

Sample of Standard return to work program for Category 2 Employers



State Insurance
Regulatory Authority

This document describes the steps that we, [name of organisation], will take if a worker sustains a work related injury or illness at work.

Our commitment

From injury prevention to when an injury occurs, through the insurance claims process and as our workers recover at work, we will:

- provide a safe and healthy working environment for all workers
- promote a positive attitude toward workers compensation claims and recovery at work
- consult our workers and, where applicable, unions to ensure this RTW program is implemented successfully
- review this RTW program at least every two years to ensure it remains current
- have procedures to help workers achieve the best health, work and recovery outcomes.

Our workers compensation policy covers all of our workers in case they suffer a work related injury or illness.

The procedures we will use to fulfil our commitments are outlined in the following pages.

Person responsible for recovery at work in our business

Name

Phone

Email

Our workers compensation insurer

Name

Phone

Website

After an incident

We will:

- provide immediate first aid (where appropriate) and medical treatment (if required) when a worker becomes injured or ill at work
- require all injuries to be reported as soon as possible and recorded in the register of injuries
- notify [name of insurer] of all work related injuries and illnesses within 48 hours
- immediately notify SafeWork NSW on 13 10 50 if an incident involves a death, serious injury or illness, or is a dangerous incident.

Support for the worker

We will:

- contact the worker regularly throughout their recovery
- inform the worker of their rights and obligations, and give them our workers compensation insurer's details
- make early contact with the worker's doctor to discuss the worker's normal duties, suitable work that is available, and opportunities for workplace modifications or assistive equipment
- contribute to the worker's injury management plan, which will be written by our insurer, and meet our obligations stated in the plan
- if necessary, arrange for an approved workplace rehabilitation provider to help the worker to recover at work
- not dismiss the worker for six months after they become unfit for employment because of a work related injury, as the law requires.
- If we dismiss a worker because they are unfit for employment due to the injury, the worker may apply to us within two years to be reinstated.



Sections 241 and 248 of the *Workers Compensation Act 1987 (NSW)*

Recovery at work

We will provide suitable full-time or part-time employment for workers with the capacity to recover at work, as far as reasonably practicable. This work will be consistent with medical advice, productive and appropriate for the worker's physical and psychological condition. It may include parts of the same job, the same job with different hours or modified duties, a different job at the same or a different workplace, training opportunities or a combination of these.

We will also:

- provide other support if necessary, such as equipment, workplace modifications or changes in practices to reduce work demands and aid the worker's recovery at work
- begin planning for the worker's recovery at work as soon as we are notified of a work related injury or illness
- consult the worker, insurer, doctor (where possible) and workplace rehabilitation provider (where applicable) to write a tailored recover at work plan
- monitor the worker's progress and update the recover at work plan as required
- keep all documents about the workers compensation claim in a confidential file.

Dispute prevention and resolution

We will:

- seek help from the insurer or an approved workplace rehabilitation provider if the worker's recovery at work is difficult or progress has stalled
- work with the worker and their representative to resolve any disputes, and seek help from the insurer if necessary.

If there is a dispute, we will give the worker the insurer's contact details as well as the following useful contacts:

SIRA Customer Service Centre

Phone 13 10 50 or visit www.sira.nsw.gov.au

Independent Review Office (IRO)

Phone 13 94 76 or visit <http://www.iro.nsw.gov.au>

Personal Injury Commission (PIC)

Phone 1800 742 679 or visit <http://www.pi.nsw.gov.au>

Declaration

The parties have consulted and understand the procedures detailed in this RTW program:

Employer representative

Name Position

Signature Date (DD/MM/YYYY)

Worker representative

Name

Signature Date (DD/MM/YYYY)

Employers must review their RTW programs at least every two years.
This RTW program will be reviewed on.

