



CS ENERGY PROCEDURE FOR

WORKPLACE REHABILITATION AND WORKCOVER CLAIMS

CS-OHS-04

Responsible Officer: Group Manager Health and Safety
Responsible Executive: Executive General Manager Corporate

DOCUMENT HISTORY

| Date | Rev | Key Changes | Author | Approver |
|------------|-----|---|---------|----------|
| 16/01/1998 | 1 | Original Issue of Document | - | - |
| 04/02/1998 | 2 | Deletion of 1. Policy | - | - |
| 19/03/1998 | 3 | Appendices revised as template forms | - | - |
| 05/04/1998 | 4 | Procedure revised, inclusion of grievance procedure | - | - |
| 15/09/1998 | 5 | Changed paragraph 5.6 | - | - |
| 17/11/1999 | 6 | Addition of Monitoring, Change to Claim Form | - | - |
| 29/05/2001 | 7 | Minor changes | - | - |
| 04/07/2001 | 8 | Changes made to obtain reaccreditation – requested by assessor. Addition of Aim, responsibilities, Attachment2. | - | - |
| 25/03/2003 | 9 | Modifications made to roles of rehabilitation providers and claims process. | F Welch | M Keag |
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| 01/11/2003 | 11 | Definitions amended and assistance for transport. | F Welch | M Keag |
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1 PURPOSE

To promote the early recovery and return to the workplace of any CS Energy employee who has an injury or illness.

2 SCOPE

This procedure applies to any CS Energy employee who has sustained an illness or injury. The Procedure details the process to be used for:

- Workcover claims; and
- Developing and using the Rehabilitation Program.

CS Energy is committed to ensuring that employees who are ill or injured are able to return to meaningful work as quickly as possible. Access to this Procedure is not limited to work-related illness or injury, however CS Energy retains an absolute discretion in relation to providing access to this Procedure for an employee who is disabled due to non work related illness or injury. In exercising its discretion CS Energy will apply the principles of fairness, equity and reasonableness.

3 KEY OBJECTIVES

The aim of the rehabilitation policy / procedure is to ensure:

- CS Energy has a process to support the early return to meaningful work of any employee who has suffered illness or injury;
- The position of the Rehabilitation and Return to Work Coordinator is adequately resourced; and
- Appropriate confidentiality of employee information.

4 RESPONSIBILITIES

4.1 Site Rehabilitation and Return to Work Coordinators

- Ensure a system exists for immediate reporting of illness and injury to enable early worker contact and to ensure CS Energy complies with Workcover reporting requirements.
- Promote CS Energy's rehabilitation program internally (to employees) and externally to doctors to maintain ongoing commitment.
- Educate employees, supervisors and management of CS Energy's rehabilitation system to ensure they are aware of their rights and responsibilities.
- Provide the treating doctor with:
 - Letter to Treating Medical Practitioner / Worker Authorisation (Form R0003);
 - Indication of Normal Duties (Form R0004); and
 - Health Status Evaluation (Form R0005).
- Coordinate and monitor all rehabilitation plans and amendments and ensure treating doctor approval and signature are obtained.
- Promptly identify the need for rehabilitation and provide appropriate services to ensure an early return to suitable and meaningful work.
- Liaise with the worker's supervisor and other parties in ensuring appropriate suitable duties are identified within the approved medical restrictions.
- Coordinate the utilisation of professional medical services and rehabilitation resources in:



- Assessing duties and work areas,
 - Providing medical treatment for injured or ill workers
 - Providing advice on alternate roles and modifying work areas where reasonable and practical to do so.
 - Advising CS Energy on suitable early return to work programs for employees.
- Document the agreed rehabilitation plan and ensure a copy is provided to the employee, management, treating medical doctor and Workcover.
 - Coordinate applications to Workcover and liaise, when needed, with officers of Workcover.
 - Establish and maintain the employee's rehabilitation file with accurate and objective case notes for which each notation is signed and dated.
 - Ensure confidentiality of the employee's rehabilitation case records is maintained.
 - Maintain relevant statistics.
 - Ensure currency and review of the Policy and Procedure.

4.2 Employee

For a work-related injury / illness:

- Report the incident in accordance with the incident reporting procedure requirements.
- Ensure the injury form is completed.
- Notify supervisor of absence from work prior to or at the beginning of the next scheduled shift.
- Abide by this procedure for Rehabilitation and Workcover claims.
- Complete relevant section of the Compensation Claim Form for Workers and Employers if absent from work and/or medical or other expenses are incurred with assistance from the Rehabilitation and Return to Work Coordinator.
- Advise doctor of CS Energy's rehabilitation program.
- Forward any medical certificates, bills and receipts to the Rehabilitation and Return to Work Coordinator.
- Forward tax declaration form to the Rehabilitation and Return to Work Coordinator if absent from work for longer than the excess period.
- Undertake appropriate treatment from the treating doctor to facilitate an early return to suitable duties.
- Actively participate in planning and implementing a rehabilitation plan with the agreed primary goal being return to work.
- To maintain relevant communication with the Rehabilitation and Return to Work Coordinator

4.3 Supervisor

- Contact the Rehabilitation and Return to Work Coordinator and the Health and Safety Advisor/Coordinator as soon as possible for all work-related injuries / illnesses of workers which involve:
 - off-site medical treatment;
 - Lost time injuries;



- The inability of the ill/injured worker to carry out their full range of duties; and
- The potential to aggravate an injury/illness.
- Complete the injury form in accordance with site procedures;
- Accompany the injured worker when requiring initial offsite treatment to provide care and comfort and complete the Indication of Normal Duties form (R0004) and assist the treating doctor to complete the Work Capabilities Checklist (R0005). Actively assist the Rehabilitation and Return to Work Coordinator in identifying suitable duties to develop return to work plans;
- Adjust workplace procedures and rosters, to enable successful implementation of the plan;
- Monitor the injured employee's worker's progress;
- Assist the employee and Rehabilitation and Return to Work Coordinator during the return to work program; and
- Offer support and encouragement to the injured worker.

4.4 Employee's Representative/Workers

If required, assist the injured employee and Rehabilitation and Return to Work Coordinator during the return to work program.

4.5 Health and Safety Adviser/Coordinator or Safety Manager

Monitor effectiveness of the rehabilitation process and provide assistance with the rehabilitation program where considered necessary by the Site Management, Rehabilitation and Return to Work Coordinator or employee.

4.6 Rehabilitation Service Providers

The role of the Rehabilitation Service Provider is to:

- Provide advice and assistance to CS Energy and the injured employee;
- Provide an initial rehabilitation assessment;
- Develop a Return To Work Program in consultation with the Rehabilitation and Return to Work Coordinator;
- Provide advice on suitable duties and reasonable and practical modifications to the workplace;
- Monitor and upgrade suitable duties;
- Undertake functional capacity assessments; and
- Manage the progress of the case through liaison with the treating medical practitioner, health professionals, Workcover, the Rehabilitation and Return to Work Coordinator and the injured employee.

5 EMPLOYEES RIGHTS

The employees' rights during the post workplace injury and during rehabilitation include:

- To choose their treating doctor;
- To be involved in developing their rehabilitation plan;
- To have a plan that is consistent with the agreed medical requirements;



- To have a current copy of their rehabilitation plan;
- To have rehabilitation plan reviewed or changed where it is deemed to be ineffectual or unsatisfactory by the professional rehabilitation resources involved;
- To seek the attendance of a chosen representative at any meeting which includes discussion of their rehabilitation;
- To be assured of appropriate confidentiality of personal and medical information;
- To have access to medical or vocational information, which pertains to their rehabilitation plan, and is in CS Energy's possession; and
- To ask for a review of any decision to have access to CS Energy's grievance resolution process.

6 REHABILITATION (INJURY MANAGEMENT) PROCESS

6.1 Notification of Injury or Illness

- When an employee becomes ill or injured at work, the supervisor must be notified immediately. If immediate reporting is not possible then the injury or illness must be reported by the end of the next day or shift (irrespective of whether the worker is due to work the next day or shift) or when the worker first becomes aware of the injury or illness.



Note:

It is recognised there will be extenuating circumstances as to why an injury/illness may not be reported. These circumstances will be identified by the incident investigation.

- If offsite medical treatment is required, a CSE representative (normally the immediate supervisor will accompany the employee to their treating doctor, CSE nominated medical facility or the local hospital. The accompanying CSE representative will provide assistance and support to the injured employee and will not be involved in the treatment process between the doctor and injured employee. The supervisor will complete the Normal Duties form (R0004) and assist the treating doctor to complete the Capabilities Checklist (R0005).



Note:

The intent is to ensure safe transport and timely, suitable medical treatment and to manage an effective return to work.

- The supervisor must notify the Rehabilitation and Return to Work Coordinator, Payroll Section and the Health and Safety Advisor of the incident immediately.
- For a work-related injury / illness where an employee seeks medical attention after leaving work, the employee must contact their supervisor as soon as practicably possible. The supervisor is to contact the site Rehabilitation and Return to Work Coordinator. The Rehabilitation and Return to Work Coordinator will establish contact with the worker and advise of the contact details of the CSE nominated medical service provider or shall obtain the name of the treating doctor.

6.2 Workcover Claims Process

- The employee must commence the claims process by completing and submitting a Workcover claim application form and notify the CS Energy site Rehabilitation Co-ordination of the application.



- The CS Energy site Rehabilitation & Return to Work Coordinator or Health and Safety Adviser are to investigate the incident and process the claim application. Industrial Relations and Human Resources are to be notified of the Workcover claim.
- The Rehabilitation and Return to Work Coordinator is to advise the injured employee that in some instances Workcover may reject a claim and as such the worker will be liable for any medical expenses, surgery costs, hospital expenses, wages etc. incurred.
- Upon acceptance of the claim by Workcover as a workplace injury or illness, CS Energy will pay the amount payable to the worker in accordance with the Workers Compensation and Rehabilitation Act – being the Excess Period as defined in the Regulations, (as amended from time to time).
- Workcover is required to meet the claim costs once the claim is accepted. The insurer (Workcover Qld) is responsible for coordinating the development and maintenance of a rehabilitation and return to work plan in consultation with the injured employee, the employee's employer and treating registered persons.
- Employees are responsible for the costs of medical treatments until their application for compensation is decided and accepted by Workcover. Some private hospital and private treatment costs are not fully covered by Workcover.

6.3 Rehabilitation

Following initial assessment and treatment, an employee will be either fit to resume normal duties, fit for suitable duties or unfit for work.

6.3.1 Fit for Normal Duties

No further action will normally be required.

6.3.2 Fit for Suitable Duties

- Employees who are ill or injured may be fit for suitable duties:
 - Following initial assessment and treatment; or
 - Following a period of total incapacity when subsequent improvement has occurred to the point where some meaningful work may be safely performed.
- In consultation with the employee, employer, the employee's treating registered persons and any person engaged by CS Energy, a return to work plan will be developed. The employee must be made aware that participation in this plan is compulsory for work-related injuries / illnesses.
- The employee and the Rehabilitation and Return to Work Coordinator must confer before the employee recommences working to ensure the employee understands the type of work and the hours of work to be performed.
- The Rehabilitation and Return to Work Coordinator will document the approved plan (Form R0007) based on the severity of the injury / illness.
- The Rehabilitation and Return to Work Coordinator will review the employee's progress, preferably on the job, or by other reasonable means determined by the Rehabilitation and Return to Work Coordinator.
- Where uncertainty exists about the suitability or availability of suitable duties or the progress of the employee in the rehabilitation program is slower than expected, the Rehabilitation and Return to Work Coordinator may at their discretion consult with:
 - The Insurer;



- The treating medical doctor;
 - Any other specialist or professional rehabilitation resources;
 - CS Energy management; and
 - The employee to determine appropriate actions and outcomes for the employee and the company.
- When the employee returns to normal duties, the Debrief (Form R0014) and Case Closure Forms (Form R0010) should be completed.

6.3.3 Unfit for Work

- Where an employee is certified unfit for work, the Rehabilitation and Return to Work Coordinator may refer the case to the Insurer for further medical investigation and seek a report with recommendations.
- The Rehabilitation and Return to Work Coordinator will maintain contact with the employee.
- The Rehabilitation and Return to Work Coordinator will maintain contact with the Insurer or Rehabilitation Service Provider to ascertain progress and to facilitate a return to useful productive work.

6.3.4 Permanent Alternative Placement

If it becomes clear that an employee will be unable to return to their previous duties but that the employee may/will be able to return to some gainful employment, consultation shall take place with the employee, CS Energy management, Human Resources and other members of the rehabilitation team to determine if there are suitable available alternative jobs which the employee may be able to perform in the company once maximum capability has been reached.

Where the company is able to accommodate adjustments to a particular role, the Rehabilitation and Return to Work Coordinator, in conjunction with Human Resources personnel, will co-ordinate and oversee the implementation of such agreed adjustments in the workplace to accommodate the disablement. While best endeavours will be made to place the ill or injured employee in a permanent alternative role, this will ultimately depend on the needs of the business and the availability of a suitable position.

6.3.5 Permanent Disability

When an employee's illness or injuries prevent them returning to gainful employment, management will take appropriate action according to corporate procedures, site industrial agreements and legal obligations.

6.3.6 Non-Work Related Injury

Rehabilitation may be provided to an employee following consultation between the employee team leader/supervisor, management and the Rehabilitation and Return to Work Coordinator.

Workcover does not need to be notified.

If an employee is approved access to this Procedure for a non-work related illness or injury, the procedure as outlined in S 4.1 to S 4.6 will be followed as for a work related injury, subject to the rights of CS Energy to amend, modify or vary the procedure at its absolute discretion.

6.4 Grievance Process

For a work-related injury, disciplinary procedures may be implemented if the employee does not return to work on “alternative duties” if that employee has been assessed as able to return to work on those duties.

Refer to the relevant Enterprise Agreement ‘Grievance or Dispute Settling Procedure’.

6.5 Records

Employee’s File - A file must be kept for each employee undertaking rehabilitation and must contain copies of all relevant documentation, correspondence and accounts.

6.6 Workcover Requirements

Refer Attachment 1.

6.7 Confidentiality

The Rehabilitation and Return to Work Coordinator will keep all information contained in the employee’s file in a secure location. Information will be available only to persons authorised by the employee, professional rehabilitation resources and Workcover.

6.8 Monitoring

The effectiveness of work-related rehabilitation will be monitored at both the site and corporate levels by analysing:

- Rehabilitation Debrief Forms (R0014) completed following a rehabilitation case;
- Lost time injury information (e.g. Duration Rate); and
- Workcover claims.

Quarterly claims history reports, which are obtained from Workcover and provided to the Group Manager Health and Safety.

6.9 Document Review

The Rehabilitation and Return to Work Coordinators, in consultation with the Group Manager Health & Safety and site representatives, will review this document every 2 years or otherwise as appropriate to maintain compliance with legislative and CS Energy’s requirements.

7 DEFINITIONS

| Term | Definition |
|--|---|
| Alternative Duties | Temporary duties that are designed specifically for the injured/ill employee. |
| Compensation Form for Workers and Employers | Submitted By Workcover |
| Emotional Health | Stress, Anxiety, Depression |
| Employee | An employee of CS Energy Ltd. A reference to Employee under this Procedure is taken to be a reference to a Worker as defined in Workers Compensation & Rehabilitation Act 2003 associated legislation. |
| Excess Period | As defined in the Workers Compensation and Rehabilitation Act 2003 (Qld) & Regulations. |
| Injury | Any injury, illness or disease, which adversely affects a worker's ability to perform their normal duties. |
| Medical Certificate | Doctor's certificate detailing the injuries / illness the worker has. |
| M.E.O. | Medical Expenses Only |
| Non-Work Related Injury | Any injury or illness not sustained at or due to work, or accepted by Workcover. |
| Professional Rehabilitation Resources | Includes medical practitioners, medical specialists, psychologists, occupational therapists, physiotherapists, chiropractors, ergonomists, occupational hygienists, and social workers. Other professionals (not health) may include accountants and financial advisers. |
| Rehabilitation Service Provider | Includes any professional rehabilitation resources or other professionals that can provide assistance for injury management and monitoring, undertake work trials, provide counselling, assist in claims management, conduct worker and worksite assessments, develop suitable duties programs, and rehabilitation plans. |
| Selected Duties | A temporary modification of the employee's pre-injury work tasks that are matched to their recovering abilities. |
| Suitable Duties Programmes | <p>Are a means of offering a monitored and graduated return to normal duties. They are: matched to the capabilities of the employee, time limited and regularly upgraded according to the level of recovery and treating medical doctor advice.</p> <p>The following issues must be considered when choosing suitable duties:</p> <ul style="list-style-type: none"> • The employee's pre-injury duties, age, education, skills and work experience and nature of the incapacity. • The restrictions/limitations specified by the treating doctor, who must also document approval for all plans and amendments, regard for the objectives of the employee's rehabilitation plan and be meaningful. <p>Suitable Duties Plans may be either: fully funded by Workcover; partially funded by both CS Energy and Workcover or medical expenses only.</p> |
| Supervisor | May include team leader, workgroup coordinator and/or management representative. |
| Workcover | WorkCover Queensland |
| Workcover Injury | A personal injury arising out of, or in the course of employment if the employment is the significant contributing factor causing the injury. |
| Worker | A person as defined in Workers Compensation & Rehabilitation Act 2003 and associated legislation |
| Work Related | Arising out of, or in the course of employment. |



8 REFERENCES

| Reference No | Reference Title | Author |
|----------------|--|-----------|
| | Workers Compensation and Rehabilitation Act 2003 | |
| | Workers Compensation and Rehabilitation Regulation 2003 | |
| "B/D/12/18687" | R0001 – Program Title Page | CS Energy |
| "B/D/12/18617" | R0002 – Workcover Checklist | CS Energy |
| "B/D/12/18616" | R0003 - Letter to Treating Medical Practitioner and Worker Authority | CS Energy |
| "B/D/12/17491" | R0004 - Indication of Normal Duties Report | CS Energy |
| "B/D/12/18614" | R0005 - Work capabilities Checklist | CS Energy |
| "B/D/12/18609" | R0006 - Letter to Worker | CS Energy |
| "B/D/12/18608" | R0007 - Rehabilitation Plan/Progress Report | CS Energy |
| "B/D/12/18607" | R0008 - Suitable Duties Program | CS Energy |
| "B/D/12/13399" | R0009 - Return to Work Advice | CS Energy |
| "B/D/12/17682" | R0010 - Rehabilitation Case Closure | CS Energy |
| "B/D/12/18747" | R0011 - Telephone Conversation Notes | CS Energy |
| "B/D/12/18748" | R0012 - Rehabilitation Case Notes | CS Energy |
| "B/D/12/18700" | R0013 - Personnel Details for Employer's WorkCover Report | CS Energy |
| "B/D/12/17321" | R0014 - Rehabilitation Debrief | CS Energy |

9 APPENDIX
9.1 Appendix 1 – Injury Management Process Flowchart

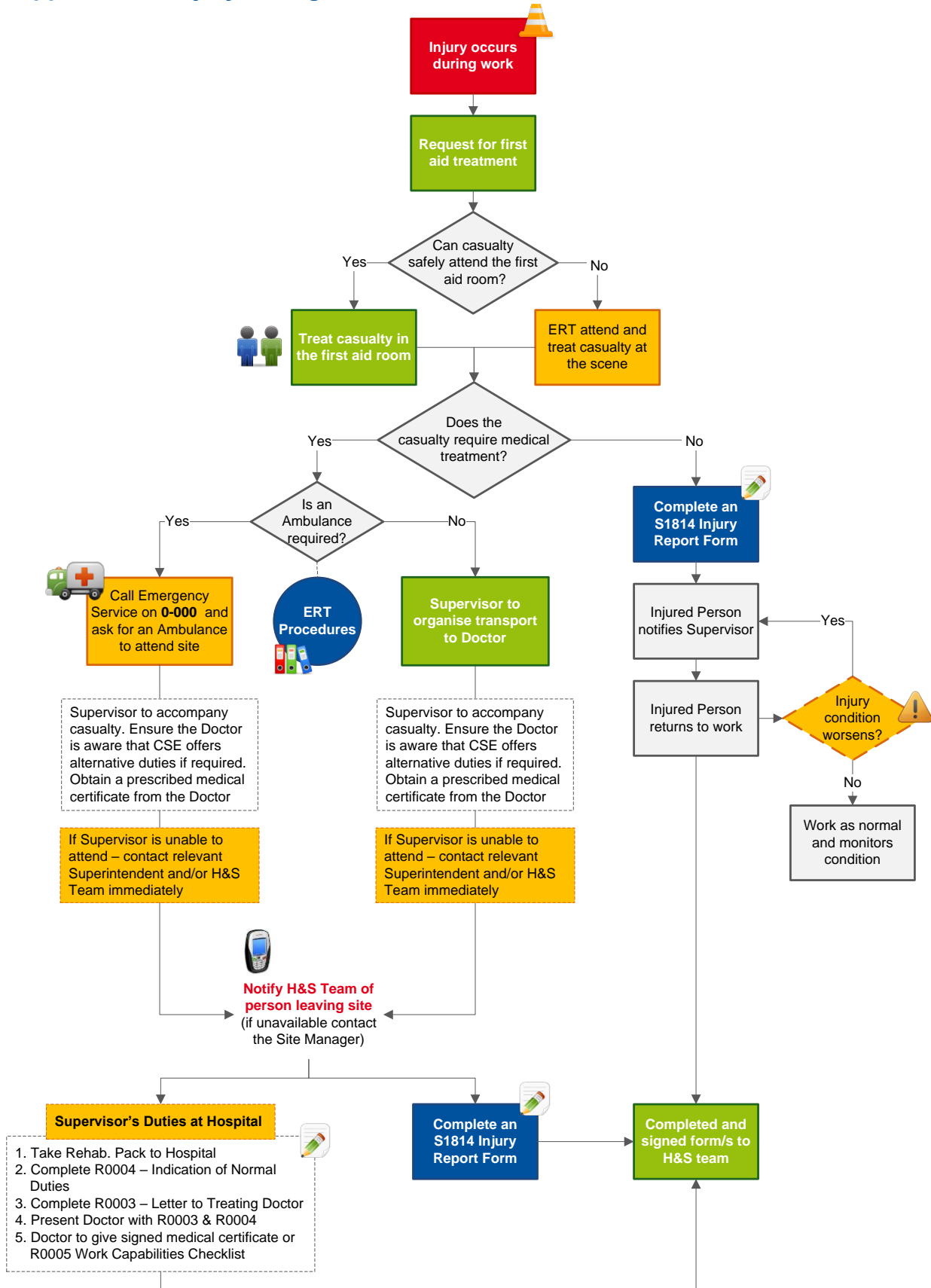
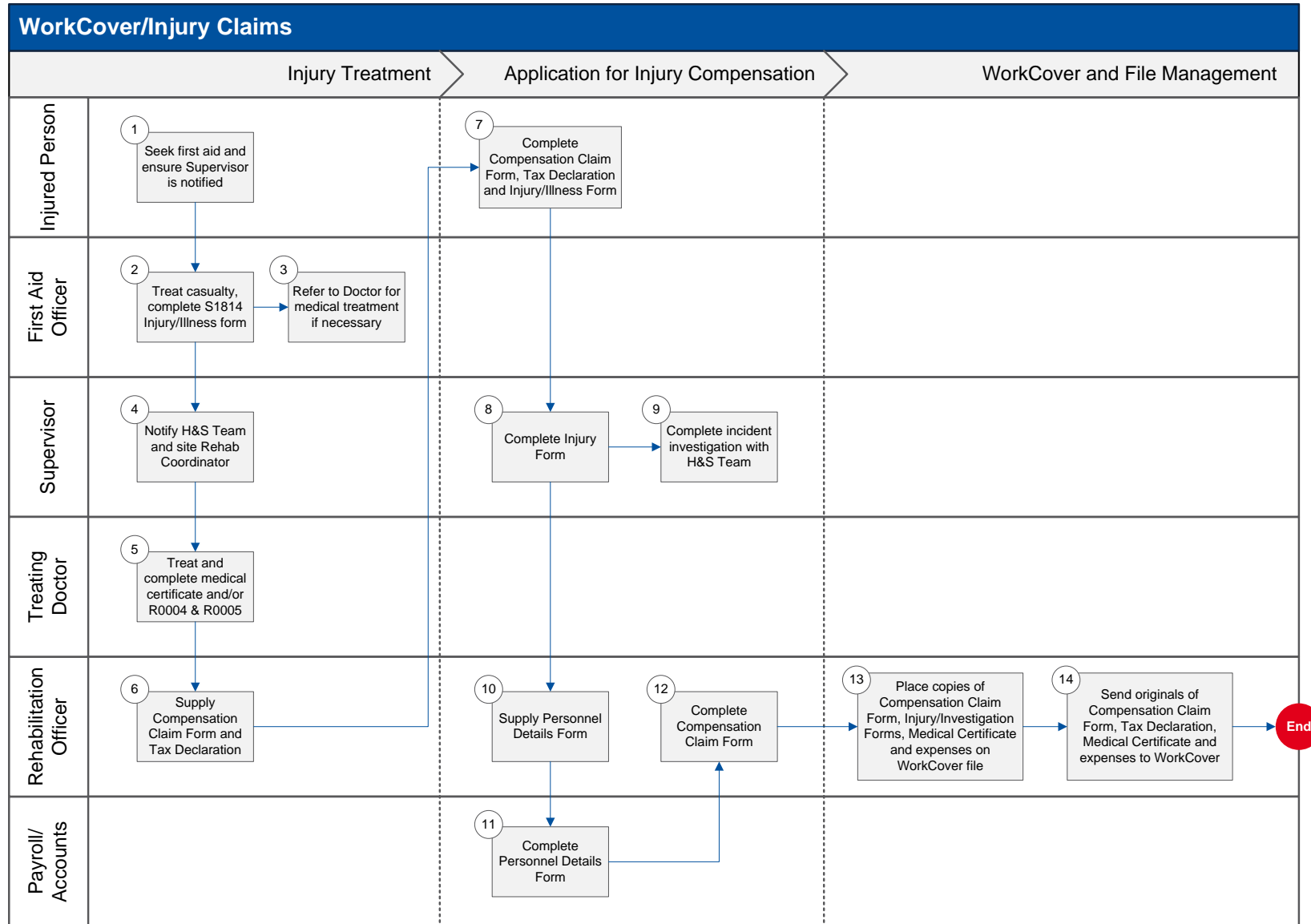


Figure 1 – Injury Management Flowchart

9.2 Appendix 2 – Workcover Claims



9.3 Appendix 3 – Rehabilitation Checklist

| Action | CSE Responsible Person |
|---|--|
| Stage 1 – Initial Actions | |
| <input type="checkbox"/> Commence First Aid if required | First Aider |
| <input type="checkbox"/> Report injury immediately to the Supervisor | Injured Worker Co-worker |
| <input type="checkbox"/> Complete incident form | First Aid Supervisor Worker |
| <input type="checkbox"/> Report all injuries to the Rehabilitation & Return to Work Coordinator | First Aider Supervisor Worker |
| <input type="checkbox"/> Ensure contact is made with injured worker within 24 hours of incident occurring. Advise of potential costs that may be incurred. | Rehabilitation and Return to Work Coordinator |
| <input type="checkbox"/> For an injury requiring hospitalisation ensure CS Energy has notified immediate family and arrange hospital visit without delay | |
| <input type="checkbox"/> Paperwork to submit to WorkCover within 8 business days of incident: <ul style="list-style-type: none"> • Employers Report • WorkCover Application Form • Treating Doctor's Medical Certificate • Employment Tax Declaration Form - if applicable • Worker file: copies of forms, case notes of interview and contacts with relevance parties | Rehabilitation and Return to Work Coordinator Injured Worker to Sign |
| Stage 2 – Rehabilitation Plan | |
| <input type="checkbox"/> Present introductory letter (R0003), Indication of Normal Duties (R0004) and Work Capabilities Checklist (R0005) to Treating Medical Practitioner. | Injured Worker Rehabilitation and Return to Work Coordinator Treating Doctor |
| <input type="checkbox"/> Receive and review the completed Work Capabilities Checklist (R0005) and assess the need for prompt rehabilitation intervention. Where possible, this step is to take place within 2 days of the injury or illness occurring, or as soon as practically possible. | Injured Worker Rehabilitation and Return to Work Coordinator Treating Doctor |
| <input type="checkbox"/> Prepare rehabilitation plan with injured worker and Treating Medical Practitioner. (R0007). | Rehabilitation and Return to Work Coordinator Treating Doctor |
| <input type="checkbox"/> Where the injury is likely to cause an absence in excess of five working days, where appropriate contact an appropriate rehabilitation provider to assist with the return to work process. (see stage 3) | Rehabilitation and Return to Work Coordinator Rehabilitation Provider |



| | |
|--|---|
| <input type="checkbox"/> Gain approval from WorkCover Rehabilitation Case Manager and Treating Medical Practitioner prior to starting program. | Rehabilitation and Return to Work Coordinator Treating Doctor WorkCover Rehabilitation Case Manager |
|--|---|

Stage 3 – Getting Assistance from Rehabilitation Providers

| | |
|--|---|
| <p>When does the Rehabilitation and Return to Work Coordinator use a Rehabilitation Provider?</p> <input type="checkbox"/> This will include: <ol style="list-style-type: none"> 1. All existing lost time claims (>5 days) as relevant 2. All employees on prolonged suitable duties (>3 months) 3. Where the Rehabilitation & Return to Work Coordinator cannot identify appropriate suitable duties 4. Where the injury is related to an employee's working method e.g. Back Injuries 5. Where the injury is of a complicated nature eg: psychological and degenerative conditions. 6. Where the injured worker has experienced a similar injury or ongoing symptoms. | Injured Worker Rehabilitation and Return to Work Coordinator Rehabilitation Provider Insurer |
|--|---|

| | |
|--|---|
| <p>Where the Rehabilitation & Return to Work Coordinator wishes to externalise rehabilitation process.</p> <input type="checkbox"/> This would include situations where: <ol style="list-style-type: none"> 1. The rehabilitation process has become part of an Industrial Relations Issue and the co-ordinators are seeking an objective approach. 2. Where the Rehabilitation & Return to Work Coordinator is unable to allocate the appropriate time and resources 3. Where the injury is so severe that the rehabilitation goal is to redeploy the injured worker within or outside the company. 4. Where the GP, Health provider or Insurer is not confident in the availability of suitable duties or the return to work goal. | Injured Worker Rehabilitation and Return to Work Coordinator Rehabilitation Provider Insurer |
|--|---|

Stage 4 – Return to Work

| | |
|---|---|
| <input type="checkbox"/> Monitor suitable duties and ensure all restrictions in plan are being adhered too. | Rehabilitation and Return to Work Coordinator Supervisor of the section that the worker is working |
| <input type="checkbox"/> Maintain accurate and up-to date case notes and rehabilitation register | Rehabilitation and Return to Work Coordinator |
| <input type="checkbox"/> Report any problems immediately to your supervisor and the Rehabilitation & Return to Work Coordinator | Injured Worker |

Stage 5 – Reviewing Rehabilitation

| | |
|---|---|
| <input type="checkbox"/> Maintain accurate register of injured workers and the type of WorkCover claim. | Rehabilitation & Return to Work Coordinator |
|---|---|



| | |
|---|---|
| <input type="checkbox"/> Review active cases monthly and meet with Rehabilitation Providers accordingly. | Rehabilitation & Return to Work Coordinator |
| <input type="checkbox"/> Provide status reports to management on a quarterly basis. | Rehabilitation & Return to Work Coordinator |
| <input type="checkbox"/> When closing the worker's file, fill in a Case Closure Report (R0010) for statistical purposes and archive | Rehabilitation & Return to Work Coordinator |
| <input type="checkbox"/> When closing the worker's file, fill in the Rehabilitation Debrief (R0014) | Rehabilitation & Return to Work Coordinator Injured Worker |