

RETURN TO WORK PROGRAM

OUR COMMITMENT

We are committed to the return to work of our injured staff. We aim to prevent injury and illness by providing a safe and healthy working environment.

We will work with the Self Insurance Corporation (managed by Allianz), the staff member and their rehabilitation providers to develop and monitor an injury management plan and ensure that injury management commences as soon as possible after a staff member is injured.

We will support the injured staff member and ensure that early return to work is a normal expectation.

We will provide suitable duties for the injured staff member as soon as possible.

We will ensure that our injured staff (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause.

We will consult with our staff to ensure that the return to work program operates as smoothly as possible.

We will maintain the confidentiality of injured worker records.

PROCEDURES

1. Notification of injuries

- all injuries must be notified to the relevant supervisor or Personnel Officer as soon as possible
- all injuries will be recorded in the Register of Injuries and Incidents maintained by Personnel
- our workers compensation insurer, the Self Insurance Corporation, will be notified of any injuries within 2 working days.

2. Recovery

- we will ensure that the injured staff member receives, or is allowed to seek, appropriate first aid and/or medical treatment as soon as possible
- the injured staff member must nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

3. Return to work

- we will arrange a suitable person to explain the return to work process to the injured staff member
- we will ensure that the injured staff member is offered the assistance of a WorkCover-accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.
- we will arrange for the staff member's return to work (subject to medical and rehabilitation provider advice).

NSW Ombudsman policy number:	24b
Policy originally created:	6 August 2007
Last reviewed/updated:	6 August 2007
Version number:	1
Related policies:	Occupational Health & Safety; OH&S Strategies and Procedures; First Aid Plan; OH&S Action Plan

4. Suitable duties

- when the injured staff member, according to medical advice, is capable of returning to work, we will develop an individual return to work plan in conjunction with the staff member, their treating doctor, our insurer and, if appropriate, an accredited rehabilitation provider and/or injury management consultant.
- we will undertake to provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured staff member's physical and psychological condition depending on the individual circumstances of the injured staff member.

Suitable duties may be:

- at the same worksite or a different worksite
- the same job with different hours or modified duties
- a different job
- full time or part time.

5. Dispute resolution

- if disagreements about the return to work program or suitable duties arise, we will work together with the injured staff member, their treating doctor, the insurer, and the Public Service Association, if applicable, to try to clarify the issues and resolve the dispute
- if we are unable to resolve the dispute, we will seek advice from our insurer on how best to proceed which could include but not be limited to involving an accredited rehabilitation provider or injury management consultant.

INFORMATION FOR STAFF

Staff have the right to:

- nominate their own treating doctor who will be involved in their injury management plan
- choose their own accredited rehabilitation provider if necessary
- be actively involved in the planning of their return to work.

Staff must:

- take care to prevent work injuries to their self and others
- notify their supervisor or Personnel Officer of an injury as soon as possible
- comply with their injury management plan
- provide accurate information about any aspect of their claim
- notify Personnel if they obtain secondary employment or earn extra income while they are receiving weekly benefits
- attend medical and rehabilitation assessments
- cooperate in workplace changes that will assist other injured staff members.

If staff do not comply with their injury management plan, the insurer may suspend their benefits.

CONTACTS

Return to Work Coordinators

Carol Ryan, Personnel Officer Phone 02 9265 0454

Jayson Leahy, Personnel Officer Phone 02 9286 0928

Workers Compensation Insurer

Self Insurance Corporation (managed by Allianz)

GPO Box 4056 SYDNEY NSW 2001

Phone 1300 788 946

Fax 1300 788 942

WorkCover Claims Assistance Service Phone 13 10 50

Workers Compensation Commission Phone 1300 368 040

For conciliation of all claims for most staff - www.wcc.nsw.gov.au