

Return to Work Program

A SUMMARY FOR DISPLAY IN THE WORKPLACE

NSW

POLICY AND PROCEDURES FOR

Name of Employer

This organisation is committed to preventing injury and illness through providing a safe and healthy working environment, in compliance with the *Workplace Injury Management and Workers Compensation Act 1998 (the Act)*, and the *Occupational Health & Safety Act 2000*.

This Return to Work Program has been developed for the management of employees who are injured at work. The effectiveness and continuing acceptability of the Return to Work Program will be reviewed every two years. The Return to Work Program forms part of the operating procedures for this organisation, and is consistent with QBE's Injury Management Program.

Employer Commitments

Our commitments to this workplace are to:

- Return injured employees to work as soon as possible after an injury (subject to medical opinion).
- Provide early access to rehabilitation services to those in need, and ensure that early return to work is a normal expectation.
- Provide suitable duties/employment to injured employees where reasonably practicable, and to otherwise assist them with their return to work in a safe and proper manner.
- Participate in the development and implementation of an Injury Management Plan for an injured employee.
- Ensure that participation in an Injury Management Plan does not prejudice an injured employee's rights.
- Maintain confidentiality of rehabilitation records.
- Consult with employees and unions to discuss any relevant issues and to ensure that the return to work program operates effectively.

Rights and Obligations of Injured Employees

It is the organisation's policy to fully inform injured employees of their rights and obligations when an injury occurs. Under the *Workplace Injury Management and Workers Compensation Act 1998*, the injured employee has the following:

Employee Rights

- The right to choose a nominated treating doctor and a WorkCover approved rehabilitation provider.
- The right to access interpreter services, where appropriate.
- The right to be actively involved in the planning of their return to work.
- The right to an individually tailored Injury Management Plan, to be developed by QBE following consultation between this organisation, QBE, the treating doctor and the injured employee. The plan will outline the treatment, rehabilitation and return to work activities applicable to the injured employee.
- The right not to be prejudiced in either job security, promotion or workers compensation benefits by participating in an Injury Management Plan.
- The right not to be dismissed solely or principally due to an injury, within 6 months of sustaining the injury.

Employee Obligations

- To notify this organisation of an injury as soon as possible.
- To nominate a treating doctor who is willing to participate in the development of, and arrangements under, an Injury Management Plan.
- To participate in the development and the implementation of an Injury Management Plan.
- To change your nominated treating doctor only if you can provide the QBE case manager with a written letter formalising the request,

and detailing the reasons why you wish to change doctors.

- To attend medical and rehabilitation assessments.
- To understand that not participating in an Injury Management Plan may result in suspension or reduction of weekly benefits.

Procedures in the Event of an Injury

- If an employee sustains an injury at work, they must immediately report the injury to their supervisor, and to the Return to Work Co-ordinator, who will be responsible for ensuring that any necessary First Aid is provided, and, if required, refer to a doctor for treatment. The injury must be recorded in the **Register of Injuries**.
- The Return to Work Co-ordinator is responsible for maintaining the efficient operation of this organisation's workers compensation policy and procedures. The Return to Work Co-ordinator will develop and co-ordinate individual return to work (suitable duties) plans as needed, and will assist injured employees to complete the appropriate paperwork, including the **Worker's Injury Claim Form**. Completed claim forms must be forwarded to QBE within 7 days.
- In the case of a **significant injury**, where the employee is expected to be totally/partially fit for a continuous period of more than 7 days, a QBE **First Report of Injury** form will be completed by the Return to Work Co-ordinator and forwarded to QBE by phone, fax or electronic means within 48 hours of the notification. All other injuries will be reported to QBE within 7 days.
- The QBE Case Manager will contact the injured employee, this organisation, and, where practicable, the nominated treating doctor within 3 days of being notified of a significant injury, in order to discuss the injury, the expected period for recovery, and the treatment plan.
- Excess on any claim will be waived if the injury is reported to QBE, within 5 days of an employer becoming aware that the injury occurred.
- For significant injuries, QBE will co-ordinate the development and implementation of an Injury Management Plan. The Injury Management Plan details the steps that will be taken to assist the employee to recover from their injury, and to Return to Work. The responsibilities of all parties concerned will be outlined in the Injury Management Plan. The injured employee, this organisation, QBE and the nominated treating doctor must comply with the obligations imposed under an Injury Management Plan.

Provision of Suitable Duties

Identifying and providing suitable duties is an integral part of our Return to Work Program.

- When an injured employee is considered medically fit to return to work on suitable duties, our Return to Work Coordinator will discuss with the nominated treating doctor and rehabilitation provider (if appointed), whether suitable duties can reasonably be found at this workplace, and if not, what other options are available.

- Suitable duties may mean a change in duties, job, and/or hours. If additional training is necessary for the suitable duties tasks, this will be provided. Once suitable duties have been identified and discussed with the injured employee, their supervisor, the industrial union (if applicable) and the nominated treating doctor, they will be confirmed in writing after agreement is reached.
- This agreement will be documented by our Return to Work Coordinator in an individual **Return to Work (Suitable Duties) Plan**.
- This plan will be developed either by our Return To Work Coordinator or the rehabilitation provider (if appointed). The plan must be signed off by the injured employee, our Return to Work Coordinator, and the nominated treating doctor. The plan cannot be implemented until all of the relevant stakeholders have reached agreement about the suitable duties described in the plan. The agreed plan will be made available to the injured employee's supervisor, and the union (if applicable).

Consultation about the Return to Work Program

Consultation between the employer, injured employee and relevant industrial union (if appropriate) will occur at regular intervals, or earlier if required. This is an opportunity to discuss the rights and obligations of all parties involved, the arrangements for return to work of injured employees on suitable duties, and for reviewing the general conduct of rehabilitation activities, policies and procedures. Feedback on the consultation process should be made to the Return to Work Coordinator.

Disputes about the Return to Work Program

If there is a dispute over any aspect of this organisation's Return to Work Program, it should be referred as soon as possible to our Return to Work Coordinator. Disputes will be resolved during the consultation process between this organisation, the employee and any industrial union representing them, in order to maintain the spirit of the Return to Work program. Should the dispute not be resolved, QBE will be contacted for assistance.

Consequences of Non-Compliance

- If an injured employee does not comply with an agreed Return to Work (Suitable Duties) Plan, or fails to comply with the requirements of an Injury Management Plan, payments of weekly benefits may, following written notification, be suspended. Benefits will not be paid for the period of suspension.
- If the nominated treating doctor/practice does not participate in the development and implementation of an Injury Management Plan, another treating doctor or medical practice may need to be nominated.
- If an injured employee does not contact QBE to discuss a change of treating doctor or medical practice before commencing treatment, medical costs may not be paid.

Scheduled Review Date of Return to Work Program	/	/
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Our Return to Work Coordinator is	
at/on	
This person is responsible for maintaining the efficient operation of this policy and procedures, and coordination and development of individual return to work plans for each employee, as the need arises.	

Our nominated rehabilitation provider(s) are: (Subject to accreditation)		
Name		Phone
Name		Phone

The following medical practitioner(s) or practice are available to assist in the injury management and/or Return to Work Program:			
Name			
Address			
Phone		Fax	
Name			
Address			
Phone		Fax	

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