



RAINBOW

RAINBOW GROUP PTY LTD

Environmental, Demolition
+ Civil Engineering Contractors

Head Office + Accounts

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Return to Work Program

Rainbow Group Pty Ltd (Rainbow) has, through consultation and agreement with worker representatives, developed a 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, is consistent with the insurance company's Injury Management Program and will be reviewed every two years.

1. Notification Of Injury

- 1.1 It is the employee's responsibility to notify their Supervisor of any injury as soon as is practicable. The supervisor must immediately notify the Return-To-Work (Rehabilitation) Coordinator. (RTWC)
- 1.2 Once an injury is notified Rainbow and their Return-To-Work Coordinator will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to prevent a recurrence.
- 1.3 The Return-To-Work Coordinator will notify Rainbow's insurer immediately of any "significant injury" and within 48 hours for any other type of injury.
- 1.4 Rainbow commits to consult with employees and where applicable any union representing them to ensure that our return to work program operates effectively.
- 1.5 The RTWC will communicate with the management and supervisors regarding the injured workers status and fitness for work to avoid any confusion.

2. First aid, medical treatment

- 2.1 The Return-To-Work Coordinator or Supervisor will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible. That is, depending on the location of the injury, what is appropriate and/or available. The level of treatment is dictated by the nature and extent of the injury.
- 2.2 On a commercial worksite, this would involve immediate notification to the first aid office and seeking their immediate and appropriate intervention. It may involve transportation of the injured worker by private transport or ambulance, depending on the nature and severity of the injury. At no time will compromises be made as to the degree of medical and/or facilitative assistance regarding appropriate first aid and medical treatment.
- 2.3 If specialist services are required, eg. Physiotherapy, acupuncture, etc., workers will be required to make and attend these appointments outside of working hours, whenever possible. Where necessary, workers will be allowed to leave early or otherwise be facilitated to meet their appointments.



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3. Early Contact

- 3.1 To ensure that injury management activities commence as soon as possible after injury, and every effort is made to provide suitable and meaningful duties consistent with the nature of the injury/illness after seeking appropriate medical judgement.
- 3.2 To provide support throughout the rehabilitation process to minimise the effects of the injury and ensure that an early return to work is normal practice and expectation
- 3.3 The worker will expect nothing less than the full efforts of the Return-to-Work Coordinator (RTWC) to contact and liaise with the Nominated Treating Doctor (NTD). This contact will be made regarding any treatment requirements, the workers normal duties, and a description being a task analysis of any available suitable duties. These suitable duties deemed as likely to be appropriate under the circumstances and nature of the injury and occupation of the injured worker.
- 3.4 This company has a template introducing the existence of a Return-to-Work Coordinator (RTWC) and a proactive Return-to-Work Program. The injured worker at all times, unless the nature of the injury prevents it, is to notify the supervisor and/or RTWC the details of the nominated treating doctor (NTD), so as the introductory letter and details of suitable duties including a task analysis can be forwarded to the NTD. The NTD can then utilise this information when assessing fitness for work.
- 3.5 The worker must notify the Return-to-Work Coordinator (RTWC) of his/her status so that an Injury Management/Return-to-Work plan can be produced for the key parties to discuss, agree and sign. (Key parties: Injured worker, Nominated Treating Doctor, Supervisor, RTWC and Workers Compensation Insurer)
- 3.6 All but the most basic of medical treatment requires approval and requests made by all treating professionals must be referred to the Return-to-Work Coordinator for approval by the Workers Compensation Insurer.
- 3.7 The RTWC will be responsible for making all necessary appointments for the injured worker to facilitate the process. Workers should be advised that Workers Compensation Legislation requires that they attend all reasonable medical appointments.



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4. **Role of Return-to-Work Coordinator**

- 4.1 The designated Return-To-Work Coordinator (RTWC) is Steve Stephens of Rehab Options Injury Management and otherwise his staff. The designated handling coordinator is Lauren Muir, assisted by Sarah McPherson. All staff are qualified Return-to-Work Coordinators. Steve Stephens and his staff will cooperate in developing and complying with an injury management plan for an injured worker. The Return-to-Work Coordinator will maintain a case file and protect the confidentiality of the information on this file. Further to the Return-to-Work Coordinators role, it encompasses him or her being the focal point for all contact, liaison and review, particularly with the injured worker, his/her treating doctor, other treating professionals, his/her rehabilitation provider and the union. The Rehabilitation Coordinator will liaise with the treating doctor and accredited rehabilitation provider (where applicable) to determine the needs of the injured worker and will facilitate and co-ordinate services necessary to meet these needs.
- 4.2 The RTWC, in conjunction with the nominated treating doctor (NTD) and all other relevant treating professionals will determine the injured workers needs; will produce a Return-to-Work Plan (RTWP) individually tailored to the needs of the injured worker. After discussion with all relevant parties, the plan should be adopted. The RTWC will ensure that the employer/supervisor is understanding of the requirements and restrictions of the plan as is the injured worker. The RTWC will monitor the process and progress of the RTWP to ensure a safe and durable return to work.
- 4.3 Assisting in the redeployment of injured workers (either internally or externally) when an injured worker cannot return to pre-injury duties.
- 4.4 Providing all such information as required on the return to work process and associated workers compensation benefits to injured workers.



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5. **Role of Accredited Rehabilitation Provider**

5.1 The employer or the insurer may, in some cases may engage an accredited rehabilitation provider to help with the return-to-work for an injured worker. There may be a need, due to the injured worker having multiple or complex injuries. Further, the need for specialised rehabilitation services (e.g. work-related assessments), which add value to an existing return to work plan developed by the return-to-work coordinator.

5.2 The rehabilitation provider can also provide knowledge on equipment of workplace modifications. Also, assistance if the worker needs to find a different job with a different employer.

WorkCover NSW provides some indicators for referral to a rehabilitation provider.

5.3 The following accredited rehabilitation provider is available to assist when required in the rehabilitation of those employees who experience a workplace injury or illness. Consideration has been given to these providers' fields of expertise as being most suitable for this company:

Mend Services Pty Ltd
Ground Floor 52
Parramatta Forest Lodge 2037
Contact: David Fong

Telephone: 02 9552 4718
Facsimile: 02 9518 6877

Work Focus Australia
202/1 Erskineville Road
Newtown Business Centre
Newtown NSW 2042

Telephone: (02) 9516-3966
Facsimile: (02) 9516-4905

Injured employees will, however, retain the right to nominate an accredited provider of their own choice.



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6. Provision of Suitable Duties

- 6.1 The fact that a worker is injured does not always mean that they cannot work at all. The most important aspect of an employer and our commitment to helping our injured workers to return to work in a timely and safe manner is to provide suitable duties. The Return-to-Work Coordinator will identify the availability and appropriateness of suitable duties and discuss these with the relevant treating professionals and the injured worker.
- 6.2 As mentioned, when the injured worker is, according to medical judgement, capable of return to work, priority will be given to develop an individual Return-to- Work Plan offering suitable duties, which will be identified after consultation with relevant parties and will be specified in writing. Appropriate assistance will be given to workers from a non-English speaking background and to those permanently unable to return to pre-injury duties.
- 6.3 As mentioned in 3.2, to minimise the effects of injury we intend, by providing support, ensure that an early return-to-work is normal practise and expectation. We will make every effort to provide suitable and meaningful duties consistent with the nature of the injury/illness after seeking appropriate medical opinions.
- 6.4 We will provide to our injured workers suitable employment where practicable, either on a full-time or part-time basis. If an injured worker is on reduced hours, any medical appointments will be arranged outside of the working hours as indicated on the individual return-to-work plan.
- 6.5 Suitable duties may be provided in many different ways – at the same or different worksite, or the same job with different hours and/or modified duties, or a different job altogether.
- 6.6 Suitable duties will be time limited, monitored closely and regularly upgraded.
- 6.7 This employer offers suitable duties to partially incapacitated workers. The officer responsible for arranging suitable duties for the various worksites is the Engaged Return-to-Work Coordinator through his/her contact David Pitcher.



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7. Arrangements for Dispute Resolution

- 7.1 This employer is committed to ensuring that participation in a return-to-work plan will not, or itself, disadvantage an injured worker. All efforts will be made to resolve disagreements about company's return-to-work program, or its components, through discussions and in a spirit of cooperation.
- 7.2 Every endeavour should be made to resolve any disagreements about the Return-to-Work Program through discussions amongst the key parties. These could include the return-to-work coordinator, the injured worker, the treating doctor, the insurer and the supervisor/manager. The discussion may require informal consultation, involvement of the workplace occupational health and safety committee, or it could require the creation of a new worksite consultant arrangement.
- 7.3 If there is disagreement about suitable duties of fitness for work then referral to an Injury Management Consultant can be organised through the insurer.
- 7.4 Disputes regarding the treatment being provided, including the need for ongoing treatment, can be referred for a second opinion. Independent physiotherapist consultants assess physiotherapy treatment, and independent doctors can assess medical treatment.
- 7.5 If the parties are unable to reach agreement, advice can be sought from WorkCover Assistance Service on 13 10 50
- 7.6 If a worker's compensation claim is disputed, the worker may seek resolution through the Workers Compensation Commission. This includes disputes relating to an Injury Management Plan, a Return-to-Work Plan and suitable duties.



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8. Administrative Arrangements

Employer Obligations:

- 8.1 To prevent injury and illness by providing a safe and healthy working environment.
- 8.2 To provide effective injury management and rehabilitation for all employees
- 8.3 To ensure that participation in a return to work program will not, of itself, prejudice an injured employee.
- 8.4 Employees will be informed of their rights and responsibilities and of Company policies on rehabilitation. Such consultation will be effected through Occupational Health & Safety Committees, The Managing Director, the Return-To-Work Coordinator and the relevant unions of this organization.
- 8.5 The Company accepts the need to consult with employees and any union representing them on disputes and to contact the insurer, WorkCover, or an Injury Management Consultant.
- 8.6 We will not dismiss an injured worker because of the injury within six months of the worker becoming unfit.
- 8.7 To develop, implement and review the Return-to-Work Program in consultation with workers and relevant unions. Also, to display the program (or appropriate summary) prominently in each worksite
- 8.8 We agree to consult with workers, facilitated through workplace occupational health and safety committees, unions or other agreed consultative mechanisms. E.g. Worker induction programs, training courses, staff meetings/tool box talks, memos and notice boards.
- 8.9 For significant injuries an Accident Report Form will be produced, and by the chosen medium, forwarded to WorkCover NSW.

Supervisors Obligations:

- 8.10 Rainbow has made available an instruction to supervisors. This instruction indicates that supervisors are responsible to make sure that procedures are correctly followed with regard to the reporting of and the handling of workers who have workplace injuries. Your first responsibility is to safety and preventing an injury from happening. You, as a supervisor should be very pro-active in your duties to watch out for workers you are responsible for to prevent where possible injuries in the workplace.



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8.11 You have been told that when a worker is injured on your site, that worker will return to your site when he is medically certified to do so. You must ensure that the worker only performs the suitable duties indicated on his Return-To-Work Plan. You must not take it upon yourself to modify his work or his hours of work without contacting the Return-To-Work Coordinators at Rehab Options Injury Management.

8.12 A worker will only be sent to an alternate site if there are no suitable duties at the site where he was injured.

Worker Obligations:

8.13 To cooperate with the employer to prevent work-related injuries to self and others.

8.14 To cooperate with the employer to enable the employer to meet their return-to-work obligations.

8.15 To cooperate in the worksite changes designed to assist the return-to-work of fellow workers.

8.16 To notify the employer of a workplace injury as soon as possible after the injury happens

8.17 To specify one nominated doctor or medical practice that is prepared to participate in the development and implementation of an Injury Management Plan.

8.18 To give consent for the nominated treating doctor to provide information for the purposes of an Injury Management Plan and Return-to-Work Plan.

8.19 To participate and cooperate in the establishment of an Injury Management Plan.

8.20 To comply with any Injury Management Plan and individual Return-to-Work Plan written for them.

8.21 To make all reasonable efforts to return to work with the pre-injury employer as soon as possible.

8.22 To assist the Return-to-Work Coordinator (RTWC) by keeping him/her up to date with your status at the time of consultation and advising immediately of any treatment requirements so they can be arranged in an efficient and timely manner. To immediately forward to the RTWC or your supervisor if you are attending a worksite, all original WorkCover Medical Certificates and requests for any other treatments deemed necessary.



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These policies and procedures will come in to effect under the above format as of the 20th Day of September 2006, and will be reviewed subject to discussion and agreement with relevant parties. The last review date was completed 4 May 2007.

Signed _____
(David Pitcher - Managing Director, Rainbow Group Pty Ltd)

Signed _____
(Tony Di Mattia- Occupational Health and Safety Representative)

Signed _____
(Steve Stephens – Engaged Return-to-Work Coordinator, Rehab Options Injury Management)