



ROCKHAMPTON GIRLS GRAMMAR SCHOOL

Rehabilitation Policy and Procedures

PURPOSE OF THE POLICY

The purpose of this policy is to outline Rockhampton Girls Grammar School's commitment to Workplace Rehabilitation in accordance with legislation.

POLICY

Rockhampton Girls Grammar School recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace. We recognise that the *Workers' Compensation and Rehabilitation Act 2003* and the *Workers' Compensation and Rehabilitation Regulation 2003* provide the legislative support for workplace rehabilitation activities.

Experience has shown that workplace rehabilitation assists the healing process and helps restore the worker's normal function sooner. Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to: -

- maintain injured or ill workers at work or
- ensure the worker's earliest possible return to work or
- maximise the worker's independent functioning and
- provide for durable employment.

This policy has been developed as a joint worker-management agreement.

Rockhampton Girls Grammar School is committed to:-

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice.
- Ensuring appropriate suitable duties are made available to injured or ill workers to facilitate their safe and early return to work. These duties must be consistent with the current medical certificate and will be time limited.
- Respecting the confidential nature of medical and rehabilitation information and ensuring there will be both verbal and written confidentiality.
- Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them.
- Complying with legislative obligations with respect to the standard for rehabilitation.
- Adopting a multidisciplinary approach to rehabilitation as required.
- Reviewing this policy and procedures at least every three years to ensure it continues to meet legislative requirements and the needs of all parties.

Workplace rehabilitation procedures have been developed to support this policy. The procedures define key terms, describe key roles and outline steps in the return to work process. A copy of the procedures is attached to this policy.

Our rehabilitation and return to work coordinator is Mrs Linda Knowles RN.

The Aim of the Policy

The aim of Rockhampton Girls Grammar School's policy is to ensure:-

- that a culture of acceptance for workplace rehabilitation exists;
- we have a process to support an early safe return of any worker who has an injury/illness;
- the position of the rehabilitation and return to work coordinator is adequately resourced; and
- adequate storage is provided for rehabilitation files to maintain confidentiality of this information.



Rehabilitation Policy & Procedures

Definitions

Rehabilitation

Rehabilitation of a worker is a process designed to ensure the worker's earliest possible return to work or to maximize the worker's independent functioning. Rehabilitation involves the provision of approved services, services provided by a registered person, suitable duties programs or necessary and reasonable aids or equipment to an injured worker. All Queensland employers must take all reasonable steps to assist or provide their injured workers with rehabilitation for the period for which the worker is entitled to compensation.

Standard for Rehabilitation

The rehabilitation provided to our workers will meet the standard outlined in the *Workers' Compensation and Rehabilitation Regulation 2003*.

Rehabilitation and Return to Work Coordinator (RRTWC)

The RRTWC is a person who has satisfactorily completed a workplace rehabilitation course approved by Q-COMP. The RRTWC is the link between the injured worker, treating doctor, management, supervisors, WorkCover Queensland, rehabilitation providers and any other relevant parties.

Suitable Duties Programs

These specially selected duties at the workplace are a means of providing a monitored and graduated return to normal duties. They are:

- matched to the capabilities of the worker;
- time limited and regularly upgraded according to his/her level of recovery and treating medical doctor advice.

The following issues must be considered when choosing suitable duties:

- the worker's pre-injury duties, age, education, skills and work experience and nature of the incapacity;
- any restrictions and limitations specified by the treating doctor, who must also document approval for all plans and amendments; and
- the duties must be meaningful and have regard for the objectives of the worker's rehabilitation
- the duties will be reviewed on a regular basis and the program progressively upgraded, consistent with the worker's recovery

A copy of each worker's suitable duties program will be provided to the insurer.

Suitable Duties Programs may be:

- **Fully funded** by WorkCover Queensland. WorkCover Queensland continues to pay ongoing compensation to the worker at the rate they would receive if totally incapacitated; OR
 - **Partially funded** by both the employer and WorkCover Queensland. Employer pays the worker at the normal rate for work performed and WorkCover Queensland pays a top up amount.
- See appendix for an example of a suitable duties program

Roles

The Role of the Injured Worker

Responsibilities:-

- to apply for workers' compensation
- to advise their doctor of the availability of workplace rehabilitation
- to ask their doctor to complete the Work Capabilities Checklist (if required)
- to actively participate in workplace rehabilitation
- to maintain communication with the employer/rehabilitation and return to work coordinator about relevant issues related to their compensation claim.



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Rights:-

- to workers' compensation for work-related injuries accepted by the insurer
- to choose their own doctor
- to authorise our rehabilitation and return to work coordinator to contact their doctor for advice on suitable duties
- to confidential, safe keeping of this personal information
- to be provided with suitable duties, if practicable
- to be consulted in the development of a suitable duties plan
- to union representation if so desired
- to ask for a Q-COMP review of certain insurer's decisions with which they do not agree (*Act s540*)
- to have access to an impartial grievance mechanism, which is accessed in the first instance by raising the grievance with the rehabilitation and return to work coordinator for resolution or escalation.

The Role of the Rehabilitation and Return to Work Coordinator (RRTWC) is:

to ensure an efficient system exists for ***immediate reporting of injuries*** to enable early worker contact regarding rehabilitation, to comply with employer's duty to report injury to the insurer and to ensure confidentiality of information received.

to develop, coordinate and monitor workplace rehabilitation strategies for injured workers, including developing suitable duties plans in consultation with injured workers undertaking rehabilitation.

to educate all workers about the workplace rehabilitation policy and procedures and what to expect when an injury occurs. To educate line managers, supervisors and workers regarding their role and responsibilities for rehabilitation. To ensure education is part of the new staff induction process.

Where possible and on behalf of the employer, **to ensure** rehabilitation for a worker is coordinated with and understood by line managers, supervisors and co-workers.

to promote this organisation's workplace rehabilitation program internally to maintain staff's commitment, and externally, to local doctors so as to build a good working relationship and gain their trust and assistance.

to keep a file for each worker undertaking rehabilitation and to ensure confidentiality of both verbal and written information.

to keep accurate and objective case notes of all communications, actions and decisions, and reasons for actions and decisions and **to sign and date each notation**.

to ensure currency of the workplace rehabilitation policy & procedures and their own rehabilitation and return to work coordinator accreditation.

to provide injured workers with the opportunity to give feedback on the rehabilitation system and to document this feedback.

The Role of Line Managers/Supervisors/Team Leaders is:

- to actively assist the rehabilitation and return to work coordinator in identifying and coordinating suitable duties.
- to adjust workplace procedures and rosters to enable successful implementation of the suitable duties plan.
- to monitor the injured worker's progress in relation to suitable duties.
- to generally offer support and encouragement to any injured worker.

The Role of Co-workers

- to generally offer support and encouragement to injured workers



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Payment of Wages

WorkCover Queensland will determine the liability of a claim, ie. Accept or reject application.

Rockhampton Girls Grammar School may pay sick or other accrued leave to a worker while the claim is being determined. Upon acceptance of a claim, leave will be reimbursed. If the claim is accepted, WorkCover Queensland will pay weekly benefits to workers directly or Rockhampton Girls Grammar School may choose to pay worker directly and seek reimbursement from WorkCover Queensland.

For workers participating in a **partially funded** suitable duties program, Rockhampton Girls Grammar School will pay the worker at the normal rate for work performed and WorkCover Queensland pays a top up amount. Rockhampton Girls Grammar School will obtain a partial incapacity form from the WorkCover Queensland case manager and advise of the gross amount paid to the worker at the end of each pay period. WorkCover Queensland will then process a top up payment directly to the worker.

Grievance Procedure

If an injured worker is unhappy with a decision made at the workplace regarding their rehabilitation, they can raise the matter with the RRTWC. If the matter is unresolved they can request the manager review the decision. If they remain unhappy with the decision following internal review they may request that the WorkCover Queensland case manager becomes involved to resolve the dispute.

If either an injured worker or the employer is unhappy with a decision made by WorkCover Queensland, the decision may be reviewable with Q-COMP. Strict time frames apply.

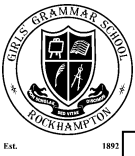
POLICY RELEASE DETAILS

Date of Policy	September 2011
Reviewed by	RGGS Executive
Review Date	by legislation every 3 years
Access	School Availability – RGGS Intranet

RELATED POLICIES AND DOCUMENTS

RGGS Workplace Health and Safety Policy

RGGS Emergency Response Policy and Procedures



**ROCKHAMPTON GIRLS GRAMMAR SCHOOL
REHABILITATION PROCEDURES FOR INJURED WORKERS**

Get the appropriate treatment;

- First aid officer
- Doctor
- Transportation as required

Notify workplace that you have had an injury and seek treatment

Attend the doctor (dentist if required)

To claim workers compensation you need a Workers Compensation Medical Certificate from a doctor

order depends upon circumstance

Complete:

- Application for compensation
- Authorisation form
- Tax Declaration (if time off work)

Hand the Certificate to the RRTWC and complete paperwork

Stay in contact with your RRTWC

- Keep them informed about your progress.

You must try your best to:

- Attend rehabilitation appointments (e.g. physiotherapy) where possible outside of scheduled work hours.
- Participate in development of suitable duties plans
- Provide new certificates or forms for the workplace given to you by your doctor
- Keep your RRTWC informed about your progress
- Keep your manager up to date with plans for your duties and hours

Participate in your rehabilitation and return to work process.

Attend for regular medical reviews

- With your doctor or other specialists on the dates required.

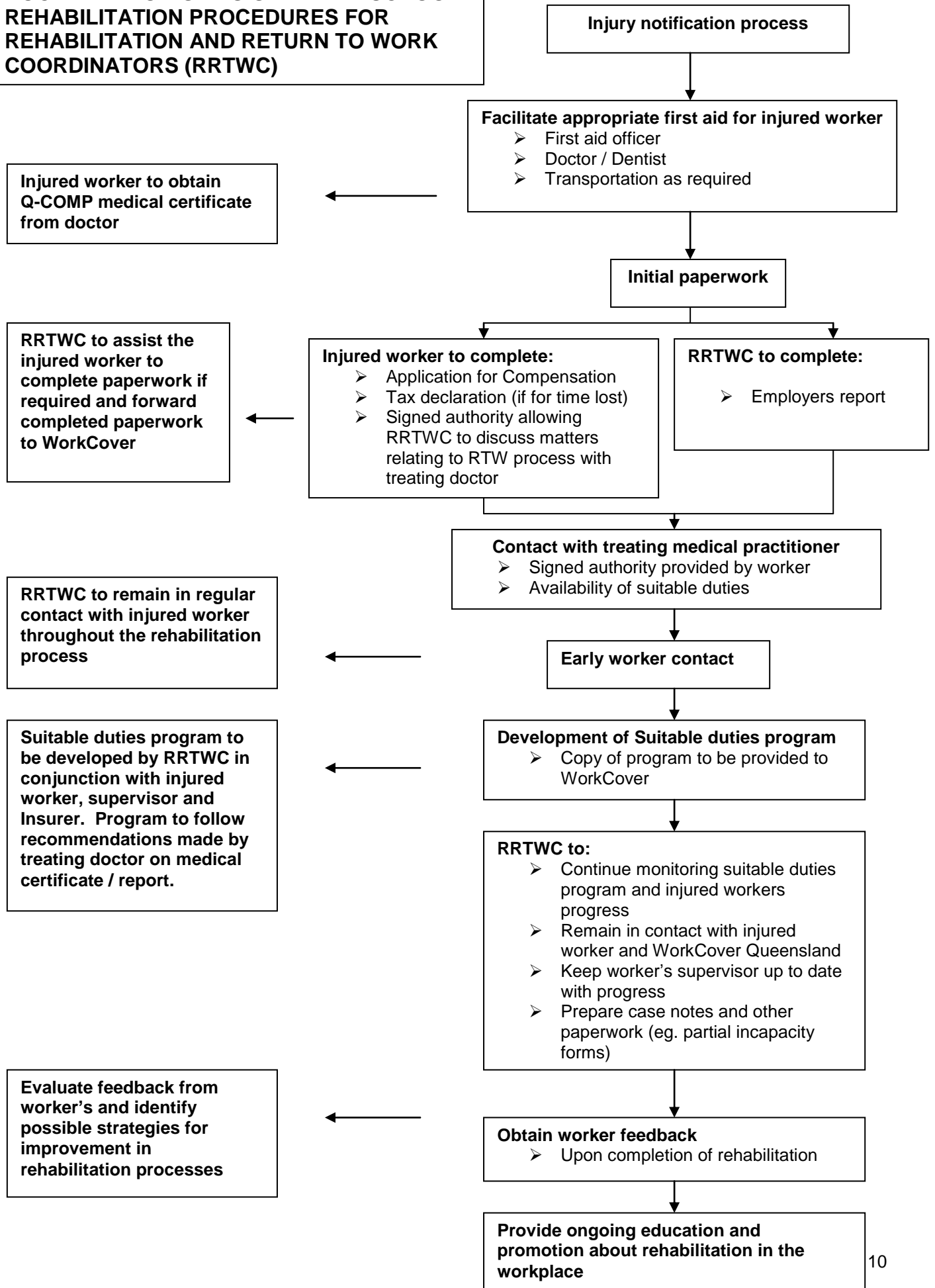
Rehabilitation completed

- Provide feedback to the RRTWC about how you think your rehabilitation went and the rehabilitation process



**ROCKHAMPTON GIRLS GRAMMAR SCHOOL
REHABILITATION PROCEDURES FOR
REHABILITATION AND RETURN TO WORK
COORDINATORS (RRTWC)**

Rehabilitation Policy & Procedures



FILE SUMMARY

INJURED WORKERS DETAILS

Name:

Address:

Phone number:

Injury:

Date of injury:

Date of notification of injury:

Date of first contact with employee:

Date of receipt of Application for Workers Compensation:

Date of Application to WorkCover Queensland:

DOCTOR

Name:

Address:

Phone:

Fax:

PHYSIOTHERAPIST

Name:

Address:

Phone:

Fax:

OTHER

Name:

Address:

Phone:

Fax:

SUPERVISOR / WORK CONTACT

Name:

Address:

Phone:

Fax:

WORKCOVER QUEENSLAND CASE MANAGER

Name:

Address:

Phone:

Fax:



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I (name) _____ date of birth _____ of
(address) _____ hereby give my consent for the following
specified treatment providers to discuss with my employer's rehabilitation and return to work coordinator
(name) _____, the injury information relevant solely to this
specific workers' compensation claim for the sole purpose of assisting with my rehabilitation/suitable duties plan for
this injury and my safe return to work.

Treating doctor (name): _____

Address: _____

Medical specialist (name): _____

Address: _____

Physiotherapist (name): _____

Address: _____

Occupational Therapist (name): _____

Address: _____

Chiropractor (name): _____

Address: _____

Other (name): _____

Address: _____

Other (name): _____

Address: _____

Signature: _____ Date: _____

(Worker)

The personal information collected as a result of this form may be used for the following purposes in relation to this claim only:

1. the management of your rehabilitation/suitable duties plan
2. to facilitate your safe return to work; and
3. provide any on-going workplace support services as required.

Your personal information will not be disclosed to any person or agency without your express consent. Your personal information may be disclosed to a health care professional in relation to the above purposes only. The personal information collected will not be included in your personnel file.

FAX TO TREATING DOCTOR

Telephone: 49300929

Fax: 49300929

PO Box 776

Rockhampton Qld 4700



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DATE:

NO. OF PAGES (including this one):

TO: Company Name

FOR: Contact Name

FAX NO:

FROM: Your Name

REFERENCE: Topic

Dear Doctor

Rockhampton Girls Grammar School is committed to the principles and process of Workplace Rehabilitation. We aim to assist with a safe and early return of our workers to employment by providing suitable duties for a limited time to enable a graduated return to work following injury / illness.

We would appreciate your assistance by providing medical information on _____ next medical certificate enabling a suitable duties program to be developed. Once the suitable duties program has been developed, I will forward you a copy for your records.

Please do not hesitate to contact myself on 49300929 if you have any queries or concerns. Thank you for your contribution to our workplace rehabilitation system.

Kind regards

Linda Knowles RN

Rehabilitation and Return to Work Coordinator

Injured worker details

Plan details

Worker:	Phone number:	Goal – long term:
Supervisor:	Phone number:	Objective of this plan:
Treating medical practitioner:	Phone number:	Duration of this plan from: to
Job description:	Fit for suitable duties (restricted return to work?) From: to:	

Task details

Week	Duties	Restrictions
Week one commencing:		
Hours: Days:		
Week two commencing:		
Hours: Days:		
Treatment during this plan (e.g. physiotherapy):	Training required:	
	If 'yes' given by:	
Plan to be reviewed:	On:	

Signatures

Name (treating medical practitioner):	Name (worker):
I approve this plan	I have been consulted about the content of this plan and agree to participate
Signature: Date:	Signature: Date:
Name (supervisor)	Name (rehabilitation and return to work coordinator)
I agree to ensure this plan is implemented in the work area	I agree to monitor this plan
Signature: Date:	Signature: Date: