

Workplace Rehabilitation Policy

1. Purpose

Inala Community House recognises that helping workers to stay at work or make an early and safe return after an injury minimises the impact of the injury on them and their families.

Inala Community House supports injured workers by having a system of workplace rehabilitation and providing suitable duties for them while they are recovering.

It is expected that all injured workers will return to work on suitable duties as soon as it is medically safe to do so.

As part of the workplace rehabilitation systems, ICH is committed to:

- providing a safe and healthy work environment
- encouraging the early reporting of injuries
- making suitable duties available to injured workers as soon as possible after an injury occurs
- consulting with injured workers to develop their suitable duties program
- respecting the confidentiality of our worker's medical and rehabilitation information

2. Scope

This policy applies to all staff of Inala Community House. This policy also applies to Board members, volunteers, students and trainees except for provisions relating to workers compensation, Work Cover and Q-COMP. For the purposes of this policy, these persons shall be referred to as workers.

3. Definitions

Rehabilitation: is the process of getting an injured person back to work. Rehabilitation may involve receiving treatment from a registered person (e.g. physiotherapist, podiatrist, dentist) or aids or equipment approved by WorkCover.

Rehabilitation and Return to Work Coordinator (RRTWC): is a person who acts as the link between the injured person, their treating doctor, management/member of the leadership team, WorkCover and any other person involved in their return to work.

Suitable duties programs: are specially selected duties that are matched to the injured persons capacity for work. Suitable duties could mean the injured workers does their normal role but with restrictions or doing another job entirely. The suitable duties program will be monitored and upgraded as the injured person's recovery progresses.

WorkCover Queensland: is the insurer. WorkCover will make decisions on the injured person's claim regarding ICH's liability and will coordinate the overall rehabilitation plan based on the available medical information. WorkCover works closely with the RRTWC to ensure the safest and best possible return to work outcome for injured persons.

Q-COMP: is the Workers' Compensation Regulatory Authority in Queensland. Q-COMP has many functions including the running of the medical assessment tribunals, providing administrative reviews of insurer decisions, educating the scheme about rehabilitation and return to work and connecting injured workers with services that will assist them in re-entering the workplace if they are not able to return to their pre-injury role.

4. Policy

4.1 Role of Injured Workers

If a worker is injured at work, they should:

- seek first aid or medical treatment
- tell their doctor that suitable duties may be available
- ask the doctor for a workers' compensation medical certificate (which is needed to make a claim)
- provide a copy of the workers' compensation medical certificate to the RRTWC and to WorkCover (a personal copy should also be kept)

Workers can lodge an application for compensation by:

- calling WorkCover Qld on 1300 362 128 or
- faxing a completed application form to 1300 651 387 or
- by applying online at www.workcoverqld.com.au.

It is the worker's responsibility to:

- attend medical appointments that are organised by WorkCover
- attend medical and other treatment appointments, where possible outside normal work hours
- participate in the development of a suitable duties program
- provide ICH with a copy of the medical certificates
- keep the RRTWC and relevant Manager informed about any progress

Workers have the right to:

- workers' compensation for work-related injuries accepted by WorkCover
- choose their own doctor
- authorise the RRTWC to contact the doctor for advice about returning to work
- the safe keeping of personal information
- be provided with suitable duties, where possible, to assist in returning to work
- be involved in developing a suitable duties plan
- union representation (if wanted)
- ask for a Q-COMP review of insurer decisions (reviewable decisions are listed under s540 of the Act)
- have access to an impartial grievance mechanism (check with the RRTWC and WorkCover).

4.2 Grievance procedure

If a worker is unhappy with a decision made at the workplace regarding rehabilitation, they can raise the matter with the RRTWC. If the matter is unresolved, the worker can ask the Managing Director to review the decision. A worker who remains unhappy with the decision following internal review can request that their WorkCover case Manager becomes involved to resolve the dispute.

If either an injured worker or ICH are unhappy with a decision made by WorkCover, the decision may be reviewable with Q-COMP.

Strict time frames apply to request a review. Workers have the right to ask the insurer to supply reasons for the decision within 20 days of being notified. This should be provided within 5 business days. If this is unsatisfactory, there is 3 months to apply for a review from the date of receiving the reasons for the decision.

4.3 Rehabilitation and Return to Work Coordinator (RRTWC)

Where an injury has occurred, the Managing Director or Chief Operating Officer may nominate one or more persons to perform the duties of the RRTWC.

When an injury occurs at work, the RRTWC's role is to (where appropriate):

- help the injured person complete an application for workers' compensation (if required)
- ask the injured person to sign an authorisation form that gives them permission to contact the treating doctor for guidance on return to work
- develop a suitable duties plan
- remain in regular contact with the injured worker and WorkCover throughout the rehabilitation process
- continue to monitor and upgrade the suitable duties program
- keep the Manager/member of the leadership team up to date with the injured person's progress
- keep the details of the injured person's rehabilitation file confidential
- ask for feedback from the injured workers on the rehabilitation process once the claim has ended.

The RRTWC will also educate all workers and management about workplace rehabilitation policy and procedures and ensure that this document is available for all staff.

4.4 The Role of Management

When an injury occurs at work, Managers and members of the leadership team can:

- help the RRTWC to identify suitable duties
- adjust rosters and workflows where possible to make sure injured workers can participate in suitable duties
- monitor injured person's progress while they are on suitable duties
- offer support and encouragement

- explain the purpose of suitable duties to co-workers and discuss how they can support the injured person's return to work.

5. Review

This policy should be reviewed every 2 years.

This policy remains in effect unless otherwise directed by the Managing Director.

6. Related Documents

Policies

ICH Grievance Policy
ICH Confidentiality Policy
ICH Psychological Health Policy
ICH Workplace Health and Safety Policy

References

Work Health and Safety Act 2011