



OM00046 - Return to Work Plan

TABLE OF CONTENTS

Table of Contents 1

Amendment Record 1

 1. Return to Work Plan 2

 2. Return to work Procedure: 2

Forms and Registers 4

Disclaimer: This document contains material to assist in meeting environmental management, Work Health and Safety and Quality obligations under the International Standard ISO AS/NZS ISO 9001:2016,14001:2016 and other legislative bodies. This document contains material sourced from Safe Work Australia. Any such material remains subject to copyright © Commonwealth of Australia.
<https://www.safeworkaustralia.gov.au/copyright>
 Although every effort has been made to ensure the accuracy of this information at the time of publication, it is provided as guidance only and does not provide legal advice on meeting your obligations. This document and its contents are © A2Z services 2018 and or the originating source authors and no permission is given for its duplication or copying, in part or in its entirety, for use outside its original purposes as stated within the company.

AMENDMENT RECORD				ISSUE #: 1		
				ISSUE DATE: 10/09/2018		
Rev. #	Date	Details		Description of Changes	Prepared By	Approved by
		Section #	Para. #			
1						
2						
3						
4						

1. Return to Work Plan

Objective: To assist an injured worker to return to work as soon as medically appropriate.

Scope: The Return to Work Plan covers all workers who are “Deemed Workers” of A2Z Services as defined under Workers Compensation legislation.

Policy: A2Z Services is committed to providing a safe workplace, free of injury and disease, however, if a worker is injured, strategies will be in place to ensure early intervention and support is available. A2Z Services will work in a timely manner to liaise with the medical community to help the injured workers return to work.

A2Z Services will:

- Ensure the injured worker’s right to confidentiality of medical information;
- Ensure that no information will be used to discriminate against the injured worker;
- Nominate a Return to Work (RTW) Coordinator;
- Establish a Return to Work Group, which may comprise the RTW coordinator, the injured worker (where medically able), the Nominated Treating Doctor, the Health and Safety Representative and the union delegates (if applicable);
- Complete RTW Plans within the legal timeframes;
- Maintain a Register of Injuries;
- Make offers for modified duties in writing (on the relevant forms) and provide these to the injured worker and nominated treating doctor/practitioner;
- Comply with the PCBU obligations written into and agreed upon in RTW Plans;
- Educate workers about the causes of the injury and subsequent risk controls;
- Keep records as required by the State Authority and relevant legislation;
- Display an “If you are injured” (or similar) poster for workers with support information;
- Ensure all workers are aware of responsibilities and rights with RTW through training and education;
- Manage disputes through agreed procedures and legislative requirements;
- Ensure all workers are familiar with and have access to this RTW as required;
- Display the Return to work plan at the workplace;
- Review this Return to work plan at least every two years, in consultation with relevant persons.

A2Z Services will not dismiss a worker because of a work-related injury within six months of becoming unfit for employment. The aim of RTW is not to disadvantage an injured worker, but to ensure their Return to work in an appropriate timeframe and dignified manner.

Workers of A2Z Services must participate in RTW by:

- Obtaining appropriate medical treatment;
- For work-related injuries, get a Medical Certificate from their nominated treating doctor/practitioner;
- Contacting the PCBU as soon as reasonably practicable after injury/illness;
- Provide the PCBU with appropriate Workers Compensation forms and documentation;
- Provide accurate information about any aspect of the Worker’s Compensation claim;
- Maintaining communication with the PCBU, rehabilitation provider and insurance agent concerning their RTW;
- Assist in identifying suitably modified duties;
- Actively participating in and complying with the RTW Plan where agreed/reasonable;
- Notify anything that may affect the RTW Plan or Worker’s Compensation claim to the RTW Coordinator.

2. Return to work Procedure:

RTW Coordinator: Appoint a suitably competent person as a RTW Coordinator.

The RTW Coordinator has:

- Authority and time to adequately consult, liaise and make decisions with the relevant parties, subject to the RTW Plan and this procedure;
- Ability to communicate across cultures, including ethnicity, gender and age;
- Completed training as a RTW Coordinator (approved by State Authority);
- Knowledge and understanding of the obligations and rights of injured workers, PCBU, rehabilitation providers, treating medical professionals and Insurance agents in respect of injury management and RTW Plans.

The RTW Coordinator will:

- Develop, coordinate and monitor return to work strategies such as rehabilitation and RTW Plans and maintain regular consultation between injured workers, the PCBU and all treatment providers;
- Assist in educating and informing all workers about the Return to work plan and what to do if they are injured;
- On behalf of the PCBU, ensure RTW for an injured worker is coordinated with and understood by managers, supervisors and co-workers;
- Maintain appropriate documentation and records as required by the legislation;
- Ensure the strictest confidentiality both written and verbal in respect of injured workers and Worker's Compensation.

Information: A2Z Services will ensure that workers are informed about their rights and responsibilities if injured on the job. Display information posters (provided by insuring agents and State Regulators) in common areas and workers will be consulted about this upon initial employment and periodically during their employment.

Workers' rights include:

- Nominate their treating medical practitioner/doctor who will be involved in their RTW Plan;
- Choose an accredited rehabilitation provider if necessary;
- Be actively involved in the planning of their RTW.

Notification of Injuries:

- All injuries must be notified to the supervisor as soon as reasonably practicable;
- A2Z Services will ensure that the injured workers receive appropriate first aid/medical treatment as soon as reasonably possible;
- Worker injury claim forms will be available from the nominated RTW Coordinator;
- The worker must appoint a treating medical doctor/practitioner who will be responsible for the medical management of the injury and assist with RTW;
- Upon receipt of a Worker's Injury Claim form, A2Z Services will make contact with their Workers Compensation Insurance Agent and relevant State Authority within required timeframes (e.g. 48 hours).

Notifiable Injuries will be notified to the relevant State Authority immediately and then the Worker's Compensation Insurance Agent as soon as it is possible.

Return to Work: If a worker is unable to perform their pre-injury duties due to injury/illness, implement RTW strategies upon receipt of the certificate of capacity from a registered medical provider.

The RTW Coordinator will consult with the injured worker, the treating medical provider and occupational rehabilitation provider (with permission from the injured worker) to assist the worker to RTW on acceptable/agreed modified or light duties wherever possible.

Suitable Duties: A2Z Services is committed to providing support, aid, modified work environment and meaningful work for the time that the injured worker is incapacitated (or for a period required by the State Authority) and to ensure the workers can return to their pre-injury employment when they are at full capacity.

Suitable duties shall take into consideration the following factors:

- The nature and degree of the worker's incapacity and pre-injury employment;
- Restrictions and exclusions outlined in medical certificates provided by the nominated treating doctor;
- Worker's age, education, skills and work experience;
- Where the worker lives (there may be restrictions on driving, walking etc.);
- Suitable employment to match rehabilitation training;
- Duties are to be productive and meaningful and not demeaning to the worker;
- Any other relevant factors.

Options for suitable duties shall be under the following preferred order:

- Original duties within work area/shift, with modification of workstation and equipment where required;
- Modified duties, hours, and/or work area;
- Alternative duties at the same workplace, or different workplace, with appropriate training;
- Retraining or further training and/or education;
- Placement with another PCBU, in another job.

Return to Work Plans: A2Z Services will ensure the worker's early return to work where it is safe to do so. A2Z Services will develop an individual RTW Plan, when the injured worker, according to medical advice, is capable of returning to work, and establish the plan in consultation, and with the agreement with the RTW Group.



RTW Plans will:

- Commence as soon as possible after the likely time off work is known;
- Be based on the advice of the worker’s own nominated treating health practitioner/doctor, and the work rehabilitation service provider;
- Be developed regarding the health and safety of co-workers;
- Be prepared in adherence to the injury management plan;
- Comply with the relevant legislation and agreed to consultation procedures;
- Be written using the RTW Plan agreed format and provided to the worker and their health care provider;
- Be regularly evaluated, monitored and updated by the RTW Group;
- Remain confidential at all times between the members of the RTW Group.

The RTW Plan will contain:

- Worker name and contact details;
- Job title and location;
- RTW coordinator name and contact details;
- Worker’s supervisor name and contact details;
- Worker’s compensation claim number (if applicable);
- Aim and goal of suitable duties;
- Days and hours of work;
- Suitable duties;
- Any duty restrictions or exclusions, capacity limits etc.;
- Details of medical treatments and appointments to be attended during the period of effect of the RTW Plan, e.g. physiotherapy;
- RTW Plan commencement and completion date;
- Review date;
- Sign off agreements - worker, nominated treating doctor, PCBU representative, and any other relevant person.

Dispute Resolution: If any disputes in respect of the Return to work plan or RTW Plan arise, A2Z Services will work together with the injured worker’s RTW Group to try and resolve them. If A2Z Services is unable to resolve the dispute, we will seek external assistance from the relevant State Authority.

FORMS AND REGISTERS

Document number	Document Name
OF0034	Return to Work Plan
OR0032	Injuries Register