



WHS 078 WORKPLACE REHABILITATION POLICY & PROCEDURE REHABILITATION AND RETURN TO WORK

1. INTRODUCTION

Charles Sturt Campus Services Limited is committed to the rehabilitation of employees who are injured at work and to ensuring that such employees remain at work, or return to work as soon as possible, after they have sustained an injury. Charles Sturt Campus Services Limited has instituted the following procedure in consultation with staff and the Work health and safety committee. The procedure describes how rehabilitation and return to work is to be implemented in the workplace and documents the roles and responsibilities of all employees - including management.

2. SCOPE

This policy applies across the organisation of Charles Sturt Campus Services Limited and all workplaces under our control.

3. ROLES AND RESPONSIBILITIES

Specific duties and responsibilities have been assigned to:

1. Work health and safety committee
2. Rehabilitation and return to work coordinator
3. Managers and supervisors
4. Injured employees

3.1 The Work Health and Safety Committee

The Work health and safety committee is responsible for communicating WHS and rehabilitation procedures in the workplace. Work health and safety committee representatives:

- 3.1.1 may, where appropriate, be actively involved in the rehabilitation of injured employees in order to assist in a speedy and safe return to work
- 3.1.2 will maintain confidentiality of individual workers
- 3.1.3 may, where appropriate, assist in developing and implementing preventative measures into the workplace with the use of injury statistics.

3.2 Rehabilitation and Return to Work Coordinator

The rehabilitation and return to work coordinator plays a pivotal position in the successful return to work of injured employees. Charles Sturt Campus Services Limited has appointed an employee from each site to this role. The rehabilitation and return to work coordinator will coordinate and monitor rehabilitation in the work place, working with injured employees, managers and/or supervisors, treating medical practitioners, medical experts and contracted vocational rehabilitation service providers.



Your RTW Coordinators are:

Albury / Canberra Campus	- Susan Collins	ph: 0400 478 497
Bathurst Campus	- Elizabeth Day	ph: 0439 608 776
Dubbo/ Orange Campus	- Kylie Trotter	ph: 0437 793 795
Wagga Campus	- Caitlin Nixon	ph: 0455 558 969

3.2.1 The responsibilities of the rehabilitation and return to work coordinator are to:

- assist injured employees to remain at work, or return to work as soon as possible, after they have sustained an injury
- to assist the Corporation in the preparation and implementation of a rehabilitation and return to work plan for injured employees
- liaise with any persons involved in the rehabilitation, or the provision, of medical services to injured employees
- monitor the progress of an injured employee's capacity to return to work
- take steps to prevent the occurrence of secondary disabilities when workers return to work.

3.2.2 Initial action

Charles Sturt Campus Services Limited believes that rehabilitation commences immediately after the injury is sustained.

The supervisor (manager) and the rehabilitation and return to work coordinator should be notified (in person, by telephone, or email) of all incidents or accidents as soon as possible - preferably within 24 hours.

On being notified of an incident or accident, the supervisor (manager) and rehabilitation and return to work coordinator will:

- ensure that the employee's immediate needs are met (eg, transport for treatment is organized, family members are notified etc)
- obtain as much relevant information regarding the injury as possible.
- in conjunction with the injured worker, complete an incident report as soon as possible - preferably within 12 hours.

3.2.3 Follow-up action

The supervisor (manager) and/or rehabilitation and return to work coordinator will consider contacting the injured employee within 12 hours of the incident or accident occurring.

The rehabilitation and return to work coordinator will:

- ensure that the injured employee
 - o has their rights and responsibilities explained to them
 - o is given a contact telephone number, a workers compensation Claim form and a medical authority to sign, allowing the treating doctor to release information
 - o is given a copy of the WorkCover publication 'Injured at Work'
 - o a copy of this procedure
- arrange a meeting with the injured employee, within an appropriate timeframe, to initiate discussion about the employee's rehabilitation and return to work
- maintain regular contact with the injured employee
- subject to the injured employee signing a medical authority, contact the treating medical practitioner to obtain medical guidelines for a return to work
- meet with the injured employee after the initial contact to:



- o clarify the employee's need for assistance to minimize the impact of the injury
- o clarify medical guidelines/restrictions
- o establish if any other treating specialists or rehabilitation specialists are involved
- o provide duties within the guidelines/restrictions
- o establish a suitable employment schedule that documents the internal return to work plan
- assist in the preparation and implementation of a rehabilitation and return to work plan if the case manager requests that a contracted vocational rehabilitation service provider develops a rehabilitation and return to work plan.

3.3 Managers and supervisors

3.3.1 The responsibility of managers and supervisors is to:

- assist the rehabilitation and return to work coordinator and the contracted vocational rehabilitation service provider (if appointed) to identify alternative duties that are within the medical guidelines for an injured worker
- ensure the rehabilitation procedure is followed
- support and reassure the injured employee during their return to work
- ensure the injured employee adheres to the suitable employment schedule (or rehabilitation and return to work plan) and complies with medical restrictions
- manage co-workers' responses and ensure that the workplace is a supportive environment for the injured worker
- report any issues to the rehabilitation and return to work coordinator

3.4 Injured employees

3.4.1 The responsibility of an injured employee is:

- to report a workplace incident, near miss or injury to the employer (including the rehabilitation and return to work coordinator) within 24 hours of the occurrence
- to undertake appropriate treatment from a doctor of their choice
- to actively participate in the rehabilitation process
- to perform suitable duties and/or undertake suitable employment
- to abide by agreed medical restrictions
- to communicate any changes in medical restrictions to the employer
- to provide an updated medical certificate to their employer

3.4.2 Management recognizes that each employee has the right to:

- have a treating doctor/specialist of their choice and obtain a second opinion from a specialist
- be actively involved in all decisions and actions relating to their rehabilitation
- have a representative (a family member, union official, medical officer, or WHS representative) attend any meeting at which the employee's rehabilitation and return to work is being discussed
- seek independent advice before signing any documentation
- have personal and medical information kept confidential.
- the provision of a copy of the suitable employment schedule or a rehabilitation and return to work plan that takes proper account of the employee's individual needs
- have an interpreter at meetings and appointments if required.

3.5 Employers' rights and responsibilities

3.5.1 Charles Sturt Campus Services Limited has the responsibility to:



Charles Sturt Campus Services Limited

ABN 37 063 446 864

Registered Office:

Division of Finance, Building 8

Charles Sturt University

Wagga Wagga NSW 2678



- provide a safe working environment
- provide suitable employment in accordance with Section 58B of the Workers Rehabilitation and Compensation Act 1986 and be actively involved in an injured worker's rehabilitation
- comply with the requirements of an injured employee's rehabilitation and return to work plan
- keep in touch with an injured employee's case manager
- not terminate a worker's employment without first giving the worker at least 28 days' notice of the proposed termination

3.5.2 Charles Sturt Campus Services Limited has the right to:

- actively participate in an injured worker's rehabilitation and return to work
- request that the injured worker's case manager reviews a claim if we believe that weekly payments should be stopped or reduced
- request that an injured worker attends an examination by a recognized medical expert
- be provided with copies of medical reports when requested in writing and ask for reports on an injured worker's medical progress and incapacity for work


4. DISPUTE RESOLUTION

All disagreements arising from the workplace rehabilitation of injured workers will be managed in accordance with the protocols outlined in the company's Grievance and Dispute Resolution Procedure and Equal Opportunity Policy.

If a disagreement cannot be resolved, authorities such as WorkCover can provide assistance in settling the issue and progressing return to work.

5. SIGN OFF

Company Representative:

Signed:  **Date:** 16-03-20

Name: Martin Dooner **Position:** General Manager