



GLEN INNES SEVERN COUNCIL

Workplace Injury Management and Recover at Work Policy

RESOLUTION NUMBER: 9.02/20	MEETING: 27 February 2020
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13.11/14	27 November 2014
12.12/12	20 December 2012
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Glen Innes Severn Council is committed to providing effective injury management, and to returning injured workers to suitable and meaningful work as soon as possible following work-related injury or illness.

To achieve this, Council shall:

- Develop and implement a Recover at Work Program in accordance with relevant legislation, State Insurance Regulatory Authority (SIRA) and SafeWork NSW guidelines;
- Ensure that workers returning to safe work as soon as possible after injury is a normal practice and expectation, to allow continuity and connection with the workplace;
- Provide suitable and meaningful duties consistent with the nature of the injury / illness as soon as safely possible, essential for successful recovery at work;
- Provide support to the injured worker throughout the Recover at Work process to foster connectedness with the workplace;
- Consult with injured workers and their representatives to ensure that the Recover at Work Program operates effectively;
- Achieve continual improvement in performance through ongoing review and assessment of the Recover at Work Program;
- Ensure that all workers are aware of the Recover at Work Program;
- Ensure confidentiality is adhered to in the Recover at Work Program.

Reference Number: HR.7.02 WHS:POL:002:7.0	Version Number: 7.0 Date of Effect: February 2020	Review Date: February 2023	Responsible Officer: WHS Coordinator
Related Documents: Work Health and Safety Management Plan, Workplace Injury Management and Recover at Work Program			

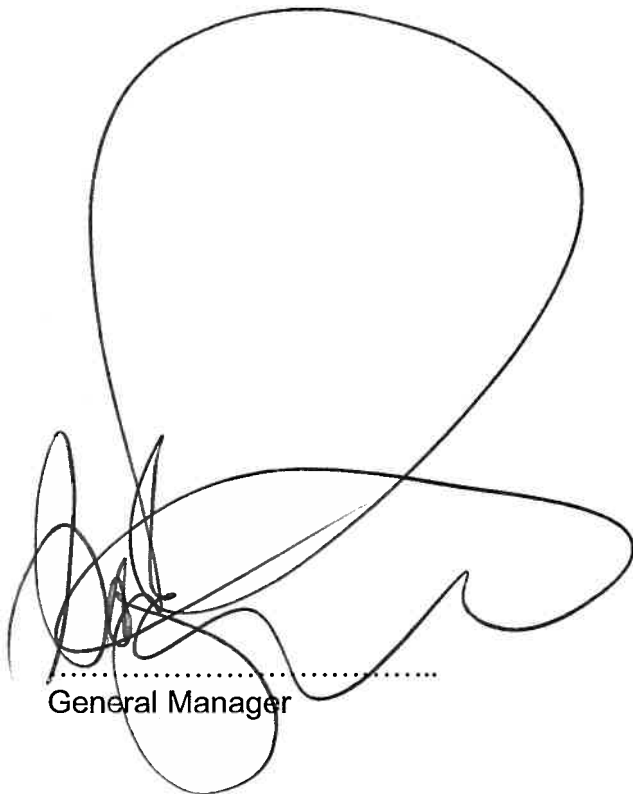
IMPLEMENTATION AND COMMUNICATION

The reviewed Policy and accompanying procedures will be implemented and communicated to staff by way of:

- New employees' WHS induction when they commence with Council; and
- Existing employees' staff meetings and toolbox talks.

VARIATION AND REVIEW

Glen Innes Severn Council will review the Workplace Injury Management and Recover at Work Policy and Recover at Work Program every three (3) years, or earlier if required in consultation with affected workers and the Management Executive and Work Health and Safety Consultative Group.



.....
General Manager

24/3/20
.....
Date

Reference Number: HR.7.02 WHS:POL:002:7.0	Version Number: 7.0 Date of Effect: February 2020	Review Date: February 2023	Responsible Officer: WHS Coordinator
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Glen Innes Severn Council



Workplace Injury Management and Recover at Work Program

2020 / 2023

Document Number: HR.7.02
WHS:PROC:002:7.0

Version No: 7.0
Date: February 2020

Review Date:
February 2023

Responsible Officer:
WHS Coordinator

Related Documents:

Work Health and Safety Management Plan, Workplace Injury Management and Recover at Work Policy

Document Control

Version	Date Released	Responsible Officer	Amendment
1.0	16 February 2006	WHSC	<ul style="list-style-type: none"> • First version
2.0	24 July 2008	WHSC	<ul style="list-style-type: none"> • Biennial review no changes
3.0	23 September 2010	WHSC	<ul style="list-style-type: none"> • Biennial review no changes
4.0	20 December 2012	WHSC	<ul style="list-style-type: none"> • Change OHS to WHS
5.0	27 November 2014	WHSC	<ul style="list-style-type: none"> • Biennial review no changes
6.0	15 December 2016	WHSC	<ul style="list-style-type: none"> • Change of name to reflect Recover at Work • Review period changed to triennial review from biennial review
7.0	February 2020	WHSC	<ul style="list-style-type: none"> • Updated to meet SIRA requirements

- The Workplace Injury Management and Recover at Work Program is a controlled document.
- Hardcopies of this document are considered uncontrolled.
- Current version of this document is located in SafeHold and ECM
- All versions, electronic and hardcopy will be issued by the WHS Coordinator or Records Section.
- Out of date versions are to be returned to the WHS Coordinator / Records Section for destruction or archiving.

Consultation

Workplace Injury Management and Recover at Work Program Consultation

Glen Innes Severn Council acknowledges its responsibilities in promoting a safe work place and effective implementation of the Workplace Injury Management and Recover at Work Program.

The review of Glen Innes Severn Council's Workplace Injury Management and Recover at Work Program has been completed in line with the State Insurance Regulatory Authority (SIRA) *Guidelines for Workplace Return to Work Programs* - May 2017 in consultation with the following parties.

This Workplace Injury Management and Recover at Work Program will be in effect for three (3) years, from February 2020 and be reviewed by February 2023 or earlier if required in consultation with the Work Health and Safety Consultative Group and union delegates.







Delegate	Signature	Date
Management Executive Team (MANEX) • KEITH APPLEBY		25/7/19
Return to Work Coordinator • Ann Blunt		23/7/19.
Health and Safety Representative (HSR) • Luke Eliot		29-7-19.
Union Representatives United Services Union (USU) Delegates • Christopher McLennan • Helen Stapleton	 	25-7-19. 23/7/19.
Development and Environmental Professionals' Association (DEPA) Representative • Graham Price		25.7.19

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Introduction

The Recover at Work Strategy is a priority program under SafeWork NSW's Focus on Workplace Health. It aims to reduce the social and economic costs of workplace injuries and illnesses. Workers with work related injuries and illnesses will recover better if they can return to work as soon as is practicable.

The Recover at Work strategy takes a holistic approach and is a partnership between workers, Council, insurers, medical and allied health practitioners, workplace rehabilitation providers and SafeWork NSW.

The Recover at Work Strategy has three (3) key elements of success:

- Connecting – Good communication and staying connected with the workplace allows a collaborative approach to achieving safe and early recovery at work;
- Planning – Establishing people's work capacity, identifying suitable work options and setting realistic goals is essential to successful recovery at work;
- Working – The research shows that recovering at work helps people heal faster, reduces symptoms, promotes an active lifestyle, and fosters connectedness with the workplace and community.

Evidence shows being off work for a long period of time can have a negative impact on a worker and their family and can reduce the likelihood of a worker ever returning to work.

The worker does not have to be fully fit to return to work. If a person is off work for:

- 20 days – there is a 70% chance of them returning to work;
- 45 days – there is a 50% chance of them returning to work;
- 70 days – there is a 35% chance of them returning to work.

Recovering at work will significantly improve the outcome for an injured worker.

Glen Innes Severn Council is committed to preventing work-related injury and illness by providing a safe and healthy working environment for all workers and meeting its moral and legislative obligations when an injury or illness occurs.

Glen Innes Severn Council takes an active approach to reducing risk and the potential of work-related injuries and illnesses. The Workplace Injury Management and Recover at Work Program supports the reporting, notification and investigation of incidents in line with work health and safety requirements so preventative actions can be implemented and safe procedures developed and maintained.

The Workplace Injury Management and Recover at Work Program has been developed by Glen Innes Severn Council to assist all workers to understand the

actions to be undertaken in the event of a work-related injury or illness. It describes the policies and procedures necessary to enable early intervention, effective injury management and to promote recovery at work.

Workers are made aware of the procedures comprising Council's Workplace Injury Management and Recover at Work Program, and kept informed of their rights and responsibilities through:

- New staff inductions;
- Toolbox talk topics;
- Notice boards;
- Staff newsletters;
- Work health and safety consultative group meetings;
- Intranet and Council website;
- Ongoing training and development; and
- Display of a summary of the Program at each place of work and/or through means of use of smartphones and mobile devices.

This Program is a requirement under the *Workplace Injury Management and Workers Compensation Act 1998*. It has been developed to be consistent with StateCover Mutual Limited's Injury Management Program, and to meet the requirements of a Workplace Return to Work Program as detailed in the State Insurance Regulatory Authority's (SIRA's) publication, *Guidelines for workplace return to work programs*.

Development of this Program has been done in consultation with:

- The Work Health and Safety Consultative Group;
- Health and Safety Representatives of Council (HSR's);
- Workers representing the directorates of Council;
- The industrial unions representing Council workers;
- The program has been endorsed by the Management Executive of Council (MANEX) and will be in effect for three (3) years.

Definitions

Injury Management Consultant (IMC)	<p>A facilitator who assists insurers, employers, workers and Nominated Treating Doctors in overcoming barriers to complex return to and recovery at work situations.</p> <p>An Injury Management Consultant is a registered medical practitioner, approved by the State Insurance Regulatory Authority (SIRA) and experienced in occupational injury and workplace-based rehabilitation.</p>
Injury Management Program	<p>An insurer-developed strategy for managing all aspects of work-related injuries and illnesses.</p>
Injury Management Plan (IMP)	<p>A coordinated and managed plan that integrates all aspects of an injured workers' recovery from a work-related injury including treatment, rehabilitation and retraining to achieve a timely, safe and durable return to work.</p> <p>The Injury Management Plan is developed by StateCover for the injured worker in consultation with the injured worker, Return to Work Coordinator, Nominated Treating Doctor and any other involved parties.</p>
Nominated Treating Doctor (NTD)	<p>The medical practitioner nominated by the injured worker who is willing to participate in the worker's recovery from a work-related injury and for the purposes of the Injury Management Plan.</p>
Notifiable incident	<p>Arising out of the conduct of a business or undertaking at a workplace is defined by the <i>Work Health and Safety Act</i>, as the:</p> <ul style="list-style-type: none">• Death of a person;• Serious injury or illness; or• Dangerous incident.
Pre-injury average weekly earnings (PIAWE)	<p>The average weekly earnings for the 52 weeks prior to the injury (if the worker has been with the same employer) or the average weekly earnings for the period of employment (if the worker has been with the employer less than 12 months). This comprises ordinary earnings, overtime and shift allowances.</p>
Return to Work Coordinator (RTWC)	<p>A key person involved in coordinating the return to and recovery at work for injured workers' and developing Recover at Work Plans in consultation with the injured worker, the worker's manager, Nominated Treating Doctor, StateCover and other key parties.</p> <p>A suitably qualified Return to Work Coordinator must be appointed by Council.</p>
SafeHold	<p>Council's centralised Work Health and Safety (WHS) management system includes: injury, incident and hazard reporting.</p>

Workplace Injury Management and Recover at Work Program	A summary of the system Council will use to manage workers with work related injuries or illnesses.
Recover at Work (RAW)	Means staying at work in some way following an injury, using work to build and improve the worker's capacity for work.
Recover at Work Plan (RAW Plan)	<p>A documented plan that details specific tasks to be performed by the injured worker as they recover at work.</p> <p>The Recover at Work Plan is developed by the Return to Work Coordinator for the injured worker in consultation, and in agreement with the worker, their manager and endorsed by the Nominated Treating Doctor, Rehabilitation Provider and StateCover.</p>
Rehabilitation Provider	<p>Offer specialised workplace and vocational rehabilitation services to assist injured workers to return to and recover at work.</p> <p>Workplace rehabilitation providers are allied health care professionals, approved by the State Insurance Regulatory Authority (SIRA) to be able to provide rehabilitation services in New South Wales.</p>
State Insurance Regulatory Authority (SIRA)	The New South Wales workers' compensation regulator.
StateCover Mutual Limited (StateCover)	Licensed specialised insurer providing workers' compensation insurance and work health and safety support to New South Wales local government.
Suitable work	<p>Work tasks the injured worker is suited to perform based on their certified capacity for work.</p> <p>Terms often used interchangeably to describe suitable work include suitable duties, alternative duties, restricted duties, modified duties, light duties, reduced capacity, and suitable employment.</p> <p>Suitable work may include modified or different work tasks, altered hours of work, work at a different site, retraining or a combination of these.</p>
Significant injury	A workplace injury that is likely to result in the worker being incapacitated for work for a continuous period of more than seven (7) days, whether or not any of those days are work days and whether or not the incapacity is total or partial or a combination of both.

Workers Compensation
Independent Review Office
(WIRO)

Deals with enquiries about the workers' compensation system from injured workers and employers having difficulty navigating the system and provides injured workers with assistance in having their complaints resolved quickly and fairly.

Work health and safety
(WHS)

The provision of a safe and healthy work environment for all workers while they perform their work duties.

The focus is on the minimisation of harm and elimination of risks to prevent workplace incidents that may result in injury.

Work-related injury; or
Workplace injury

A personal injury arising out of or in the course of employment where work with Glen Innes Severn Council was the main contributing factor to the injury, entitling the worker to workers' compensation benefits.

Work trial

Places an injured worker with an alternative employer for a short period of time, when the pre-injury employer is unable to provide suitable work.

Preventing Work-Related Injury and Illness

Glen Innes Severn Council is committed to the minimisation of risk and elimination of harm in the workplace. It has an established work health and safety management system to provide a safe and healthy work environment for all workers and any other person that may be involved with or affected by works undertaken by Council.

Glen Innes Severn Council is committed to injury prevention by:

- Developing and implementing health and safety standards and procedures that exceed the minimum legislative requirements;
- Adopting a risk management approach to ensure the health and safety of workers and to achieve compliance with all New South Wales work health and safety related legislation;
- Ensuring that plant, equipment and substances are safe and without risk to the health and safety of workers;
- Investigating all incidents and implementing effective control measures to prevent recurrence;
- Communicating work health and safety requirements through instruction, training and supervision to improve workers' understanding of workplace hazards, including safe work practices and emergency procedures;
- Consulting with workers on work health and safety issues;
- Ensuring that workers comply with appropriate work health and safety standards, codes of conduct and workplace directions to ensure their own, and others health and safety at work; and
- Monitoring trends in incident notifications and injuries to continuously improve policies and procedures.

Roles and Responsibilities

1.1 Senior Management

The Management Executive (MANEX) of Glen Innes Severn Council are committed to providing for the welfare of Council workers and ensuring they are supported through the injury management and recovery at work process if an injury occurs.

Senior Management are responsible for:

- The safety and wellbeing of workers by effectively managing workplace health and safety hazards and risks;
- The provision of adequate resources and training, e.g. staff, time, equipment, funds, etc. for workers to be able to undertake the requirements of their role safely;
- The development and promotion of the Workplace Injury Management and Recover at Work Program supporting injured workers as they recover at work, and its review every three (3) years;
- Displaying a summarised version of the Workplace Injury Management and Recover at Work Program and SIRA's *If you get injured at work* poster (see Appendix 1) prominently in each workplace;
- Appointing a Return to Work Coordinator with the relevant training, skills and experience to perform the role;
- Monitoring and analysing the frequency of workplace incidents and injuries to improve systems of work on a regular basis; and
- Ensuring Glen Innes Severn Council comply with the legislative requirements for work health and safety and workers' compensation.

1.2 Managers and Supervisors

Managers and Supervisors are to promote and support recovery at work. They need to make sure workers are aware of the procedures, obligations and rights associated with recovering at work.

The workers' manager/supervisor is responsible for:

- Ensuring work health and safety policies and procedures are in place to identify, assess and control hazards and risks in the workplace;
- Assisting workers to complete the Incident Report and record the injury in SafeHold before the end of the workday / shift in which the injury occurred;
- Conducting an incident investigation as soon as it is practical to do so;

- Ensuring injured workers are provided with the necessary first aid and/or medical treatment as soon as possible and without delay;
- Reporting all injuries immediately to the Return to Work Coordinator, to ensure legislative reporting requirements for workers' compensation are met and to enable injury management and recovery at work to commence;
- Accompanying injured workers to medical appointments with the Nominated Treating Doctor to discuss and offer of suitable duties;
- Facilitating safe access to the worksite for the Return to Work Coordinator and/or workplace rehabilitation provider to aid with identifying suitable employment and upgrades to capacity;
- Assisting the Return to Work Coordinator and/or rehabilitation provider to identify and offer suitable work via the Recover at Work Plan (*see Appendix 3*);
- Ensuring injured workers' have a current Certificate of Capacity and Recover at Work Plan at all times;
- Monitoring the injured workers' adherence to, and progress with the Recover at Work Plan in conjunction with the Return to Work Coordinator and/or rehabilitation provider;
- Consulting with StateCover, the worker, the manager and the Nominated Treating Doctor ensure the development of the injured worker's Injury Management Plan takes place, and managers ensure compliance with the obligations under the Plan;
- Ensuring any provisions e.g. training, workplace modifications, agreed to as part of the injured workers' Recover at Work Plan and/or Injury Management Plan are adhered to;
- Providing all injury related and workers' compensation documentation to the Return to Work Coordinator within 12 hours of receipt, and maintain confidentiality of all information held at the workplace;
- Reviewing any requests for personal leave by the injured worker in consultation with the Return to Work Coordinator, as there may be implications for recovery and entitlement to benefits; and
- Assisting Glen Innes Severn Council to comply with the legislative requirements for work health and safety and workers' compensation.

1.3 Return to Work Coordinator

The Return to Work Coordinator is appointed by Council to assist and support workers with understanding the recovery at work procedures and providing suitable work. The Return to Work Coordinator is to provide ongoing positive communication to the injured worker and their support team. The Return to Work Coordinator must have the relevant training, skills and experience to perform the role.

Council's Return to Work Coordinator is:

Return to Work Coordinator	Address / Location	Contact Details
Ann BLUNT	Grey Street Administration 265 Grey Street	P 6730 2305 M 0429 898 988 E ablunt@gisc.nsw.gov.au

The responsibilities of the Return to Work Coordinator include:

- Notifying StateCover within 24 hours of a work-related incident or injury being reported to Glen Innes Severn Council;
- Making contact with the injured worker to provide information regarding Council's recovery at work procedures, their rights and obligations and associated workers' compensation benefits;
- Facilitating injured workers to receive the necessary first aid and/or medical treatment without delay;
- Obtaining the injured workers' signed information consent to be able to effectively communicate and liaise with the workers' Nominated Treating Doctor, treating providers and other involved parties to effectively facilitate recovery at work (see *Appendix 3*);
- Ensuring workers are aware they can access communication assistance for interpretation of language, hearing/sight impairment or speech impairment/impediment;
- Providing PIAWE information to StateCover;
- Identifying suitable work in consultation with the injured worker and their manager/supervisor in accordance with their capacity for work;
- Developing a Recover at Work Plan, to be agreed to by all parties and endorsed by the Nominated Treating Doctor (see *Appendix 2*);
- Monitoring, review and upgrade the injured workers' progress with the Recover at Work Plan, in consultation with the injured worker, their manager / supervisor / team leader and Nominated Treating Doctor;
- Ensuring all dealings with persons and documentation involved in an injured workers' recovery at work is handled in a respectful and confidential manner;
- Providing all documentation received e.g. Certificate of Capacity, reimbursements, claim forms to StateCover within 12 hours of receipt;
- Participating in the development of the injured workers' Injury Management Plan with StateCover, and ensure Council complies with their obligations under the Plan;

- Liaising with involved parties to monitor the injured workers' recovery from injury, coordinate services and ensure the needs of the workers are being met;
- Implementing Glen Innes Severn Council's procedures to comply with the legislative reporting requirements of the workers' compensation and work health and safety legislation;
- Regularly monitor and review the frequency and type of incidents and injuries with the Work Health and Safety Consultative Group and MANEX;
- Ensuring a summary of the Workplace Injury Management and Recover at Work Program and SIRA's *If you get injured at work* poster (*Appendix 1*) are displayed in all Council work areas; and
- Reviewing all policies and procedures associated with workers' compensation and recovery at work in accordance with legislative requirements and internal controls.

1.4 Workers

Council workers must take reasonable care at all times and comply with Glen Innes Severn Council's work health and safety policies and procedures to prevent work-related injuries to themselves and others.

Council workers have responsibilities to:

- Cooperating with Council policies and procedures to enable it to meet its work health and safety and workers' compensation obligations;
- Participating in on-going training and professional development;
- Reporting all hazards, incidents and injuries immediately to their manager/supervisor;
- Ensuring where an incident occurs, an Incident Report is completed in SafeHold before the end of the workday / shift;
- Be familiar with Council's Workplace Injury Management and Recover at Work Program, and its procedures;
- Cooperating with workplace changes designed to assist the recovery at work of fellow workers; and
- Be honest and truthful in the provision of information in respect of any workplace incident, injury or illness.

If a worker sustains a work-related injury or illness, the obligations and rights of the injured worker are to:

- Notify the manager/supervisor immediately of a work-related incident, injury or illness;
- Seek first aid and/or medical treatment as needed and as soon as practicable, after sustaining a work-related injury or illness as per Glen Innes Severn Councils First Aid Policy and Guidelines;
- Complete an Incident Report, in SafeHold with assistance if necessary, within 12 hours of the incident occurring;
- Nominate a treating doctor who is willing to participate in the on-going management of the workers' injury and recovery at work for the purposes of the Recover at Work Plan and the StateCover Injury Management Plan;
- Give consent for the Nominated Treating Doctor to provide information to Council's Return to Work Coordinator, StateCover and/or workplace rehabilitation provider; (*see Appendix 3*)
- Request the Nominated Treating Doctor provide a SafeWork NSW Certificate of Capacity, and regularly review progress towards recovery with the Nominated Treating Doctor by providing up-to-date SafeWork NSW Certificates of Capacity, until cleared for pre-injury employment;
- Submit all documentation relating to the injury or illness to the Return to Work Coordinator within 24 hours of incurring the expense or receiving the document to enable proactive management and timely facilitation of services;
- Seek approval from StateCover for investigations, treatment and aids as referred or recommended by the Nominated Treating Doctor and/or other treatment provider(s);
- Schedule medical and treatment appointments outside of working hours, where ever possible;
- Undertake suitable work offered by Council, adhering to your capacity for work and Recover at Work Plan, reporting any difficulties performing suitable work to the Return to Work Coordinator and manager/supervisor as soon as possible;
- Participate and cooperate in the development of the Recover at Work Plans and Injury Management Plans, and comply with the activities and obligations detailed in the Plans;
- Attend medical assessments as arranged and advised by StateCover;
- Be honest and truthful in the provision of all information about the incident, injury or and/or illness;
- Have access to communication assistance for literacy, hearing impairment, sight impairment or speech impairment/impediment;

- Ability to select a workplace rehabilitation provider, in discussion with the Return to Work Coordinator and with the consent of StateCover;
- Ability to change Nominated Treating Doctor in discussion with the Return to Work Coordinator, and with the consent of StateCover;
- Contact SIRA or WIRO for advice about the workers' compensation process, or to seek assistance resolving disputes about claim decisions;
- Seek advice from a union representative or legal practitioner at any time; and
- Involve a support person for assistance at any time. This will require the injured worker's written authority due to privacy and confidentiality.

If an injured worker unreasonably refuses to comply with an offer of suitable work or the obligations of their Injury Management Plan, it may be considered non-compliance under workers' compensation and jeopardise the workers' entitlement to weekly benefits.

1.5 StateCover Mutual Limited

The workers' compensation insurer for Glen Innes Severn Council is StateCover Mutual Limited. StateCover work closely with Council providing services, assistance and support in work health and safety and workers' compensation with the following responsibilities:

- Make StateCover's Injury Management Program available to Council;
- Make Council aware of their legislative obligations in relation to work health and safety, workers' compensation and recovery at work;
- Contact Council, the injured worker and Nominated Treating Doctor (if necessary) within three (3) working days of being notified the worker has sustained a significant workplace injury;
- Make claims liability decisions based on all the available medical and factual information provided within legislated timeframes, advising the injured worker and Council of the decision in writing, including their compensation entitlements and how these may change over time;
- In consultation with Council, the worker and the Nominated Treating Doctor develop and manage the injured worker's Recover at Work Plan and Injury Management Plan, and make all parties aware of their obligations under the Plans;
- Inform the injured worker that their entitlement to weekly benefits may be suspended if they do not reasonably comply with their Recover at Work Plan and Injury Management Plan and what they must do to prevent suspension;
- Review medical referrals and treatment approvals made by the Nominated Treating Doctor and/or treatment providers under the provision of reasonably necessary;

- Reimburse incurred expenses and pay provider invoices within legislated time frames;
- Consult with key parties when considering referral to a workplace rehabilitation provider. Advise the injured worker they can select their rehabilitation provider;
- Ensure vocational assistance and/or retraining for the injured worker facilitates real opportunities for suitable employment, at Council or with an alternative employer; and
- Provide consistently sound advice to Council and injured workers to facilitate recovery at work.



StateCover Mutual Limited - Ballina Office

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Early Intervention

1.6 When an Injury Occurs

The worker is to cease the task immediately and report the injury / symptoms to their manager/supervisor as soon as possible, so injury management can be commenced.

The injured worker is to seek first aid and/or medical attention from a first aid officer, doctor, medical clinic or local hospital without delay. When consulting with a medical practitioner, the injured worker is to request a Certificate of Capacity detailing their capacity for work.

Council's Return to Work Coordinator will be in contact with the injured worker to brief them on the workers' compensation procedures and necessary documentation. This will include information about Council's ability to offer suitable work and support recovery at work, development of a Recover at Work Plan and for Council to obtain signed Information Consent (*Appendix 3*) from the injured worker.

With the injured workers' Certificate of Capacity, the Return to Work Coordinator will commence identifying suitable work options with the manager/supervisor and the worker to establish the Recover at Work Plan.

1.7 Injury Reporting

An Incident Report is to be completed in SafeHold by the worker, with the assistance of their manager/supervisor if needed, before the end of the workday in which the worker was injured. The Return to Work Coordinator is to be immediately notified by the workers' manager/supervisor of the injury.

The injury will be recorded in SafeHold Council's WHS Reporting Software in the Report an Injury section. SafeHold can be accessed by all workers via Councils intranet, from the Work Health and Safety Tab.

The Return to Work Coordinator must notify StateCover within 24 hours of Council becoming aware that a work-related injury has occurred and a claim for workers' compensation may be made. Notification to StateCover usually involves the lodgement of the Injury Report from SafeHold, SafeWork NSW Certificate of Capacity and completed Information Authority Consent Form (*Appendix 3*).

If the injury is a notifiable incident, in accordance with the *Work Health and Safety Act 2011*, then it must also be immediately reported to SafeWork NSW on 13 10 50 by the Return to Work Coordinator.

1.8 Claims Management

Upon being notified of a work-related injury or illness StateCover will contact Glen Innes Severn Council's Return to Work Coordinator to assist with triage.

If it is considered possible that the worker will be incapacitated for work for more than seven (7) days, StateCover will contact the injured worker to discuss the circumstances of the injury or illness, treatment plan, injury management and recovery at work. StateCover may also contact the Nominated Treating Doctor, if they need further information about the workers' injury and to determine how best to support the worker's recovery.

If the injury is determined to be significant, StateCover will develop an Injury Management Plan for the injured worker in consultation with the injured worker, Return to Work Coordinator, Rehabilitation Provider and Nominated Treating Doctor.

StateCover is responsible for determining liability for the workers' compensation claim based on the available factual and medical information. Usually StateCover will make a decision on provisional liability within seven (7) days of being notified of a work-related injury. The injured worker and Council will be advised in writing of the liability decision.

The Return to Work Coordinator will forward all documentation, invoices and receipts received from the injured worker, and in relation to the work-related injury to StateCover within 24 hours. StateCover will determine if the referrals for services, investigations and treatment are reasonably necessary for the work-related injury or illness and advise the injured workers and providers accordingly.

Payment of invoices and reimbursements will be processed by StateCover within ten (10) working days of receipt.

1.9 Weekly Benefits

If a worker is absent from work as a result of the work-related injury or illness, and is covered by a workers' compensation Certificate of Capacity, then the worker may be entitled to weekly compensation. This entitlement is calculated by Council in reference to the worker's pre-injury average weekly earnings (PIAWE).

The Return to Work Coordinator will provide StateCover with the worker's PIAWE at the time the injury is notified. StateCover will advise Council and the worker, in writing at the time of the liability decision, if the worker is entitled to weekly benefits and the rate at which the worker is to be paid by Council.

Council are to commence paying the worker at the rate advised by StateCover as soon as practicable which is usually as part of the workers normal pay cycle.

Recover at Work

Recovery at work encompasses all activities designed to facilitate and promote a sustainable return to work, and to increase the workers' capacity for work as they recover. At Glen Innes Severn Council this can include:

- Offering short term suitable alternative work to workers to provide them with the opportunity to return to work following a workplace injury;
- Proposing suitable work for the Nominated Treating Doctor to consider when reviewing a workers' capacity for work;
- Proposing suitable work to enable workers to upgrade their capacity for work as they recover;
- Liaison between the Return to Work Coordinator, Nominated Treating Doctor, worker, worker's manager and StateCover to establish the Recover at Work Plan and Injury Management Plan;
- Encouraging and supporting the worker to participate in workplace rehabilitation; and
- Fostering good open communication between all parties to be able to identify and address any barriers to recovery at work, if and when they arise.

1.10 Suitable Work

Suitable work means work for which the injured worker is currently suited, to support recovery after a work-related injury or illness.

Glen Innes Severn Council are committed to offering short term suitable employment to enable injured workers to recover at work. Suitable employment may be provided in various ways, being for example:

- Parts of the pre-injury role that can still be performed safely;
- The same role with different hours;
- Task modification;
- Workplace modification;
- Different duties in the same department/area;
- Different duties in a different department/area;
- Opportunities while on suitable duties to learn new skills;
- Outdoor versus indoor or office work;
- Ability to work from an alternative location or at home;
- Special projects, as identified; and/or
- A combination of the above.

The Return to Work Coordinator in consultation with the injured worker, their manager/supervisor and/or workplace rehabilitation provider will identify the availability of suitable work based on the:

- Worker's capacity for work;
- Demands and nature of the work tasks;
- Work tasks being the most direct path back to suitable employment;
- Availability of the tasks being reasonably practicable;
- Travel times and mode of transport to the workplace;
- Workloads of others in the work department/area; and
- Goal of ultimately returning injured workers to their pre-injury duties.

Council shall make all offers for suitable work to the injured worker in writing via the Recover at Work Plan. Council's offer of suitable work to injured workers is for a temporary period only, designed to facilitate recovery at work. The provision of suitable work does not constitute a permanent change in the conditions of the workers' employment.

If suitable work cannot be identified at Glen Innes Severn Council, then consideration may be given to a work trial to access suitable work with an alternative / host employer. This would be undertaken with the assistance of a workplace rehabilitation provider and in consultation with all involved parties.

1.11 Recover at Work Plan

The Recover at Work Plan is an individual plan for coordinating and managing the return to work of an injured worker undertaking suitable work. (*see Appendix 2*)

The Recover at Work Plan is prepared by Council's Return to Work Coordinator or the rehabilitation provider, if involved. It is a written offer of suitable work by Council to the injured worker detailing the:

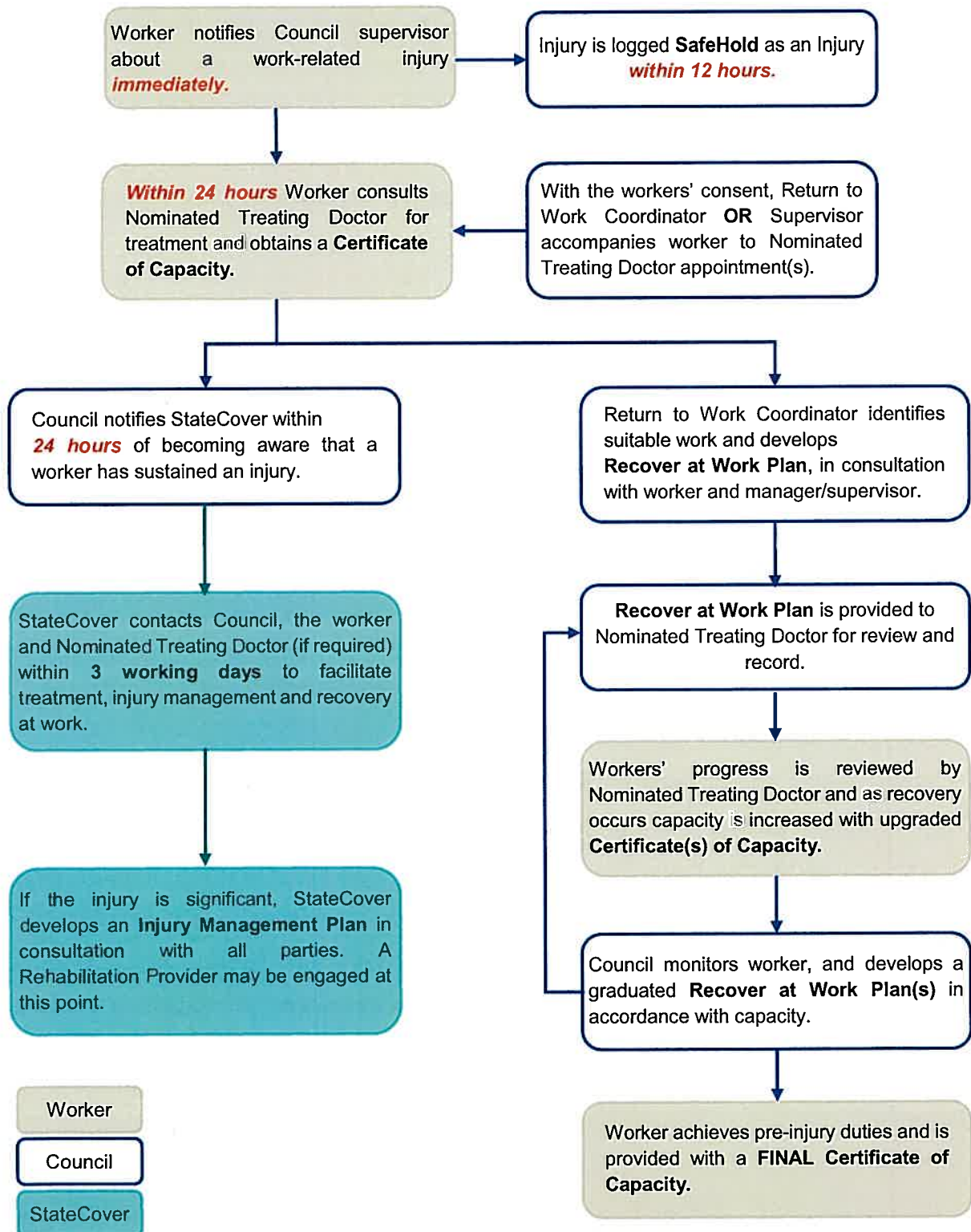
- Worker's pre-injury role;
- Goal for recovery at work;
- Medical restrictions as detailed on the Certificate of Capacity;
- Suitable work and tasks to be performed;
- Location of the workplace;
- Hours and days of work, including start and finish times;
- Supervision arrangements;
- Treatment times and medical appointments; and
- Date for review.

The Plan is developed in consultation with the injured worker, the worker's manager/supervisor and any other involved parties. The Recover at Work Plan is provided to the Nominated Treating Doctor to review the appropriateness of the suitable work offered, and to endorse the Plan.

The Recover at Work Plan is regularly reviewed and gradually upgraded in accordance with the worker's capacity for work, to facilitate returning workers to their pre-injury employment.

If the injured worker does not make a reasonable effort to return to suitable work, this may be considered non-compliance. The Return to Work Coordinator will need to alert StateCover and discuss the possible implications with the involved parties.

Figure 1: The main steps in injury management and the recover at work process.



1.12 Medical Treatment / Appointments

The injured worker is to schedule medical treatment and appointments outside of working hours wherever reasonably practicable. This is done so not to disrupt recovery at work, fellow workers or workplace routines.

If it is not possible to schedule an appointment outside work hours e.g. diagnostic imaging or specialist appointment, then the injured worker must liaise with their manager/supervisor (with plenty of notice) so arrangements can be made to accommodate job requirements and work times.

1.13 Nominated Treating Doctor

The Nominated Treating Doctor (NTD) is the treating medical practitioner nominated by the worker for the purposes of participating in the worker's recovery and return to health following a work-related injury or illness. If the worker does not have a regular doctor, Council can assist by nominating a doctor for the purposes of managing the worker's recovery.

The role of the Nominated Treating Doctor is to be an advocate for the injured workers' recovery, which includes:

- Completing SafeWork NSW Certificates of Capacity;
- Specifying the workers' capacity for work and medical restrictions if any;
- To refer and review outcomes of diagnostic investigations;
- Implementing an evidence-based treatment plan for the worker;
- Coordinating the medical management of the workers' injury;
- Advising on the suitability of employment offered by Council and endorsing Recover at Work Plans for the worker;
- Promoting an early and safe return to work for the worker;
- Providing information to Council and StateCover in relation to the worker's Injury Management Plan and Recover at Work Plan;
- Liaising with Council and StateCover to assist in the recovery at work process;
- Regular reviews of the worker's progress towards recovery and revision of the workers' medical management as needed;
- Recommending referral to an approved workplace rehabilitation provider, if indicated and not initiated by Council or StateCover; and
- Being suitably available to participate in case conferences to discuss the worker's recovery at work and any barriers to achieving pre-injury duties - with Council, StateCover and/or workplace rehabilitation provider.

1.14 Workplace Rehabilitation Provider


A workplace rehabilitation provider may be engaged to undertake vocational assessments, to provide assistance with injury management and/or facilitate recovery at work. Workplace rehabilitation providers are allied health professionals specialising in returning injured workers to suitable work. Workplace rehabilitation providers need to be accredited by State Insurance Regulatory Authority (SIRA).

Referrals for workplace rehabilitation assistance should be considered as soon as it is identified that assistance is indicated. For example:

- Workplace assessment or job demands analysis is required;
- If the nature of the injury is complex;
- There is difficulty engaging with the Nominated Treating Doctor;
- Difficulties identifying suitable work;
- Conflicting expectations of the parties involved; or
- Workplace or interpersonal conflict that may hinder the recovery at work process.

A referral for workplace rehabilitation services can be made by StateCover, Council or at the recommendation of the Nominated Treating Doctor. Injured workers have the right to select their workplace rehabilitation provider, in discussion with the Return to Work Coordinator and StateCover.

Council's agreed workplace rehabilitation provider(s):

Workplace Rehabilitation Provider	Address	Contact Details
Rehab Co 	Tamworth	P: 6763 0000 E: tamworth@rehabco.com.au
	Coffs Harbour	P: 6699 3555 E: coffsharbour@rehabco.com.au
	Lismore	P: 1300 575 652 E: lismore@rehabco.com.au
Accredited Provider: in NSW, ACT, Victoria Provide: Workplace Assessment, Functional Assessment, Vocational Assessment and Counselling, Labour Market Analysis, RTW Same Employer Services, RTW New Employer Services including job seeking and work readiness services, Development of Recover at Work Plans		

Workplace rehabilitation providers are to:

- Promote an early and safe return to and recovery at work;
- Ensure the needs of the worker and Council are identified by means of adequate and appropriate assessment(s);

- Identify barriers to the worker's recovery and develop strategies to address these;
- Assist Council to identify, modify and/or implement suitable work for injured workers to perform;
- Consider workplace industrial relations and human resource matters that may affect the worker's recovery at work;
- Focus on returning the worker to their pre-injury role, or if that is not possible, to suitable alternative work;
- Arrange appropriate retraining and placement in alternative employment when the worker is unable to return to pre-injury duties; and
- Communicate with relevant parties throughout the provision of services to ensure progress towards the recovery at work goal.

1.15 Retraining and Redeployment

In some cases, an injured worker may not be able to return to their pre-injury employment due to on-going or permanent restrictions, which Council are not able to accommodate in the long-term.

Where it is not possible to rehabilitate the injured worker to return to their pre-injury employment, Glen Innes Severn Council will support vocational rehabilitation with the assistance of a workplace rehabilitation provider. This will involve vocational assessments to gather information about the injured workers' education, experience and transferrable skills so potential job options and retraining needs can be identified.

The workplace rehabilitation provider will also provide job seeking assistance, including resume development, job searching, job applications and interview preparation.

Injured workers are encouraged to apply for other positions at Glen Innes Severn Council for which they are experienced and skilled to perform, that are within their functional capacity.

Recover at Work Not to Disadvantage Workers

If a worker requires assistance understanding the workers' compensation and/or recovery at work process due to hearing/sight impairment, struggles with literacy or being from a non-English speaking background, Glen Innes Severn Council will provide the appropriate resource and/or interpreter to assist these workers. Further assistance can also be sought from StateCover or the Workers Compensation Independent Review Office (WIRO).

If the worker is not yet in receipt of income support via workers' compensation, Council permits its workers access their personal leave in accordance with award arrangements and supporting Certificates of Capacity. If the absence from work is later accepted as a compensable workplace injury, the worker's leave entitlements will be reinstated, and compensation benefits will be passed onto the worker as soon as practicable.

Glen Innes Severn Council is committed to assisting injured workers to recover and will offer suitable employment to facilitate recovery at work and return to health.

The Return to Work Coordinator will forward all documentation, invoices and receipts received from the injured worker to StateCover within 24 hours, to enable the timely approval of services, treatment and reimbursement by StateCover.

Injured workers are engaged by Glen Innes Severn Council to actively participate in the development of their Recover at Work Plan with the Return to Work Coordinator, their manager/supervisor, rehabilitation provider and Nominated Treating Doctor. Workers' also have the ability to:

- Nominate their own treating doctor;
- Change their Nominated Treating Doctor;
- Select their rehabilitation provider (if required);
- Involve a support person, e.g. union representative, or other nominated support person;

Glen Innes Severn Council will not dismiss an injured worker within six (6) months of the injured worker becoming incapacitated for work as a result of a work-related injury or illness.

However, if a worker is dismissed by Glen Innes Severn Council because of a work-related injury and while incapacitated for pre-injury employment, the worker may apply to Council to be reinstated on production of a medical certificate stating they are now fit for employment. If Council replaces the worker within two (2) years of dismissing them, the replacement worker must be informed by Council that the dismissed worker may be entitled to be reinstated to their role.

Dispute Prevention and Resolution

Council recognises that for the injured workers' recovery to be successful, communication and cooperation between the involved parties is paramount. Thus, Glen Innes Severn Council will make all reasonable efforts to quickly and effectively resolve any dispute or conflict relating to a worker.

The Return to Work Coordinator is to be immediately made aware of any (potential or actual) issue or conflict in the workplace relating to the injured workers' recovery at work. The Return to Work Coordinator will consult each party involved to determine the cause of the issue or conflict and seek a resolution. This may include informal discussions and clarification, modifications to the Recover at Work Plan or workplace, case conferencing, mediation and/or identifying the need to refer to a workplace rehabilitation provider.

If a dispute arises involving the injured worker's capacity for work and/or offer of suitable work, referral to an Injury Management Consultant may be discussed with and organised through StateCover.

Where the worker is questioning their entitlements to compensation benefits, StateCover can assist in providing explanations about legislative entitlements to the injured workers and Return to Work Coordinator.

If the workers' compensation claim, or any aspect of the claim is disputed by StateCover the injured worker has the opportunity and right to request a review of the decision. Information on how to request a review will be included in StateCover's written notice of the decision to the injured worker.

If a resolution regarding the dispute is unsuccessful, a formal Application to Resolve a Dispute (ARD) can be made to the Workers Compensation Commission (WCC) where the matter will be arbitrated. By this stage, parties are usually legally represented.

If the injured worker is not satisfied with the explanations provided or the outcome of discussions, further information and assistance can be sought from SIRA or WIRO.

Organisation	Contact Details
	State Insurance Regulatory Authority (SIRA) P: 13 10 50 E: contact@sira.nsw.gov.au
	Workers Compensation Independent Review Office (WIRO) P: 13 94 76 E: contact@workcover.nsw.gov.au

Privacy & Confidentiality

Glen Innes Severn Council recognises that all information relating to injured workers and their work-related injury is confidential and should not be discussed with, shown to or read by anyone who is not directly involved in the injured worker's recovery.

Council is bound by the *Privacy and Personal Information Protection Act 1998*, *Health Records and Information Privacy Act 2002* and *Australian Privacy Principles* in the collection, storage, use and disclosure of health information about its injured workers'.

The Return to Work Coordinator maintains secure injured worker files, on all workers who require assistance returning to work. The injured worker file is the record of Glen Innes Severn Council's management of the injured worker throughout the injury management and recovery at work process.

The injured worker files are kept separate from personnel files, with access limited to those who have direct responsibility for coordinating, monitoring or providing recovery at work services to the injured worker, and those involved in providing administrative support.

The Certificate of Capacity is signed by the injured worker to consent for treating medical practitioners, Council, StateCover, treatment providers, workplace rehabilitation providers and the regulator to exchange information for the purpose of managing the workers' injury and workers' compensation claim. Council may release and discuss information with involved parties as specified on the Certificate of Capacity by having the worker sign an Information Consent (*Appendix 3*).

Injured workers' need to be aware that failure to provide consent may delay processing of their workers' compensation claim and effective facilitation of their recovery at work. Also, the injured worker may withdraw their consent at any time, however doing so may affect their entitlement to compensation benefits and hinder recovery.

References

- Australian Privacy Principles :
https://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles_2.pdf
- Guidelines for Claiming Workers' Compensation:
http://www.sira.nsw.gov.au/_data/assets/pdf_file/0020/101576/Guidelines-for-claiming-workers-compensation-8084.pdf
- Guidelines for Workplace Return to Work Programs:
<http://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/publications/help-with-getting-people-back-to-work/guidelines-for-workplace-return-to-work-programs-may-2017>
- Injured at work. A recovery at work guide for workers:
http://www.sira.nsw.gov.au/_data/assets/pdf_file/0006/104289/injured-at-work-guide-8097.pdf
- Injured at work. A workers compensation guide for employers:
<http://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/publications/workers-compensation-policies/workers-compensation-guide-for-employers>
- Poster: If you get injured at work:
http://www.safework.nsw.gov.au/_data/assets/pdf_file/0003/50088/SIRA08088-0217-358067_2017-version.pdf
- State Insurance Regulatory Authority (SIRA): <http://www.sira.nsw.gov.au/>
- Workers Compensation Independent Review Office (WIRO):
<http://wiro.nsw.gov.au/>
- *Health Records and Information Privacy Act 2002*
- *Privacy and Personal Information Protection Act 1998*
- *Workers Compensation Act 1987*
- *Workers Compensation Regulation 2016*
- *Work Health and Safety Act 2011*
- *Workplace Injury Management and Workers Compensation Act 1998*
- *Glen Innes Severn Council Workplace Injury Management and Recover at Work Policy*
- *Glen Innes Severn Council - First Aid Policy and Guidelines*

APPENDICES

Appendix 1 - SIRA - If you get injured at work poster

Appendix 2 – Recover at Work Plan

Appendix 3 – Information Authority Consent Form

APPENDIX 1: SIRA - If you get injured at work poster

This poster summarises the requirements of the *Workplace Injury Management and Workers Compensation Act 1998* with regard to notifying injuries and making claims, and is the form of notice approved under *section 231* of the *Workplace Injury Management and Workers Compensation Act 1998* and *clause 39* of the *Workers Compensation Regulation 2016*.

If you get injured at work

NSW GOVERNMENT

- 1 Tell your employer**
Tell your employer as soon as you can. Your employer must notify the insurer within 48 hours. If your injury is serious, your employer must notify SafeWork NSW immediately on 13 10 50.
- 2 See your doctor**
See your doctor and get a certificate of capacity for your employer to send to the insurer.
- 3 Recover at work**
If you are able, stay at work or plan how to return to suitable work as early as possible.

You can claim medical expenses and get weekly payments if you need time off work. If you need more than 7 days off work, you must participate in an injury management plan.

RECOVER BETTER AT WORK
Evidence shows you recover from an injury better at work than at home. Bring off work impacts on your health and wellbeing, your financial situation and your relationships with family and friends. If a co-worker is off injured, stay in touch and support their return to work.

SafeWork NSW is the work, health and safety regulator. The State Insurance Regulatory Authority (SIRA) regulates workers compensation insurance in NSW.
For more information go to safework.nsw.gov.au or sira.nsw.gov.au or call 13 10 50.

Your employer's workers compensation insurer is: _____

Your return to work coordinator is: _____

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APPENDIX 2: Recover at Work Plan

Glen Innes Severn Council Recover at Work Plan		No:
Boxes marked * MUST be completed in full.		
Details		
Commencement date/action:	Completion date/action:	
*Worker's full name:	*Claim no:	
*Pre-injury occupation:	*Date of birth:	
*Pre-injury employer:	*Date of injury:	
*Return to work coordinator:	*Nature of injury:	
Is an interpreter required? <input type="checkbox"/> Yes <input type="checkbox"/> No	Preferred language:	
Objectives:		
<p>Mandatory: Select at least one (1) of the following objectives</p> <p><input type="checkbox"/> (i) The worker's return to the pre-injury employment with the pre-injury employer;</p> <p><input type="checkbox"/> (ii) The worker's return to different employment with the pre-injury employer;</p> <p><input type="checkbox"/> (iii) The worker's return to the pre-injury employment but with a different employer;</p> <p><input type="checkbox"/> (iv) The worker's return to different employment with a different employer;</p>		
Goal(s):	Actions and services required to meet the goals and objectives of this recovery/return to work plan	By whom (name) By when (date)
Stage 1:		
Stage 2:		
Stage 3:		

Recover at work/return to work arrangements:

From	To	Days	Hours	Work activities	Considerations/Restrictions	Supervisor (name)

Further Information

-
-

Preparation details

Prepared by:	Telephone:	Mobile:
Position:	Email:	
Relevant comments by any party:		

Agreement (a signature confirms the party has been consulted in preparing this recovery/return to work plan)

Parties involved	Print name	Signature (or reason if none)	Date
Worker			
Employer / RTW Coordinator			
Employer/ Supervisor			
Nominated Treating Doctor			
Rehabilitation Provider			

Approved

Recover at work plan:	<input type="checkbox"/> Approved	<input type="checkbox"/> Not approved
StateCover Claims Manager	Signature	Date
Comments:		
Rehabilitation Provider		
	Signature	Date
Comments:		

APPENDIX 3: Information Authority Consent Form

Information Authority to Release Personal Information for Workers Compensation Matters



Worker's Declaration

I..... (Name)

have discussed this consent form with my employer, **Glen Innes Severn Council**. I understand that any information collected will be kept confidentially, with access restricted to those who are directly responsible for coordinating and monitoring my recovery at work.

I understand that Glen Innes Severn Council and StateCover Mutual Limited will:

- Obtain and release information, either verbal or written, in relation to my work related injury and subsequent claim for compensation;
- Only collect health information that is relevant and necessary to manage my recovery at work and coordinate the workers compensation claim;
- Only use and disclose information for the purpose for which it was collected;
- Keep any information collected separate from my Council personnel records;
- Take reasonable steps to protect my information by ensuring it is stored securely, kept no longer than necessary and disposed of appropriately; and
- Allow me to access my information without unreasonable delay, unless providing access would be unlawful or pose a serious threat to another person's life or health.

I nominate the following agencies as currently being involved with my claim and injury management.

Nominated treating doctor:.....

Hospital or specialist medical personnel:.....

Rehabilitation Provider:.....

Union:.....

Other:.....

Considering the above, I authorise and consent to the collection, use and disclosure of personal and health information relevant to managing my injury and workers compensation claim in order to assist in the management of my recovery at work and active medical management.

I understand that I may change or cancel this authority at any time and that I am able to limit the authority of any of the parties to disclose information at any time in writing. However, I understand that my compensation benefits may be affected if I do not cooperate fully in the development of and implementation of a Glen Innes Severn Council Recover at Work Plan and a StateCover Mutual Limited Injury Management Plan.

I direct that a photocopy or scan of this Information Authority will be accepted with the same authority as the original.

Consent	Signature	Date
Worker		
Glen Innes Severn Council Representative		
Interpreter (if required)		

