

HR1.10 Rehabilitation and Return to Work

Purpose

1. To set out procedures for supporting the timely and safe return to pre-injury duties, where possible, for staff following illness or injury.
2. To provide clear guidelines for the application of a Return to Work Program for employees who sustain a work related injury or illness.

Alignment with Practice Standards

1. Module 2: Provider Governance and Operational Management

Legislative Alignment

1. Work Health and Safety Act 2011
2. Work Health and Safety Regulation 2011

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager
People and Culture Team

Policy Statement

1. SAVVY promotes a safe and caring work environment. It is committed to the prevention of work related injury and illness by promoting safety and providing a safe and healthy working environment for all employees, volunteers, participants and visitors. (Refer to WH&S1.1 Work Health & Safety).
2. SAVVY is also committed to assisting employees who sustain an illness or injury to remain at work or return to work as soon as possible. The rehabilitation of employees who are injured at work is a priority.
3. A Return to Work Program has been developed and implemented in consultation with employees through the Work Health and Safety Committee.
 - a. It relies on the co-operative efforts of all participants – employer, employees, doctors and, where relevant, other health practitioners, rehabilitation providers and insurers.

4. Employees receive information about the program via a compulsory training module for all new staff on Work Health and Safety.
5. SAVVY maintains records and statistics to assist in the continuous improvement of the health and safety management systems and return to work processes.

Procedures

1. The following procedures document SAVVY Return to Work Program and set out how rehabilitation and return to work processes are to be implemented. They specify the roles and responsibilities of all employees including managers.
2. Reporting an Injury at Work
 - a. To facilitate early intervention employees, report work-related injuries to their manager immediately and enter an Incident Report through TurnPoint as soon as practicable.
 - b. The People Manager assesses if the worker needs to stop work immediately and seek first aid and/or medical treatment; and advises the CEO.
 - c. When it is likely that a workers compensation claim will be lodged the CEO contacts the employee and if needed arranges a medical appointment and transport for medical treatment.
 - d. The injured employee is advised of the process that will be followed.
3. Medical Certificate
 - a. A Medical Certificate is required in all situations of illness or injury giving details of incapacity and, where relevant, any work restrictions, treatment and time frames.
 - b. All Workers Compensation claims must be accompanied by a WorkCover Medical Certificate specifying the diagnosis, work restrictions, treatment required and dates of any time lost.
4. Lodging a Claim for Workers Compensation
 - a. Employees give the Work Cover Certificate and a copy of the entry in the Hazard & Incident Report to either their People Manager or the CEO as soon as possible.
 - b. The CEO liaises with the employee to obtain additional information to assist the insurer in determining liability. This includes:
 - i. Initial Notification of Injury and Disease Form
 - ii. WorkCover Calculating Pre Injury Average Weekly Earning Form
 - iii. Any other supporting documentation e.g. police reports, medical imaging reports
 - c. The CEO lodges the Medical Certificate and all of the above documents with the insurer in accordance with insurance agency requirements.
5. Deciding Liability in Relation to Workers Compensation
 - a. SAVVY insurer determines liability in accordance with the relevant timeframe.
 - b. The insurer advises in writing whether the claim has been accepted or declined. If the claim is declined the insurer provides reasons together with information regarding steps to be taken to review the decision.
6. Medical Treatment
 - a. Any injured employees can nominate a treating doctor of their choice.
 - b. In Workers Compensation cases the doctor participates in the Return to Work Plan and is available to discuss the injured employee's rehabilitation with SAVVY, the insurer or other service providers
 - c. The injured employee must attend all medical appointments and treatments as advised by the nominated treating doctor. Appointments in relation to ongoing claims must be made before the end of the current Work Cover Certificate. If there is no progress in the return to

work proceedings by the third appointment the RTW Coordinator attends the medical appointments with the injured employee and at other times as required.

7. Return to Work Plan

- a. In cases where an employee cannot immediately return to usual duties, a Return to Work Plan is developed by the RTW Coordinator in consultation with the injured worker and the Manager.
- b. A Return to Work Plan is:
 - i. based on medical advice from the nominated treating doctor
 - ii. developed individually for each injured employee, indicating the rehabilitation goal, restrictions, treatment arrangements and proposed suitable tasks time restricted in line with the details of the Medical or Work Cover Certificate
 - iii. monitored, reviewed and up-dated by the RTW Coordinator as directed by the nominated doctor. This includes a regular review of the anticipated outcome.
- c. In addition, in Workers Compensation cases the Return to Work Plan is:
 - i. approved by the nominated treating doctor
 - ii. signed by all parties (see above)
 - iii. sent to the insurer

8. Suitable Duties

- a. Where employees are temporarily unable to return to normal duties, SAVVY makes every effort to provide suitable and meaningful duties consistent with the nature of the injury or illness.
- b. The CEO ensures:
 - i. the duties are of a temporary nature
 - ii. appropriate training is provided if the duties are new to the employee
 - iii. the workload impact on other employees is minimal
 - iv. the identified duties are productive for the organisation

9. Outcomes

- a. The aim is for the employee to return to pre-injury duties. In most cases this is achieved but where it is not possible the Return to Work Plan may identify the most suitable of the following rehabilitation objectives:
 - i. return to similar or comparable work
 - ii. return to different, but suitable work
 - iii. return to similar or comparable work with an alternate employer
 - iv. return to different, but suitable work with an alternate employer
- b. In the rare case that the injured employee is unable to be accommodated in any capacity, SAVVY works together with all relevant parties and provides support during the process of ceasing employment.

10. Obligations of Employees

- a. Employees have an obligation to work together with SAVVY and other relevant parties. They must cooperate:
 - i. to prevent work related injuries to themselves and others
 - ii. to meet its return to work obligations
 - iii. in implementing any workplace changes to assist the return to work of themselves or fellow workers.
- b. For all employees this may include:
 - i. notifying of a workplace injury
 - ii. attending all medical and treatment appointments as required
 - iii. participating and cooperating in the establishment of a return to work plan
 - iv. complying with activities and any restrictions in the return to work plan
- c. In addition, in Workers Compensation cases an employee must nominate one treating doctor who is prepared to participate in the development and implementation of a Return to

Work Plan. Failure of an employee to comply with their return to work plan could result in the insurer suspending weekly benefits.

11. Accredited Rehabilitation Provider:
 - a. In Workers Compensation cases the services of an accredited rehabilitation provider are obtained when:
 - i. the return to work process becomes complicated
 - ii. a long term workers compensation claim or
 - iii. as determined by the SAVVY leadership team.
 - b. The rehabilitation provider:
 - i. assesses the injured employees' capabilities and rehabilitation needs;
 - ii. liaises with the nominating treating doctor and attends all medical appointments;
 - iii. assesses and advises on workplace modifications;
 - iv. develops the rehabilitation plan in consultation with the injured employee, the nominated treating doctor, the RTW Coordinator and the relevant Manager;
 - v. works closely with the RTW Coordinator to ensure a timely and safe return to work for the injured employee.

References to other SAVVY policies and external sources

1. WHS1.1 Work Health and Safety
2. HR4.4 Grievances Resolution

Summary of attachments

1. Nil

Version Control

1. 1 April 2023 - New Policy Creation
2. 17 August 2023 - Minor wording updates