

DOB ENTERPRISES PTY LTD

PROCEDURE FOR INJURY
REHABILITATION / RECOVER AT
WORK

IMS-314-07-PRO

Revision History

Date	Rev	Modified By	Changes Made, Review History	Reviewed by	Approved by
05/01/2017	1	Mahendra Verma	New Doc-Integrated Management system requirements	S Rupert	S Rupert
22/09/2017	2	S Opperman	Address	S Rupert	S Rupert
21.05.18	3	S Opperman	Updated Responsibilities, actions, included chekclist and witness statement form	S Rupert	S Rupert
06.09.18	4	S Opperman	Update in RTW Process	S Rupert	S Rupert
15.05.19	5	S Opperman	Updated: introduction, purpose, leadership and commitment, support process, rights and responsibilities, workplace and scheme contacts, dispute resolution, records and forms related	S Rupert	S Rupert
15.03.2020	6	S Opperman	Update to Recover At Work	S Rupert	S Rupert
24.5.2021	7	E Crepaz	Update contact details of Safework and icare & add relavant forms	S Rupert	S Rupert



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10.2 Sample Recover at Work Plan 22



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Injury Rehabilitation / Recover at Work

1 Introduction

This program has been developed to outline the procedures that will be followed for all staff who sustain a work-related injury or illness.

DOB Enterprises Pty Ltd t/a MBC Recruitment, Macquarie Labour Hire, MBC Nursing and Watchout Training and Traffic Control will provide support to staff who sustain a work-related illness or injury in order to enable them to achieve a timely, safe and sustainable return and recovery at work (RAW).

Any enquires about this program should be directed to the Work Health and Safety Manager.

This Injury Rehabilitation / RAW Program applies to all workers of DOB Enterprises Pty Ltd t/a as MBC Recruitment, MBC Nursing, Watchout Training and Traffic Control and Macquarie Labour Hire

2 Purpose

The purpose of this document is to specify the steps that DOB Enterprises Pty Ltd (DOB) follows when an injury has occurred, and the process of managing the rehabilitation and return and recovery at work of the injured employee.

DOB believes that its workers are its greatest assets. DOB is committed to prevent injury and illness by providing a safe and healthy working environment.

The purpose of the Recover at Work Program (RAW) is to ensure DOB Employees have:

- an understanding and commitment to recovering at work;
- a clear, accessible and well-understood process to support staff who sustain a work-related injury or illness;
- an understanding of what action to take in the event of a workplace injury.

The DOB RAW Program is designed to assist injured workers to return to and recover at work as soon as medically appropriate, in a timely and safe manner and work with the medical community to help injured workers regain quality of life. This RAW Program will also assist injured workers, RTW coordinators and the PCBU to know their rights and responsibilities in respect of rehabilitation and the RAW process.



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3 Leadership and Commitment

DOB Enterprises Pty Ltd Management and all staff are committed to:

- the health and safety of all employees, clients, community members and other interested parties involve or affected by DOB Activities (see the DOB Work Health and Safety Policy);
- supporting staff who sustain an injury or illness in the course of their work or placement with DOB
- the principles of recovering at work and recognises the negative impact of long term work absence on not only physical but mental health as well;
- providing a compassionate, safe and timely return to and recover at work for all injured or ill employees

4 Recovery at Work- Support process

4.1 Arrangements for providing First Aid

DOB has a responsibility to ensure the health & safety of all workers and visitors to its premises and is committed to upholding Work Health & Safety practices in the workplace.

DOB is committed to providing a first aid service to all workers as per the Work Health & Safety guidelines & aims to achieve this by:

- Providing an up to date First Aid kit within DOB premises and vehicles
- Providing training for workers regarding their first aid obligations
- Ensuring that all office staff are aware of who the First Aid Officer/s are for their location
- Ensuring that the First Aid Officer/s training remains up to date

In the event that a worker becomes sick at work, DOB will:

- Seek medical assistance on their behalf; or
- The First Aid Officer/s will attend to them, first ensuring their own safety by assessing the environment
- Excuse them from their work / arrange transport for them to get home; or
- Contact the ambulance service, providing relevant information
- Contact the member of staff and possibly their emergency contact where this is relevant to ensure their wellbeing & safety

The purpose of the First Aid Officer/s is to;

- Preserve life & stabilise ill or injured people on or around the work premises
- Where possible, be aware of any urgent medical assistance which may be needed by workers (e.g. lollies or something sweet for diabetic people, Epi-pen for people with severe allergic reactions, Ventolin for asthmatic patient etc)

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- Ensure that any emergency medication is kept in a safe place in the First Aid box where possible
- Contact paramedics or medical services
- Assist the ill / injured person to find any medication which they urgently require (locker, handbag, etc)
- Place ill or injured people in a position of comfort or the recovery position if unconscious until paramedics arrive
- Ensure that the area is safe, and that people are in no further danger

In the event an employee becomes ill or sustains an injury on placement at a client premises, the first aid procedure of the host employer must be followed. DOB will inspect all host employer sites before placement to ensure appropriate procedures are in place. The DOB incident reporting procedure must still be followed.

Whilst DOB accepts its responsibility to ensure that a First Aid Officer and supplies are available on our premises, all workers are responsible for:

- Ensuring their own health & safety in the workplace by following the Work Health & Safety policy & taking measures where possible to ensure their own health
- Contacting the First Aid Officer/s if a colleague or visitor becomes ill
- Contacting the ambulance service by calling 000 in any kind of an emergency & relaying relevant information if a first aid officer is not available or instructs the employee to do so
- Following reasonable instructions from DOB
- Making DOB aware of incidents, hazards, risks, and near-misses as soon as possible
- Reporting any safety concerns such as the host employer not inducting an employee on safety/emergency procedures, not being aware of escape routes, or not being notified who the host employer safety warden and or first aid officer is.

4.2 Reporting an injury and notification to Insurer

When or where an employee sustains an injury or is involved in an incident with the potential to cause injury, they must report it to the relevant DOB supervisor or host employer supervisor) as soon as possible after it occurs. If an employee is unsure of who to report to, they must report the incident. Hazard, risk or near miss to the DOB WHS Manager.

The DOB WHS Manger, within 48 hrs of receiving a report of injury or illness, and usually within the same working day, of the incident being reported, will lodge the injury with our workers compensation scheme agent.

4.3 Notifiable incidents

A notifiable incident means the death of a person, a serious injury or illness of a person, or a dangerous incident with the potential to cause significant harm.



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When the relevant supervisor is informed of a notifiable incident, they must immediately notify the DOB WHS Manager directly.

The DOB WHS Manager will report notifiable incidents to SafeWork NSW on behalf of the DOB.

The Host employer MUST also inform SafeWork NSW - Contact 13 10 50.

4.4 Early intervention, triage and return to work

If an employee sustains an injury or becomes ill at work they should seek first aid or medical treatment as soon as possible, if needed.

The staff member should report it to the relevant DOB supervisor or Host employer Supervisor as soon as possible after it occurs. The supervisor must report to DOB WHS Manager within 24hrs or as soon as reasonably practicable.

The DOB WHS Manager will contact the staff member within 4 hours of receiving notice of the injury or will assign a Return to Work Coordinator to do the same.

During this initial phone call the DOB representative will discuss the injury and how it occurred with the employee to determine its seriousness and nature and identify initial return to and recover at work options. The employee will be asked to complete an Injured Workers Statement. The statement will be emailed, or the DOB representative will provide a physical copy of the form. The injured employee may ask a family member or friend to complete the form on their behalf.

The DOB Representative will also provide the employee with initial advice on workers compensation insurance and associated return to and recover at work process which may include facilitating timely access to treatment, obtaining the required documentation (e.g. NSW certificate of capacity) and access to weekly payments if the staff member is unable to work for a period of time.

The DOB WHS Manager will notify the scheme agent (currently EML) of the injury.

If an employee is unable to work their normal hours as a result of workplace injury, they are entitled to claim for workers compensation weekly payments – *please see 4.7*

The DOB WHS Manager and Return to Work Coordinator will develop an individual Recover at Work Plan (RAW) if the staff member suffers an injury that affects their capacity to perform their normal duties. Pending complexity of recovery, DOB will assign an external Rehabilitation Facilitator who will then take over the RAW plan.



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The RAW Plan will:

- be prepared in consultation with the staff member, their treating medical practitioner, and supervisor, the plan may be prepared before initial medical evaluation to assist the Doctor and determine RAW Capacity and limitations.
- identify temporary suitable duties for the injured employee to aid in return and recovery at work
- outline the steps being taken, including treatment, by all parties to assist the employee return to health and remain and recover at work
- be reviewed at least every 4 weeks or more often if that is in line with medical recommendations.

Suitable Duties will be selected on the basis of:

- the nature and severity of the injury/illness
- employees age, education, skills and work experience
- medical advice from treating doctor, treating health professionals and the workplace rehabilitation provider if one is involved
- the expected timeframe for return to full capacity
- availability of duties within the employees department or elsewhere within DOB.

The DOB WHS Manager, RTW Coordinator or Rehabilitation Provider will make contact with the injured employee at significant points in the Workers Insurance claim and contact will also be made at regular interviews throughout the period of the claim – *please see 4.5*

The DOB WHS Manager, RTW Coordinator or Rehabilitation Provider may at times request further medical information in writing or via a case conference. A case conference will include the employee and their treating medical practitioner either in person or via phone and will be for the purpose of discussing the plan of treatment for the employee, the steps within any RAW Plan and barriers or impediments to the employee's recovery.

Once an employee's injury is resolved they should obtain a final NSW certificate of capacity (COC). A copy of the final COC must be given to the DOB WHS Manager, RTW Coordinator or Rehabilitation Provider as soon as possible.

4.5 Communication

The DOB team recognises the importance of maintaining ongoing positive communication with the injured or ill employee.

Contact will be made by the DOB WHS Manager with the injured employee at significant points in the injury claim and during recovery, including, but not limited to, triage, initial stages of establishing a Workers Insurance claim, and for the ongoing purpose of negotiating suitable duties and setting up and implementing the RAW Plan. The RTW

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Coordinator assigned will remain with the employee for the remainder of the claim, unless the employee requests a change of coordinator.

The team will monitor progress of the plan, such as every time a new certificate of capacity is issued, every time there is a change in capacity and when a final certificate of capacity is issued. Contact will also be made at regular intervals throughout the life of the injury claim.

4.6 Informed consent

DOB is committed to privacy and confidentiality. All employees who are claiming Workers Insurance will be required to obtain a certificate of capacity and complete the medical information release section on the initial certificate of capacity.

During initial consultations after a claim is submitted the RTW Team will communicate with the employee claiming workers compensation to issue an Injured Worker Statement. This Form will give the injured employee the opportunity to report their accounts of events/ details of injury and has a clear explanation of what the employee consents to.

The initial certificate and/or Injured Worker Statement will be securely stored and be used as evidence of informed consent to exchange and store medical information related to the staff members workers compensation claim and return to and recover at work.

4.7 Payroll

If an employee is unable to work their normal hours as a result of workplace injury they are entitled to claim for workers compensation weekly payments.

If an employee chooses to claim for weekly payments, after liability for weekly payments on a claim is accepted by the scheme agent, weekly workers insurance benefits will be paid through the normal payroll system.

In order to calculate the applicable weekly benefit rate (PIAWE), the DOB Payroll Officer will access the employee's payment history and may direct the employee to provide a completed record of hours worked for the duration of the injury or illness. The employee's direct supervisor will report hours worked and duties completed weekly to the WHS Manager and Payroll officer

4.8 Termination of employment

In accordance with [Workers Compensation Act](#), if an employee is not fit for their employment as a result of their workplace injury, DOB will not terminate their employment within the first 6 months of them first becoming unfit for employment as a result of the injury.



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Injured employees must still adhere to Policies and Procedures set in place as per normal employment conditions such as but not limited to DOB' s Golden Rules, DOB Drug and Alcohol Policy, DOB Attendance Policy, DOB Work Health and Safety Policy.

5 Rights and Responsibilities

DOB Enterprises Pty Ltd will ensure that workers are informed about their rights and responsibilities if they are injured on the job. Information posters (provided by Insuring agents and State Regulators) will be posted in accessible areas and workers will be consulted about this upon initial employment and periodically during their employment.

Integrated Management System Representative (IMSR)	<ul style="list-style-type: none">• Proper implementation of the process• Maintain liaison between all stakeholders/parties
WHS Manager/Return to Work Coordinator	<ul style="list-style-type: none">• Manage the recover at work process for injured personnel

5.1 Injure or Ill Employee:

All employees are required to cooperate with WHS Policy and Procedures to ensure their own health and safety and the health and safety of others in the workplace.

All employees are expected and required where relevant to actively participate in the company injury management and rehabilitation process with the objective of a return to and recover at work as soon as is possible or practicable.

Employees must where reasonably practicable:

- Report all work related hazards, injuries or illness to their immediate Site Manager / First Aider as soon as they become aware, and to DOB WHS Manager or DOB Supervisor within 24hrs.
- You must complete a Incident / near miss form and return to WHS manager within 24 hours.
- If Medical treatment is required, seek appropriate treatment as soon as possible
- Report all work related injuries or illness to the WHS Manager or RTW Coordinator.
- Make themselves familiar with the company WHS Policy and Procedures.
- Where relevant, cooperate in implementing any specific recover at work plan that has been designed for them by the Rehabilitation Provider and/or the nominated Return to Work Coordinator.
- Ensure that any treatment for workplace related injuries is either conducted outside working hours or in a manner to minimise the disruption to the employee's duties.
- Advise the nominated RTW Coordinator of their treating doctor or a change in the treating doctor.
- Being actively involved in their recovery for work program, which includes:

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- ✓ specifying one nominated doctor or medical practice who is prepared to participate in the development and implementation of a RAW plan
 - ✓ giving consent for DOB to obtain information from treating medical professionals for the purposes of a RAW plan
 - ✓ participating and cooperating in the establishment of the initial and subsequent RAW plan
 - ✓ making all reasonable efforts to return to work as soon as possible
 - ✓ advising of any difficulties with the RAW plan as soon as practical to prevent delays in addressing any problems
 - ✓ maintaining regular contact with their DOB RTW Coordinator keep them informed of their condition, treatment and recovery
 - ✓ participating in medical case conferences with their treating doctor, RTW Coordinator and scheme agent
 - ✓ obtaining regular medical certification at intervals no greater than 28 days
 - ✓ complying with medical restrictions resulting from the work injury as obtained from the treating doctor, not only at work but also at home.
- Ensure that where they have been ill or injured and have been declared by their treating doctor to be fit to return to “normal duties” that they provide to the company, a WorkCover Medical Certificate (NSW) and all other pertinent documentation to this effect, prior to resuming their duties.

Employee rights include to:

- Nominate their own treating medical practitioner/doctor who will be involved in their RAW plan – The RTW can provide list of Doctor if requested by employee
- Choose an accredited rehabilitation provider if necessary
- Be actively involved with the planning of their RAW Plan.

5.2 Return to Work Coordinator/ WHS Manager

WHS Manager:

- Investigating the incident, seeking to identify root causes and take steps to prevent reoccurrence.
- Ensuring that employees under their supervision understand the process for reporting injuries.
- Committing to the DOB RAW Program and supporting their staff in its implementation and management.
- Making suitable duties and adjustments available to injured employee who are certified fit for suitable duties (partially incapacitated) if reasonably practicable to do so.

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- Comply with medical restrictions resulting from the work injury as obtained from the treating doctor.
- Notifies the Insurer on a timely basis of information that may affect individual claims.
- Advising the RTW Coordinator of any difficulties with the RAW plan as soon as possible.
- Making all reasonable attempts to ensure that the RAW plan is able to operationalised in the work area.
- All responsibilities of the RTW Coordinator
- Report all incidents, injuries and illnesses to the DOB Director.
- Monitoring the company's WHS programs to determine where improvements are needed and recommending, as necessary, the appropriate improvements, and verifying the effectiveness of the improvements.

Return to Work Coordinator

A suitably competent person is appointed as a RTW Coordinator by the DOB WHS Manager.

The nominated RTW Coordinator has the primary responsibility to ensure that a recover at work plan is provided, which involves all relevant contacts, relevant company staff and treating providers in a committed effort to ensure compliance with the local State Workers Compensation Act and the Workplace Injury Management and Workers Compensation Act

The RTW Coordinator has:

- Authority and time to adequately consult, liaise and make decisions with the relevant parties, subject to the RAW Program 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's, rehabilitation providers, treating medical professionals and Insurance agents in respect of Injury Management & RAW Program s.

The RTW Coordinator will:

- Develop, coordinate and monitor recover at work strategies such as rehabilitation and RAW plans and maintain regular consultation between injured workers and all treatment providers
- Assist in educating and informing all workers about the RAW Program and what to do if they are injured
- On behalf of DOB, 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.

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Specifically, the RTW Work Coordinator is involved in areas such as:

- Determining and reporting the principal causes of workplace related injuries and illness to the WHS Manager
- Designing and documenting in consultation with the ill or injured employee, their manager and rehabilitation provider, a suitable RAW plan, which is consistent with the Insurer's Injury Management Program and WorkCover (NSW) Guidelines.
- Coordinating the ill or injured employee's prompt return to the workplace along with monitoring and documenting the implementation of the RAW plan.
- Liaising with all affected parties with respect to the implementation of both the Company injury rehabilitation program and employee specific RAW plans.
- The nominated RTW Coordinator ensures that adequate communication occurs between Insurer - employee – treating practitioners and between the company and the employee.
- Ensuring that any "suitable duties" specified in a RAW plan are consistent with the treating doctor's medical advice, and that "suitable duties" have been negotiated with all relevant parties.
- Ensuring that any RAW plan is only temporary, including the requirement that "suitable duties" are time limited, and the work specified in the plan is meaningful and as close to possible to the employee's "normal duties".
- In the event that the employee cannot return to their pre-injury job, the company assists the employee to find alternative employment in similar discipline if reasonably suited or with the company directly.

5.3 Scheme agent (Workers Insurance provider)

Performing all claim management functions such as:

- approving medical treatment and the payment of weekly benefits
- managing the payment of reasonably necessary medical treatment
- reimbursing DOB for the payment of weekly benefits
- developing a meaningful Injury Management Plan (IMP) for all injured staff members through consultation with the staff member, DOB and the doctor.
- ensuring that all stakeholders understand and comply with their obligations under the IMP
- finalising a claim
- informing the injured employee of their procedural and legislative obligations
- within three working days of being notified that an employee has sustained an injury, contacting the employee, WHS Manager and treating doctor
- within seven days of being notified of an injury, approve provisional payments of weekly benefits and medical expenses, or advise the employee why they will not make payment
- ensuring that injured or ill employee and treating doctors are made aware of

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their obligations in relation to applicable legislation and the insurer's injury management program

- informing DOB of all liability and approval decisions
- acting in accordance with the relevant Service Level Agreement.

5.4 Treating Doctor

- Promote the benefits of work and the importance of recovering at work to the employee.
- Providing timely information to the scheme agent and DOB when requested in relation to the Injury Management and RAW plans for the injured or ill employee
- Appropriately completing Certificates of Capacity at intervals of no greater than 28 days.
- Arranging and monitoring reasonable and necessary medical treatment.
- Specifying the employee's capacity for work and advising on the employee's capacity for suitable duties.
- Review the progress of recovery and revise the employee's medical management as needed.
- Be available for medical case conference with the employee, scheme agent and DOB to discuss the employee's recovery and RAW plans.

6 Workplace Arrangements

6.1 Contacts

Title	Phone	Mobile	Email
Susan Rupert Director	02 6584 0033		susan@mbcrecruitment.com.au
Sunette Opperman WHS Manager	02 6584 0033	0437 840 026	sunette@mbcrecruitment.com.au
Kim Schneider RTW Coordinator	02 6584 0033	0499 996 884	Kim.s@mbcrecruitment.com.au



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6.2 iCare Contact Details

iCare is the nominal insurer for workers compensation in NSW. iCare administers the workers compensation scheme including managing the scheme agents.

Their contact details are below:

iCare

Ph: 13 77 22

Email: newpiclaims@icare.nsw.gov.au

6.3 Insurer Contact Details

Workers compensations claims for DOB Employees are administered by EML, acting as a scheme agent for iCare.

EML are responsible for all decisions on liability for claims and approve medical treatment.

Employers Mutual Limited (ACN 000 006 486)

Level 3, 345 George Street, Sydney NSW 2000

GPO Box 4143, SYDNEY NSW 2001

DX 10175 Sydney Stock Exchange

info@eml.com.au

T: 02 8251 9000

1800 469 931 (toll free)

F: 02 8251 9495

Mon - Fri 8:30am - 5pm AEST

6.4 External Rehabilitation providers

DOB is committed in directly supporting its employees in their recovery at work.

Should DOB not be able to deploy a RTW Coordinator or the recovery is complicated then an external Workplace Rehabilitation Provider will be engaged.

The following Workplace Rehabilitation Provider is approved for work with DOB Employees:

Prudence Rehab

Call: 02 9283 5552

Fax: 02 9475 0054 or 02 9283 5559

<http://www.prudencerehab.com.au/>



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During the normal course of business, agreements may be reached with other external Workplace Rehabilitation Providers and these details will be provided to the injured employee on their RAW plan.

If DOB's workers compensation scheme agent has approved the involvement of external workplace rehabilitation, employees retain the right to nominate their own provider. The employee may also change Provider with reasonable notification to DOB, medical team and Scheme Agent.

6.5 Consultation

DOB values partnerships and our employees.

This program will be made available in full at all times on the DOB employee portal (ROL).

This program will be developed in consultation with employee representatives, Health and Safety Representatives, key Management teams and all other interested parties.

Any enquires about this program may be directed to the WHS Manager, RTW Coordinator or Director, who has overall responsibility for this program.

6.6 Communication and training

This program will be published on the DOB Portal so that staff who require assistance will be aware of it.

Training regarding this program is incorporated into new employee induction.

6.7 Monitoring and review

DOB commits to reviewing this program at minimum once a year or sooner if there is a change in legislation, scheme agent, external requirement or change of management.

7 Dispute Resolution

Successful rehabilitation in the workplace requires co-operation between all parties. Any conflict of interest or dispute should be resolved as quickly as possible in order to ensure continued effective rehabilitation for the injured employee. It should be noted that the company is committed to making all efforts to resolve injury management disputes. In the event of a dispute over an individual rehabilitation worker's compensation case, the dispute will be handled in the following manner:



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Port Macquarie NSW 2444
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Injury Rehabilitation / Recover at Work

Step	Action
1.	The Director , WHS Manager or RTW Coordinator will attempt to informally resolve the dispute by co-ordinating discussions with, as appropriate, the worker, the rehabilitation team (i.e. doctors, Insurer and rehabilitation provider if involved), supervisors / managers, etc.).
2.	Should the dispute not be satisfactorily resolved the matter may, at the instigation of either party be referred to a specialist medical practitioner to facilitate resolution of issues regarding fitness for work and suitability of duties offered to the injured worker; or to the company insurer approved medical specialist in relation to medical disputes regarding the worker's condition or fitness for employment.
3.	If the matter remains unresolved, the issue should be referred to the Workers Compensation Resolution Service
4.	If the matter is still unresolved, the matter is to be referred to the State's Workers Compensation Commission.

In cases where an employee raises concerns about the RTW process or service, a representative from DOB will meet with the employee to understand the nature of their concerns and where possible, assistance will be offered to the employee to address their concerns.

For disputes about claim decisions made by the scheme agent, please contact:

iCare

Ph: 13 77 22

Email: newpiclaims@icare.nsw.gov.au

8 Administration

8.1 Administration

DOB is committed to maintaining confidentiality of the injured employee's injury or illness and medical information whilst at the same time ensuring the support process is transparent in terms of process and what stakeholders may expect to happen.

Case files will be maintained in a complete and confidential manner. All files are securely stored with the WHS Manager. Only RTW Coordinators have access to the information.

Personal medical/injury management details will only be disclosed on need to know basis to relevant staff such as supervisors and the scheme agent in order to assist the return to and recover at work process.



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9 Related documents

This RAW Program is to be read in conjunction with:

- [DOB Work Health and Safety Policy,](#)
- [DOB Incident Management and Reporting Procedure,](#)
- [DOB Emergency Response Procedure,](#)
- [DOB Consolation and Communication Policy,](#)
- [DOB First Aid Policy,](#)
- [DOB Incident Accident Hazard Near Miss Reporting Policy,](#)
- [DOB Information Security, Confidentiality and Privacy Policy](#)

Related Forms include:

- [Accident / Incident Report Form](#)
- [Accident / Incident Investigation Form](#)
- [Continual Improvement Form](#)
- [Recover at Work Plan](#)
- [Witness Statement Form](#)
- [Workers Compensation Checklist](#)
- [WorkCover Medical Certificate \(NSW\)](#)
- [First Aid Kit Log](#)
- [Injured workers statement](#)

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10 Appendix

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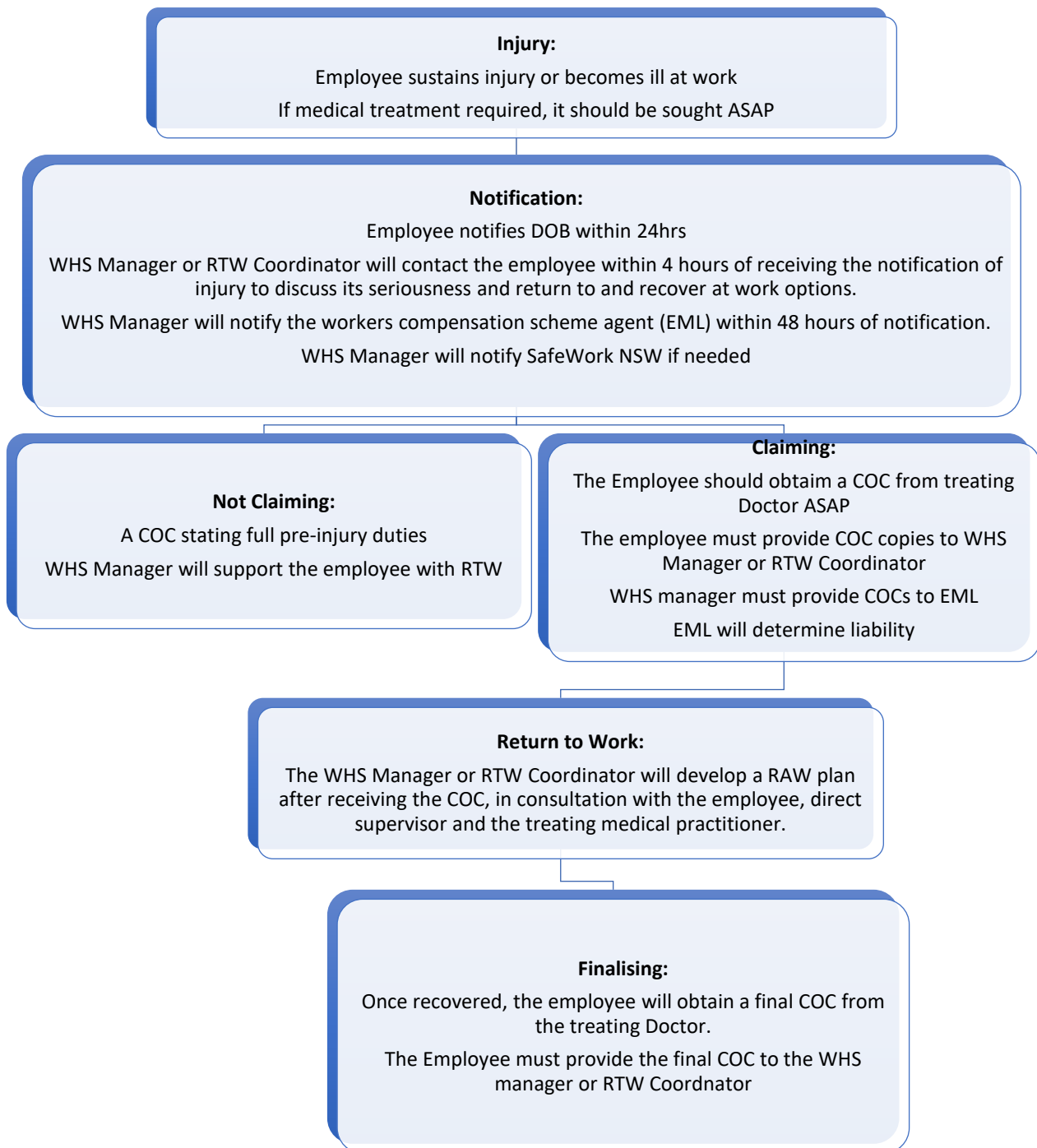
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Injury Rehabilitation / Recover at Work

10.1 Injury Management Process



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Injury Rehabilitation / Recover at Work

10.2 Sample Recover at Work Plan

DOB Enterprises Pty Ltd Return to/Recover at Work Plan

Return to / Recover at Work Plan # _____

Injured Part Details:

Name	
Date of Birth	
Injury/Diagnosis	
Date of Injury	
Contact Phone	
Claim Number	

Employment Details:

Pre-Injury Role	
Pre-Injury Ave Hours	
Pre-Injury Work Location	
Pre-Injury Supervisor	
Supervisor Contact	

Rehabilitation Policy & Objective:

- To facilitate the worker's return to their pre-injury hours and duties in a timely, effective and durable manner
- Suitable duties are not a permanent offer.

Current Medical Certificate:

Hours Per Day	
Days per Week	
Restrictions	

Plan Details	
RTW/RAW Plan Start Date:	RTW/RAW Plan Review Date:
RTW Goal:	
<input type="checkbox"/> Same employer / same job <input type="checkbox"/> Same employer / modified job <input type="checkbox"/> Same employer / different job location	<input type="checkbox"/> Same employer / new job <input type="checkbox"/> New employer / new job <input type="checkbox"/> Other rehabilitation option

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DOB Enterprises Pty Ltd Return to/Recover at Work Plan

Suitable Duties & Work Schedule		
Date	Duties	Comments/Hours

- General Comments/ Injured Party's Responsibilities:**
- This plan is a designed specifically as a part of the injured person's rehabilitation and may be reviewed at any time to reflect changes in circumstances related to medical; condition
 - The injured party MUST always comply with this plan
 - The injured party will notify their Supervisor immediately if they have difficulty following the plan or medical circumstances change
 - The injured party is required to provided updated, certificates of capacity, including medical certificates for days missed during the plan. Note: medical certificates for non-injury related illness does not cover the missed days.
 - To resume normal duties a Certificate of Capacity must be issued stating full ability/ fitness to return to pre-injury duties.
 - The injured party must notify their supervisor if they change any medical facilitator such as treating Doctor.
 - Medical and other appointments must be made outside of work hours where possible.
- Employer/RTW Responsibilities:**
- Ensure duties provided to injured party are within medical restrictions and as document on this plan
 - Monitor injured party's progress and their RTW/RAW.
 - Report and address any concerns raised by the injured party immediately
 - Ensure copies of this plan are signed and forwarded to all relevant parties

Injured Party Agreement

I, (Injured Party's name) have read the DOB Enterprises Pty Ltd Return to/Recover at Work Program. After reading the RTW/RAW Program I have had the opportunity to raise any questions or issues that required clarification with my Employer. I confirm that I understand the Return to Work Program and that I am aware that breaches of this Program will be subject to action, as per the relevant Rehabilitation and Worker's Compensation legislation/s.

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DOB Enterprises Pty Ltd Return to/Recover at Work Plan

The following persons have agreed to the above RTW/RAW Plan:			
	Name	Signature	Date
Injured Worker			
Supervisor / PCBU			
RTW Coordinator			
WHS Manager			
NTD			

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