

Return to Work Program

A summary for display in the workplace

ACT

Employer commitments

This organisation is committed to caring for our staff following injury and complying with our responsibilities under Section 109 of the *Workers Compensation Act 1951 (as amended)* and *Work Health and Safety Act 2011*.

Specifically we are committed to:

- Commencing the occupational rehabilitation process as soon as possible after injury.
- Providing early access to rehabilitation services to those in need.
- Returning an injured worker to work as soon as possible following injury, subject to medical opinion.
- Providing suitable duties/employment to injured workers where reasonably practicable and otherwise assisting them with their return to work in a safe and proper manner by participating in the development and implementation of an individual Personal Injury Plan.
- Ensuring that participation in a Personal Injury Plan does not prejudice an injured worker's rights.
- Maintaining confidentiality of rehabilitation records.
- Consulting with workers and unions to ensure that the employer's Return to Work Program operates effectively.

Rights and responsibilities of injured workers

In line with the Workers Compensation Act, the worker:

- Has the right to choose a nominated treating doctor/practice and must attend this doctor/practice for management of the Workers Compensation injury.
- Must nominate a treating doctor/practice who is willing to participate in the development of and the arrangements under a Personal Injury Plan.
- Should not change their nominated treating doctor/practice unless under exceptional circumstances.
- Has the right to access interpreter services where appropriate.
- Has the right to choose an approved Rehabilitation Provider.
- Must participate in the development and the implementation of a Personal Injury Plan.
- Must understand that not participating in a Personal Injury Plan may result in suspension or reduction of weekly benefits.
- Has the right not to be prejudiced in either job security, promotion or Workers Compensation benefits by participating in a Personal Injury Plan.
- Has the right not to be dismissed solely or principally due to an injury within 6 months of sustaining that injury, unless permanently unfit to return to work.

Procedures when an injury occurs

If a worker sustains an injury at work they must, where practicable, immediately report the injury to their supervisor and complete a Notification of Injury/ Register of Injury form. The supervisor will arrange First Aid and transport to a doctor/hospital as needed.

The Notification of Injury form must be immediately forwarded to the Employer Injury Manager:

Name	
Location	
Contact tel	

The alternate Employer Injury Manager is:

Name	
Location	
Contact tel	

The Employer Injury Manager is responsible for maintaining efficient operation of the Workers Compensation policy and procedures. They will also assist in the development and implementation of a Personal Injury Plan.

The Employer Injury Manager will assist injured workers to complete the appropriate paperwork, including Workers Compensation claim forms, and will manage the worker's return to work. This may involve the Employer Injury Manager speaking to the worker on the telephone, visiting the worker at home or in hospital and attending selected medical appointments.

The Notification of Injury form must be forwarded to QBE within 48 hours of the notification being made. The QBE Case Manager will contact the worker, employer and treating doctor to discuss the injury, recovery and treatment plans. For significant injuries (greater than 7 days partial and/or total incapacity), QBE will coordinate the development and implementation of a Personal Injury Plan. The Personal Injury Plan details the steps that will be taken in assisting the worker to recover from their injury and to return to work, and the responsibilities of all parties in this process.

Claim forms submitted to the employer by the injured worker, or documents requested by QBE, must be forwarded to QBE within 7 days.

Suitable duties

When an injured worker is considered medically fit to return to work on suitable duties, the Employer Injury Manager will assist in developing and reviewing a Personal Injury Plan in consultation with the treating doctor, injured worker, rehabilitation provider (if appointed), QBE, the worker's supervisor and industrial union (if applicable).

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.

The suitable duties program will be documented.

Consultation about the Return to Work Program

Consultation on the Return to Work program between the employer, injured worker and relevant industrial union (if appropriate) will occur at regular intervals, or as required. This is an opportunity to discuss the rights

and obligations of all parties involved, the arrangements for return to work of injured workers 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 Employer Injury Manager.

Disputes about the Return to Work Program

If there is a dispute over any aspect of the employer's Return to Work program, it should be referred to the Employer Injury Manager as soon as possible.

Disputes will be resolved during the consultation process with the employees (and any industrial union representing them) in order to maintain the spirit of the employer's Return to Work Program. If a dispute cannot be resolved in this way, QBE and/or Worksafe ACT will be contacted to assist in reaching a resolution.

Consequences of non-compliance

- If an injured worker does not comply with a reasonable requirement of a Return to Work or Personal Injury Plan, payment of weekly benefits may, following written notification, be suspended.
- If the nominated treating doctor/practice does not participate in the development and implementation of the Personal Injury Plan, another treating doctor or medical practice will need to be nominated.
- If an injured worker does not contact QBE to discuss a change of treating doctor or medical practice before commencing treatment, medical costs may not be paid.

Employer	
Address	

Signature of employer's representative
X

Signature of employee's representative
X

Date in force	/ /
Scheduled review date of return to work program	/ /

QBE Insurance (Australia) Limited

ABN 78 003 191 035

Canberra Branch
Level 7, 220 Northbourne Avenue
Braddon ACT 2612
Tel: (02) 6201 3333
Fax: (02) 6201 3398



QBE