatically lodged with the insurer (excl. QLD). In Queensland, a copy of the medical certificate will need to be provided to the Facility/service RTW Coordinator in order to assist with online claims lodgement within the first 48 hours.

Copies of the following documents will need to be forwarded to the Facility/service Return to Work Coordinator, whom will then provide this to the insurer:

- Workers Compensation Certificate of Capacity
- Any other documentation, such as progress notes relating to the claim.
- Referral for imaging or specialist appointments
- Or relevant statements pertaining to a claim

### **Formal medical review**

Where a worker experiences a workplace injury or illness, and it is not serious enough to go to hospital but requires medical attention, they should be referred to their doctor. Before attending the appointment with the doctor, the injured worker should be provided with the Whiddon's commitment to *Recovery at Work Program* to be provided to their nominated treating doctor. This document outlines Whiddon's commitment to supporting injured workers while they recover in the workplace, and details the range of suitable duties available regardless of the type of injury.

Before returning to work the worker will need to provide Whiddon with a Workers Compensation Certificate of Capacity indicating that they are fit to do so. Should a doctor refuse to speak with a Whiddon representative, the Group RTW Coordinator will escalate this to the insurer for advice.

### **Engaging a Nominated Treating Doctor (NTD)**

The role of the Nominated Treating Doctor (NTD) is significant in the recovery at work process. The nominated treating Doctor is the doctor who agrees to actively participate and provide medical advice to assist in returning an injured worker to employment.

In the event of a significant injury, the injured worker must nominate a treating doctor. The injured worker has the right to choose their own NTD, however, if they are unable to, Whiddon will assist in a referral to a preferred nominated treating Doctor.

Consideration will be given to the most effective way of communicating with the nominated treating doctor. This may include but is not limited to:

- Sending the doctor a copy of the injured worker's signed consent form
- Asking the receptionist about the best time to phone the doctor
- Sending a letter or fax to the doctor if unable to speak to them
- Providing the doctor with information about available suitable employment through, for example, a list of demands of the tasks, photographs or video or a workplace visit by the doctor
- Notifying the doctor that they can charge for communication with Whiddon
- Keeping the conversation as short as possible
- Limiting discussions to the injured worker's functional abilities

## **Certificate of Capacity**

Treating doctors are to be issuing workers with regular Certificates of Capacity which accurately reflect their capacity for work. These certificates form the basis for all RTW plans and assist all parties with identifying appropriate duties to assist in the safe, timely and durable recovery at work. If there are concerns about a Workers Compensation Capacity Certificate, the Facility/service RTW Coordinator should be contacted for advice.

The certificate should not cover a period of more than 28 days. It's an injured worker's responsibility to have a current certificate to continue to receive any weekly compensation benefits and treatment services they are entitled to.

## **Information Exchange**

Upon receipt of a signed Workers Compensation Certificate of Capacity, the Facility/service RTW Coordinator will accept this as authority to contact the injured workers treating medical team.

*Alternatively*, where a signed certificate of capacity is not received, the Facility/service RTW Coordinator will inform the injured worker to complete the 'Consent Form' which was provided in the handout pack. This form is requesting consent to release and exchange personal information. This enables communication to commence with treatment providers involved in the injured worker's recovery.

## **Recovery at Work**

Where additional information is required and not found on the certificate of capacity issued, the Facility/service RTW Coordinator may seek additional information from the treating doctor by way of phone call / written request for information, or participation in a medical case conference.

## **Suitable Employment/Duties**

Where an injured worker sustains a significant injury (requiring 7 or more days with no capacity for work), Whiddon is required to develop a RTW Plan to assist the worker with their return to duties whilst recovering. The RTW Plan may involve altered or new duties for the injured worker, these are referred to as 'Suitable Duties' under the Workers Compensation claim. Guided by medical advice, suitable duties are introduced and progressively upgraded in line with the worker's recovery and are so far as reasonably practicable a role similar to, or is the pre-injury role and not demeaning to the injured worker and consistent with their medical capacity. It is important to note that suitable duties are offered on a temporary basis, on the provision that the aim remains for the worker to make a full return to their pre-injury role.

Where it is identified that the injured worker will be unable to resume their full pre-injury duties, consultation regarding suitable employment as part of a RTW Plan will involve all parties. Any changes to suitable employment will be done in consultation with all parties and documented in the RTW Plan.

During the process of identifying and offering suitable employment, the following will be considered:

- The range of activities the injured worker is capable of performing
- The abilities and knowledge of the injured worker
- Availability of meaningful tasks and the ability of the workplace to accommodate graduated recovery at work and alternate suitable employment programs.

Suitable duties will be closely monitored and regularly upgraded towards pre-injury duties and hours in line with medical advice. Suitable duties will only be offered in writing via a RTW Plan.



Suitable employment will be identified and offered:

- In the first instance as modification to the pre-injury role or hours
- If that is not possible, in the pre-injury working environment
- If that is not possible, in an alternate location

Whiddon will identify suitable employment based on the recovery at work hierarchy of:

- Same job, same employer
- Different job, same employer
- Same job, different employer
- Different job, different employer

In instances where it is difficult to identify appropriate suitable employment (e.g. the injured worker has very limited work capacity or there are significant barriers for recovery at work) Whiddon will engage a workplace rehabilitation provider to assist in recovery at work planning including the provision of one-off services or assessments.

On occasions, where it is not reasonably practicable to provide suitable employment for an injured worker, this is determined by all parties. The injured worker is to be advised immediately if suitable employment is not able to be provided by Whiddon.

### **Retraining and/or Redeployment**

When suitable duties cannot be identified or continue to be offered at the workplace, assistance is to be provided to the worker to obtain new employment as early as possible. The Insurer may engage a rehabilitation provider to arrange a Vocational Assessment or Job Trial. This enables an injured worker to acquire skills within an alternate vocational area, and increase the opportunities to gain employment within a new industry. A work trial placement will provide a suitable work environment to either increase the injured workers':

- Capacity to return to their pre-injury job, or
- Transferable skills to gain a different job with either the pre-injury employer or a new employer

### **Return to Work (RTW) Plans**

Following identification of a worker capacity and confirmation of physical/psychological restrictions, the Facility/service RTW Coordinator will develop a draft RTW Plan in consultation with supervisors/managers which details an initial list of identified appropriate duties. This draft plan will then be proposed to the injured worker and their treating doctor for review and acceptance. Once agreement has been reached the formal plan will be signed by all parties and the recovery at work commenced. Should any changes to the injured worker's condition or treatment arise, the RTW plan will be reviewed for necessary changes. Additionally, should the insurer make any decisions on the claim which may impact the recovery at work this will also prompt a review of existing RTW Plans.

Return to Work Plans will detail:

- Workers' Claim number (If known)
- Workers' Name
- Recovery at Work Goal i.e. Same duties with Whiddon
- Pre-injury role and average hours
- Numerous stages of plan and indication of the relevant period/timeframe for each stage (e.g. Stage 1 Week Commencing A to B)

- Details of proposed duties on each stage of the plan in line with medical recommendations
- Details of Capacity as advised by the treating doctor/provider via Workers Compensation Certificate of Capacity or written/verbal confirmation.
- Details of upcoming appointments
- General comments detailing a reminder that treatment is to be arranged outside of work hours as best as possible.
- Signed Agreement section for relevant parties – confirming agreement to the plan
- Plan review date

**Further information can be located: Whiddon’s Intranet My Staffroom – RTW Plan Template**

Where there are disputes about the suitability of duties and/or the RTW Plan, Whiddon will follow through with the internal dispute resolution process, in consultation with the injured worker, management personnel and union (if appropriate) to try and resolve the disagreements. If the disputes cannot be resolved internally, Whiddon may engage an external Rehabilitation Provider, the treating doctor or an Injury Management Consultant to assist in resolution.

Assistance may also be sought from our Workers Compensation insurer. The Workers Compensation Commission is also an avenue for an injured worker should disputes remain unresolved. *Further detail regarding disputes can be found on page 24 of this document.*

In the event of an injured worker failing to reasonably participate or cooperate with their RTW Plan the Insurer, Facility/service RTW Coordinator are to be notified immediately of the case circumstances.

**Medical Case Conferences**

A case conference is a scheduled meeting between the injured worker, their treating doctor or treatment provider and the Facility/service RTW Coordinator or Whiddon manager. These can be face to face or via phone if a participant is unable to physically attend. The purpose of these meetings is to ensure all parties are on the same page with the worker’s injury management and recovery in the workplace. This could include; setting goals, ensuring roles and responsibilities are understood, agreeing to timeframes and RTW Plans or to assist with the development of a RTW Plan.

These meetings can occur at any time throughout the Workers Compensation claims process and requested by anyone involved in the management of the worker’s recovery at work.

The speed at which a worker is able to return to work will depend on a number of factors, including the individual person and the extent of their injury or illness. It is important to remember that there may be a valid reason for why the claim does not appear to be progressing. For example, a worker may be waiting for surgery which is delaying their return to the workplace.

If it appears that a claim is not progressing, the injured worker, their manager and/or supervisor is encouraged to seek advice from the Group RTW Coordinator. Depending on the circumstances and the reasons for the lack in progress, the matter may be referred to an independent medical assessment by the insurer.

Independent medical assessments are essentially second opinions to assist with the clarification and direction of a worker’s injury management plan. Doctors will generally comment on the current status of the condition and what appropriate treatment is recommended (if any).

## Monitoring and Case Management

The Facility/service RTW Coordinator has the responsibility to oversee case management and will set regular review dates where the RTW Plan will be reviewed and updated to meet the particular needs of each case's development. Relevant information is entered into the worker's confidential case file and the Facility/service RTW Coordinator on a monthly basis provide progress reports to management.

While Whiddon is responsible for managing the recovery at work process, the relevant state-based insurer is responsible for the management of the workers' compensation claim and injury management planning, where applicable. This will commence upon receipt of the injury notification.

As legislation in each jurisdiction in Australia is different, timeframes for insurers to complete these activities vary state to state.

On receipt of a notification of injury, the insurer will make contact with the injured worker, the Facility/service RTW Coordinator and the NTD as required. The purpose of the contact will be to:

- Clarify the diagnosis
- Obtain the prognosis for recovery at work and return to health
- Develop an injury management plan for significant injuries
- Identify treatment needs
- Identify and address any barriers to recovery at work
- Explain the rights, responsibilities and obligations of all parties
- Provide an overview of the workers' compensation process

Insurers are required to make a liability determination within legislated timeframes based on the information they have obtained. Occasionally, the insurer may require additional information in order to determine liability. This may include but is not limited to seeking medical information from an injured worker's treating practitioners, obtaining an independent medical opinion or arranging a factual investigation into the circumstances of the claim.

### In New South Wales:

Provisional liability enables the insurer to start paying weekly compensation benefits and related medical expenses to and on behalf of an injured worker within 7 days and without admitting liability.

Provisional liability allows weekly payments to continue for a maximum of 12 weeks, it also extends the time allowed for the insurer to make a final decision on liability.

If there is insufficient information for the insurer to determine provisional liability the insurer may rely on a reasonable excuse not to commence payments. The insurer is required to notify the injured worker and Whiddon in writing of the reason(s) why provisional liability payments have not commenced. They must also provide advice on how to resolve the issue as well as make decisions within legislative timeframes.

In New South Wales insurers are required to complete an ***injury management plan*** for all significant injuries. The injury management plan should be completed no more than 20 working days after the injury is notified.

The injury management plan will detail the roles, rights, responsibilities and obligations as well as specific action items for each party involved in the claim. The injury management plan is distributed to all parties involved in the injured worker's treatment, rehabilitation and re-training. Whiddon is committed to complying with these Injury Management Plans issued by the Insurer as well as proactively being involved in its development by communicating to all parties any relevant information pertaining to treatment and suitable duties.

### In Queensland:

The insurer must make a decision on the claim within 20 days of the application being made. Decisions are usually made well within this timeframe however the insurer may extend the period by notifying the injured worker in writing where further investigation is required.

## Payments and benefits

Workers who sustain an injury during the course of their employment may be entitled to receive payments under the Workers Compensation Scheme. Whiddon aims to pay all workers correctly and in line with the normal pay cycle in accordance with legislative requirements. The insurer is obligated to make payments to Whiddon within 7 days under the requirements of 'Provisional Liability'.

Where acceptance of a claim has not been confirmed, a worker is to confirm use of their sick or annual leave entitlements if applicable. Once the insurer has confirmed acceptance, the balance of leave taken since lodgement of the claim will then be reinstated.

Medical benefits and entitlements are advised on a case by case basis. Worker's will however, need to ensure the providers they elect are accredited providers under the Workers Compensation scheme.

Entitlements vary in each jurisdiction and are calculated by the relevant insurer. Once the insurer has accepted liability for the claim, Whiddon will process the weekly compensation benefits in accordance with the legislation and advice received from the insurer. Payments are made in line with the normal pay run and Whiddon then seek reimbursement of weekly compensation payments from the insurer.

Whiddon's payroll department are responsible for calculating pre-injury average weekly earnings (PIAWE) in NSW and Normal Weekly Earnings (NWE) in QLD. These calculations are then reviewed and agreed to by the insurer. Once agreed, the insurer formally notifies the worker of their entitlements and provides them with a letter outlining their entitlements and the process to request a review if they disagree with insurers calculation.

Should additional payroll information be required, this will be provided by Whiddon's Payroll Department.

In respect to all other payments, these are paid to workers directly by the insurer. The worker should contact the insurer to seek approval and payment will be made either directly to the provider or to the worker if any out of pocket expenses are incurred.

Further details on the calculation of weekly compensation benefits can be obtained from the insurer or from the Payroll Manager. Additional information is also provided in the handout pack.

### **Further information can be located:**

**NSW:** [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

**QLD:** <https://www.worksafe.qld.gov.au/claims-and-insurance/compensation-claims/payments-and-support/weekly-compensation>

Weekly benefits will only be paid where there is a valid workers' compensation medical certificate covering the period of incapacity.

Should the injured worker leave employment with Whiddon for any reason, the insurer will make arrangements to pay the injured worker directly.

## **Ongoing and Final Review**

The Facility/service RTW Coordinator is responsible for reviewing complex cases where the worker has not returned to pre-injury duties within the 12, 24 and 36 month milestones of each active claim. If the worker is unable to perform their pre-injury duties, the options of further rehabilitation, retraining, redeployment or termination of employment on medical advice is to be considered.

The Facility/service RTW Coordinator must clearly explain the reasons for considering these options and ensure the worker is given the opportunity to respond. A record of issues and strategies discussed in the meeting must be taken and copies retained by the Facility/service RTW Coordinator and the Insurer.

## **Finalising Injury Management and Rehabilitation**

A case will be finalised when the injured worker successfully resumes their ordinary duties (including ordinary duties with a degree of modification), or is successfully redeployed into an established position, or the worker is retrained and placed with another employer. Where an external rehabilitation provider is involved, they will complete a Case Closure report to be included in the confidential case files.

## **Engaging an Interpreter**

An interpreter will be engaged in situations where a Non-English speaking worker has difficulty communicating in English. If there is an appropriate interpreter available in the workplace, they will be called immediately. If an interpreter is not available at the workplace, Whiddon will endeavour to engage an interpreter by telephone.

## **Ongoing Communication**

The Facility/service RTW Coordinator will remain in regular contact with the injured worker, their nominated treating doctor and other parties involved in the support of the worker's recovery in the workplace throughout the duration of the claim. Contact may be made as a result of the receipt of new medical information such as a medical certificate or referral for treatment. Additionally, triggers for contact may be on scheduled reviews of RTW Plans or medical reviews. It is also important for the manager or supervisor to keep in regular and positive contact with the worker (if different to the Facility/service RTW Coordinator) to ensure the worker remains engaged with Whiddon and any concerns or issues with the recovery at work process are filtered through the correct contacts.

**It is important that regular communication is maintained between all parties involved in the progress of a workers` compensation claim to ensure the worker feels supported and stays connected with Whiddon.**

## **Closing or withdrawing a claim**

All requests to close or finalise a workers compensation claim must go through the Facility/service RTW Coordinator and be provided in writing. The Facility/service RTW Coordinator will then provide this to the insurer for processing.

## **Confidentiality**

All recovery at work information concerning an injured worker is confidential. Staff with access to such information are to be made aware that it is confidential and should not be discussed with, shown to or read by anyone who is not directly involved in the worker's recovery at work.

Staff with access must adhere to legislative requirements under Section 243 of the 1998 Act, the *Federal Privacy Act 1988*, the National Privacy Principles and the *NSW Health Records and Information Privacy Act 2002* apply to the information collected and used for the purposes of handling a worker's claim. In relation to workers compensation claims, medical advice must be kept confidential and information released to other parties only on a 'need to know' basis e.g. medical information would only be released by an insurer to an employer if it was relevant to an injured worker's recovery at work.

**Further information can be located: Whiddon's intranet My Staffroom for Privacy Policy and Procedures; relevant government websites.**

### **Record Keeping**

All recovery at work and medical information will be maintained in the injured worker's rehabilitation file. These electronic files are accessed and maintained on a shared drive password protected IT system between the Facility/service RTW Coordinator and Group RTW Coordinator. Hardcopy files will be held in locked filing cabinets.

These files are compiled of the following information:

- File notes, letters, faxes and RTW Plans completed by the Group and/or Facility/service RTW coordinator,
- Workers Compensation certificates of capacity
- Treating doctor assessment and reports,
- Specialist doctor assessment and reports if the injured worker was referred to the specialist by the treating doctor.

Approved workplace rehabilitation provider documents such as:

- Referral/approval for workplace rehabilitation service
- Approved rehabilitation provider plans
- Approved rehabilitation provider progress reports
- Invoices for workplace rehabilitation services
- RTW Plans
- Injury management consultant reports.

### **Other workers**

All Whiddon team members have an important role to play in supporting injured workers back into the workplace. While other team members may not be directly involved in the recovery at work process, they may be working alongside an injured worker and it is important for them to also understand the worker's capacity and act in a supportive manner. Team members who demonstrate behaviour that is consistent with the behaviours outlined in the Bullying and Harassment Policy may be managed in accordance with the Managing Disciplinary and Termination Procedure Guideline.

### **Dismissal**

In accordance with Workers Compensation law, Whiddon are not to dismiss an injured worker because of a work-related injury within 6 months from when the worker first became unfit as a result of the injury.

Should there be issues or concerns with a worker's performance whilst on Workers Compensation, the People and Culture team will follow internal policies with respect to performance management and investigations.

In the case of medical confirmation that an injured worker is no longer able to return to their pre-injury employment, Whiddon will make every attempt to accommodate suitable employment/duties for as long as possible.

Should suitable employment/duties not be sustainable, Whiddon Management and the People and Culture team will review the case and seek advice from insurer whom may progress down vocational redirection through the assistance of an external Workplace Rehabilitation Provider.

The role of the Workplace Rehabilitation Provider in this case will be to assess the injured worker for transferrable skills, confirm any gaps with training, and provide assistance with seeking appropriate and sustainable employment elsewhere.

### **Monitoring and Review**

Monitoring of the effectiveness of this Recovery at Work Program will be undertaken via the relevant reporting systems.

### **Worker Assistance Program (EAP)**

EAP is professional counselling designed to be short term and solution focussed. Professional Counsellors will work with you to assist in managing or resolving any concerns that negatively impact your life. EAP is available to all Whiddon workers and immediate family members 24/7 on 1800 818 728.

### **Dispute Resolution**

Every endeavour will be made to resolve any disagreement about the *Recovery at Work Program*, injury management or RTW Plans (including the provision of suitable employment), wage calculations and/or other, through discussions amongst the key parties upon notification. You will be included and consulted with in relation to your recovery at work and are encouraged to raise any questions or concerns you have as soon as possible, to prevent disputes from arising.

Whiddon are committed to ensuring open communication with you and provide you with all necessary information in relation to your recovery at work. Your Facility/service RTW Co-ordinator and manager will endeavour to maintain positive communication with you throughout the process and firstly attempt to address any concerns informally through discussions with you.

Parties involved in dispute resolution discussions include the injured worker, the Facility/Service RTW Coordinator and Group RTW Coordinator, the treating doctor, the insurer, the Manager, the rehabilitation provider, and the union where required.

If the matter is resolved, details of the issue and its resolution will be communicated to all parties to the dispute. If the matter cannot be resolved the dispute may be referred to any or all of the following:

- A workplace rehabilitation provider
- The insurer
- An injury management consultant if there is disagreement about suitable employment or fitness for work. An injury management consultant appointment can be organised through the insurer
- An independent consultant. Disputes regarding the treatment provided can be referred for a second opinion. Independent consultants assess, for example physiotherapy, osteopathy, chiropractic, psychological and remedial massage treatment and independent doctors can assess medical treatment being offered or provided.
- Workers may also contact their respective trade unions and the following:

State	Contact/Phone	Email
NSW	State Insurance Regulatory Authority (SIRA) / 13 10 50	www.sira.nsw.gov.au
NSW	Independent Review Office (IRO) / 13 94 76	www.iro.nsw.gov.au
NSW	Personal Injury Commission / 1800 742 679	www.pi.nsw.gov.au
QLD	WorkCover Queensland 1300 362 128	www.worksafe.qld.gov.au
QLD	Office of Industrial Relations 1300 739 021	www.oir.qld.gov.au

## Grievances

Concerns relating to the implementation of this policy and any associated guideline or procedure should be addressed under the *Worker Grievance Handling Policy*.

**Further information can be located: Whiddon’s Intranet My Staffroom.**

## Related Documents, Legislation and Information

Note: Policies and Procedures can be found on Whiddon’s Intranet “My Staffroom”

- Work Health and Safety Policy
- Recovery at Work Policy
- Consultation and Communication Policy
- Bullying and Harassment Policy
- Privacy Policy
- Worker Grievance Handling Policy
- Return to Work Plan (template)
- Workers Compensation Act 1987 (1987 Act)
- Workplace Injury Management and Workers Compensation Act 1998 (1998 Act)
- Workers Compensation Regulation 2016 (2016 Regulation).
- Industrial Relations Act 1996 NSW
- Australian Fair Work Act 2009 Cth
- Anti-Discrimination Act 1977 NSW
- Disability Discrimination Act 1992 Cwlth
- Work Health and Safety Act and Regulations 2011 NSW

The State Insurance Regulatory Authority (SIRA) administers workers compensation laws:

- The Customer Care Service at SIRA Ph: 13 10 50
- The Workers Compensation Independent Review Office (WIRO) Ph: 13 94 76 – can assist with any unresolved workers compensation enquiries.
- Guidelines for Workplace Return to Work Programs (SIRA 1<sup>st</sup> March 2021)
- Policy approval

This policy and any related guidelines or procedures are released under the authority of the Chief Executive Officer.

<b>Signed:</b>	<b>Signed:</b>
Chris Mamarelis	



CEO of Whiddon	Worker Name
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## Annexure A: Facility/service Return to Work Coordinators

Name	Site
<b>Deb Waters</b>	Beaudesert
Alexandra Reilly	Beaudesert
<b>Siobhan Tierney-Jones</b>	Belmont
<b>Marie Avery</b>	Bourke
Anvarzhon Akhmedov	Bourke
<b>Jay Andrew Bernal</b>	Casino
Renee Isenhood	Casino
Susan Hansen	Casino
<b>Geraldine McAreavey</b>	Easton Park
<b>Pam Moore</b>	Grafton
Lynda Smith	Grafton
Sandra Osborne	Grafton
Deepa Basnet	Hornsby
Sangat Dulal	Hornsby
<b>Suzanne Madden</b>	Hornsby
Donna Collins	Kyogle
Tracey Hunt	Kyogle
<b>Kearra Lord</b>	Kyogle
Nellanne Smith	Kyogle
<b>Suzanne Madden</b>	Largs
Margaret Christian	Laurieton
<b>Dale Feeney</b>	Laurieton
David Wilson	Laurieton
<b>John Ashby</b>	Maclean
Janene Fisher	Maclean
<b>Cynthia Cook</b>	Moree
Martha Rowe	Moree
Carolyn Moore	Moree
Liviya Wilson	Moree
<b>Leanne Scott</b>	Narrabri – Jessie Hunt
<b>Archidennis Natividad</b>	Narrabri – Robert Young
Jo-Anne Frances Van Der Vliet	Narrabri – Robert Young
<b>Tarra Carman</b>	Redhead
<b>Belinda Wood</b>	Temora
<b>Marie Avery</b>	Walgett
Jane Kier	Walgett
<b>Marie Avery</b>	Wee Waa
Jessica Collingridge	Wee Waa
Lynsey Wilkins	Wee Waa
<b>Leonie Robson</b>	Wingham
<b>Anna Tait</b>	Community Care - Beaudesert
Nicole Hall	Community Care - Beaudesert
<b>Donna Fleming</b>	Community Care – Easton Park
<b>Anna Tait</b>	Community Care - Grafton
Rebecca Elks	Community Care - Grafton
<b>Anna Tait</b>	Community Care - Kelso
Judith Denmead	Community Care - Kelso

<b>Anna Tait</b>	Community Care - Kyogle
<b>Anna Tait</b>	Community Care - Narrabri
Jody Clapton	Community Care - Narrabri
Lisa Sharp	Community Care - Narrabri
<b>Judith Isaac</b>	Community Care - Redhead
Michelle Taylor	Community Care - Redhead
<b>Anna Tait</b>	Community Care – Tweed Heads
Lesley Martin	Community Care – Tweed Heads
Nicole Hall	Community Care – Tweed Heads/Ballina
Anne Phillips	Community Care – Mid north coast

**Group Return to Work Coordinator in NSW and QLD:**

Presently, the role of the Group Return to Work Coordinator is held by Alexandra Cullen whom has held positions in the Workers Compensation Industry over the last 10 years. Alexandra brings to Whiddon a wealth of experience in this field.

<p>Alexandra Cullen Support Services Office, Glenfield</p> <p><b>Mobile:</b> 0427 808 510</p> <p><b>Email:</b> W2@whiddon.com.au</p>
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**Annexure B: Whiddon's Preferred Rehab Providers:**

**Kinnect (NSW/QLD)**

**Gerald Peterson**  
Director (NSW)  
gerald@kinnect.com.au  
0408 198 299

**Prestige Health Services Australia (NSW)**

**Lauren Dredge**  
National Customer Relationship Manager  
lauren.dredge@phsa.com.au  
0455076 608

**Greenlight Human Capital (NSW/QLD)**

**Kerry Miller**  
Rehabilitation & OHS Consultant  
kerry.miller@greenlighthc.com.au  
0412 022 205

**Strategic Industry Solutions/ SIS (NSW)**

**Jade Cullen**  
NSW State Manager  
jade@sisrehab.com  
0451 673 336

Annexure C: Example of an acceptable Workers Compensation medical certificate:

# Certificate of capacity/ certificate of fitness



State Insurance  
Regulatory Authority

For use with workers compensation and Compulsory Third Party (CTP) motor accident injury claims.

CTP     Workers compensation

For CTP claims: 'Certificate of fitness' means 'certificate of fitness for work'. This certificate should be completed whether the person was employed at the time of the accident or not.

Tick if this is the initial certificate for this claim.

## Section 1: To be completed by the injured person or treating medical practitioner

First name Amelia		Last name Earhart	
Date of birth (DD/MM/YYYY) 24/07/1987	Telephone number 02 9920 0200		
Address (must be residential address - not PO Box) 123 Plane Road		Suburb Glenfield	
State NSW	Postcode 2167	Claim number 222222	Medicare number
Occupation/job title Assistant in Nursing	Employer's name and contact details (if applicable) The Whiddon Group		

### Injured person's consent

I consent to my treating medical practitioner, my employer (optional for CTP claims), the insurer, other medical practitioners or health related practitioners (whether consulting, treating or examining), workplace rehabilitation providers and SIRA exchanging information for the purpose of managing my injury and workers compensation/motor accident injury claim.

I understand this information will be used by SIRA and insurers to fulfill their functions under the motor accident insurance and workers compensation legislation.

Signature 	Date (DD/MM/YYYY) 16/05/2020
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## Section 2: To be completed by treating medical practitioner

### Medical certification

Diagnosis of work related injury/disease or motor accident related injury(ies)  
lower back injury

Person's stated date of injury/accident (DD/MM/YYYY) 16/05/2020

### Shaded areas to be completed for initial certificate only

Person was first seen at this practice/hospital for this injury on (DD/MM/YYYY)

16/05/2020

Injury is consistent with person's description of cause

Yes     No     Uncertain

How is the injury related to work or the motor vehicle accident?

Worker slipped on wet floor following resident shower - landed heavily on buttock causing immediate pain to lower back

Detail any pre-existing factors which may be relevant to this condition or injury(ies)

Nil

First name  Last name  Claim number

**Management plan for this period**

**Treatment/medication type and duration**

**Referral to another health service or rehabilitation provider (include details of provider type and service requested, duration and frequency when relevant)**

**Capacity for activities – If the person has capacity for pre-injury work this section does not need to be completed. For all others please consider activities of daily living currently being performed.**

**Lifting/carrying capacity**

**Sitting tolerance**

**Standing tolerance**

**Pushing/pulling ability**

**Bending/twisting/squatting ability**

**Driving ability**

**Other (please specify) eg psychological considerations, keep wound clean and dry**

**Next review date (DD/MM/YYYY)**

(if greater than 28 days, please provide clinical reasoning)

**Comments**

**Capacity for work (please consider the health benefits of good work when completing this section).**

Where the word 'capacity' appears below it should be read as 'fitness for work' when the certificate is completed in a motor accident injury claim.

Do you require a copy of the position description/work duties?  Yes  No

is fit for pre-injury work from

has capacity for some type of work from  to  for  hours/day  days/week

has no current capacity for any work from  to

**If no current capacity for work, estimated time to return to any type of employment**

**Factors affecting recovery**

First name Amelia Last name Earhart Claim number 222222

Treating medical practitioner details

I certify that I am the treating medical practitioner and I have examined this person. The information and medical opinions contained in this certificate are, to the best of my knowledge, true and correct.

Signature [Handwritten Signature] Date (DD/MM/YYYY) 16/05/2020

Name Dr John Doe

Address 365 Medical Centre - 123 Wallaby Way

Suburb Glenfield State NSW Postcode 2167

Telephone number 02 9000 1000 Provider number 1234XYZ

[X] I agree to be the nominated treating doctor for the ongoing management of this person's injury, treatment and recovery at/return to work (tick if you consent).

Section 3: Employment declaration (not to be completed by the treating medical practitioner)

This section is to be completed by the person prior to sending to the insurer (or employer).

First name Amelia Last name Earhart

[ ] I have [X] I have not (tick appropriate box)

engaged in any form of paid employment, self employment or voluntary work for which I have received or am entitled to receive payment in money or otherwise since the last certificate was provided, that I have not yet declared to the insurer.

If so, please provide details below.

[Empty text box for employment details]

I declare that the details I have given on this declaration are true and correct, knowing that false declarations are punishable by law.

Signature [Handwritten Signature] Date (DD/MM/YYYY) 16/05/2020