

## Procedure PR-PRO-024

### Return to Work Program

#### 1. SUMMARY

- 1.1. Pure Rail Pty Ltd has developed this Return to Work Program for the management of workers who are injured at work. This program forms part of the operating procedures of the organization and is consistent with our insurer's Injury Management Program.
- 1.2. This program complies with the *Guidelines for workplace return to work programs* and the requirements for a category 1 employer.

#### 2. REVISION AND APPROVAL

| Rev. | Date       | Nature of Changes | Approved By |
|------|------------|-------------------|-------------|
| 1    | 06/12/2021 | Original issue.   | Kyle Devine |
|      |            |                   |             |

#### 3. RETURN TO WORK COMMITMENTS

- 3.1. Pure Rail Pty Ltd is committed to the return to work of injured workers.
  - We will prevent injury and illness by providing a safe and healthy working environment.
  - We will ensure that injury management activities commence as soon as possible after a worker is injured.
  - We will provide the injured worker with support to minimize the effects of the injury and to ensure that an early return to work is a normal practice and expectation.
  - We will provide suitable employment for an injured worker as soon as safely possible and after seeking appropriate medical judgment.
  - We will ensure that participation in the return to work process will not disadvantage and injured worker. All efforts will be made to resolve disagreements about Pure Rail's Return to Work Program through discussion and cooperation.

#### 4. PROCEDURE FOR ACTION WHEN INJURY OCCURS

- 4.1. Notification of an injury
  - All injuries must be immediately notified by the worker to the supervisor and the supervisor must investigate and report on the incident as per ***PR-PRO-013 Incident and Injury Reporting***
  - All injuries will be recorded in ***PR-REG-005 Incident Register***.

- Pure Rail's workers compensation insurer, iCare, will be notified of any injuries within 48 hours.

#### 4.2. Provision of first aid and medical treatment

- Once an injury is notified, Pure Rail will ensure that the injured person receives appropriate first aid or medical treatment as soon as possible.
- Where an injured worker receives medical treatment, they **must** nominate a treating doctor who will be responsible for medical management of the injury and who will cooperate with injury management.
- Provision for nominating the treating doctor is made on the *WorkCover NSW certificate of capacity*.
- The recovery period away from the worksite should be as short as is safely possible.

#### 4.3. Role of the return to work coordinator

- Pure Rail's trained return to work coordinator is Kyle Devine.

Our return to work coordinator will be responsible for coordinating all efforts aimed at assisting the injured worker to recover, remain at or return to work as quickly and safely as possible. This includes early contact with the worker and treating health services via the telephone, in person, or through home or hospital visits.
- For all lost time injuries, the return to work coordinator will contact the injured worker within 24 hours of the injury being reported to ensure that:
  - The injured worker understands the procedures of our Return to Work Program
  - The process of lodging a workers compensation claim is explained
  - The injured worker is prepared for a safe and timely return to work consistent with medical advice.
- Our return to work coordinator will gain written consent from the injured worker to obtain, use and disclose injury management information.
- Our return to work coordinator will establish, maintain and store a confidential return to work file on each injured worker. Access to the worker's own file will be granted if requested.
- Our return to work coordinator will provide assistance to workers who speak languages other than English.

#### 4.4. Role of the insurer

- Within three days of being notified by us that we have an injured worker, the insurer will start developing an injury management plan for the worker.
- We will cooperate with the insurer in developing and complying with an injury management plan for that injured worker.
- Within seven days of being notified by us that we have an injured worker, the insurer

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will begin paying provisional weekly payments to that worker.

- We expect the insurer to maintain contact with our return to work coordinator and the injured worker regarding the progress of the workers compensation claim.

#### **4.5. Involving a workplace rehabilitation provider**

- We will consider referral to an approved workplace rehabilitation provider when it becomes evident that an injured worker is not likely to resume their pre-injury duties or cannot do so without changes to the workplace or the work practices.
- Our return to work coordinator will consult the worker, our insurer and the worker's treating doctor to discuss the need to involve an approved workplace rehabilitation provider.
- The role of the workplace rehabilitation provider is to help develop and monitor the return to work plan.
- We acknowledge that the injured worker has the right to choose their treating doctor and workplace rehabilitation provider. Should a worker wish to change doctor or provider, they must contact the insurer.

#### **4.6. Finding and providing suitable work**

- When the injured worker has (according to medical judgment) the capacity to return to work, an individual return to work plan will be developed by our return to work coordinator, outlining the duties to be performed.
- Our return to work coordinator will consult with the injured worker, the workers compensation insurer and the treating doctor to develop a written return to work plan.
- We will ensure that the duties offered to injured workers as part of their return to work plan will always be a safe match with the worker's physical and psychological capacities, and consistent with medical advice.
- Duties may be provided in many different ways – at the same or different worksite and in the same job with different hours or modified duties, or different job altogether.
- The duties may be full-time or part-time, depending on the availability and requirements of the individual injured worker's circumstances.
- Duties offered will be in writing, clearly listing the work to be performed, working hours, physical or mental restrictions, and dates and times of medical and physiotherapy treatments and review.
- Treatment should be obtained by workers out of working hours, whenever practicable.
- Return to work plans will be time limited, monitored closely by our return to work coordinator and regularly upgraded.
- Any changes to the duties offered are undertaken by our return to work coordinator in consultation with all parties.
- Where an injured worker cannot return to their pre-injury duties, every assistance will

be given to that worker to find suitable employment, either within or external to our organization. This includes our return to work coordinator referring to an approved workplace rehabilitation provider for advice about WorkCover training and vocational programs.

- No injured worker will be dismissed because of their injury/illness within six months of becoming unfit for employment.

#### **4.7. Arrangements for dispute resolution**

- If there are disagreements about return to work plans or some aspect of the Return to Work Program, we will work with the injured worker and any union representing them to try to resolve the disagreements.
- Failing this, we will attempt to resolve the disagreements by consulting with the workplace rehabilitation provider, the treating doctor or an injury management consultant.
- Assistance may be sought from our workers compensation insurer.

### **5. INFORMATION FOR WORKERS**

#### **5.1. You have the right to:**

- Nominate your own treating doctor who will be involved in your injury management plan
- Choose your own approved workplace rehabilitation provider if necessary
- Be actively involved in the planning of your return to work

#### **5.2. You must:**

- Take care to prevent work injuries to yourself and others
- Notify your employer of an injury as soon as possible
- Comply with your injury management plan
- Provide accurate information about any aspect of your claim
- Notify the agent/insurer if you get a job or if you earn extra income from your job while you are receiving weekly benefits
- Attend medical and rehabilitation assessments
- Cooperate in workplace changes that will assist other injured workers

*If you do not comply with your injury management plan, the agent/insurer may suspend your benefits.*