

POLICY P3.4.1

WORKERS COMPENSATION AND INJURY MANAGEMENT FOR NSW RFS EMPLOYEES

ITEM	DESCRIPTION
Version Number	2.1
SOPs	<ul style="list-style-type: none"> > SOP P3.4.1-1 NSW RFS Employee Workers Compensation Claim Lodgement Process > SOP P3.4.1-2 Return to Work Process > SOP P3.4.1-3 Responsibilities
Owner	Executive Director People & Strategy
Contact	Director Health & Safety
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1 Purpose

- 1.1 The NSW Rural Fire Service (NSW RFS) will strive to prevent injury and illness to employees by providing a safe and healthy working environment, in accordance with the NSW RFS Work Health and Safety Statement.
- 1.2 The NSW RFS has developed this Policy for the management of employees who are injured whilst at work, and provides detail of the NSW RFS Employee Injury Management and Return to Work program.
- 1.3 The NSW RFS is committed to:
 - a. ensuring the timely, safe and durable return to work of all injured employees through this policy;
 - b. ensuring that the return to work process is commenced as soon as reasonably possible after an injury, in a manner consistent with the employee's certified capacity for work, through development of a Return to Work Plan;
 - c. facilitating recovery at work through the provision of suitable duties wherever practicable;
 - d. ensuring that injured employees receive effective case management by providing assistance through the Health & Wellbeing team Injury Management Coordinators; and
 - e. striving for timely and sustainable return to pre-injury duties and maximum recovery following a workplace injury.
- 1.4 This policy applies to NSW RFS salaried members. It does not apply to NSW RFS volunteers or contractors.

2 Definitions

2.1 For the purpose of this Policy, the following definitions apply:

- a. **Approved Workplace Rehabilitation Provider:** organisations approved by SIRA to offer specialised workplace rehabilitation services to help injured workers to return to work.
- b. **Certificate of Capacity:** the primary tool for the Nominated Treating Doctor (NTD) to communicate with all parties involved in the return to work process. The format of the Certificate of Capacity is prescribed by SIRA. The NTD is responsible for completing the *Certificate of Capacity*.
- c. **Compensable Injuries:** any injury or disease, which is occasioned out of or in the course of the employee's work or work related activities.
- d. **Claims Manager:** a duly delegated officer of the insurer nominated by icare.
- e. **Injury Management Coordinator:** a suitably qualified person employed by the NSW RFS to assist injured employees with returning to work following a workplace injury/illness.
- f. **Injured Employee:** a paid NSW RFS employee who has sustained an injury or illness (physical or psychological) in the course of performing their duties.
- g. **Injury Management:** ensures the prompt, safe and durable return to work of an injured employee through treatment of the injury, rehabilitation back to work, retraining if necessary, adequate management of a worker's compensation claim and the involvement and cooperation of all stakeholders.
- h. **Injury Management Plan:** a plan developed by the insurer to outline all the services required to return the injured employee to their workplace. The injury management plan also outlines the stakeholder's obligations and responsibilities.
- i. **Nominated Treating Doctor (NTD):** the principal medical practitioner nominated by the injured employee to manage their recovery from injury and to assist them with returning to work safely.
- j. **Notifiable incident:** for the purposes of this policy, notifiable incidents are as defined and in accordance with, the *Work Health and Safety Act 2011*.
- k. **Pre-Injury Duties:** the employee's normal duties as specified in their role description/ statement that the employee was performing prior to sustaining an injury.
- l. **Return to Work Plan (RTW Plan):** a plan developed by the NSW RFS Injury Management Coordinator and is a formal written offer of suitable duties by the employer to the injured employee. The plan provides details on the work the injured employee will be performing, what medical restrictions are to be applied and must be agreed by all relevant stakeholders.
- m. **RTW:** return to work.
- n. **Stakeholders:** includes, but is not limited to, the injured employee, the employer (often an Injury Management Coordinator and the injured employee's Manager), the insurer, the NTD, treating medical practitioners and union representative (where requested by the injured worker).
- o. **State Insurance Regulatory Authority (SIRA)** – the Government body responsible for regulating workers compensation insurance in NSW.
- p. **Suitable Duties:** short-term work duties, agreed between the employer, injured employee and treating doctor to assist in the injured employee's rehabilitation and return to their pre-injury role.

3 Policy

General

- 3.1 This Policy has been developed in consultation with employees and their union(s).
- 3.2 This Policy is to be reviewed every two years to ensure continued suitability, effectiveness and legislative compliance.

First aid and medical treatment

- 3.3 As a first priority, first aid should be sought following a workplace injury, and the injured employee's Supervisor/Manager notified as soon as possible. If necessary, further treatment should be arranged depending upon the severity of the injury (i.e. treatment by ambulance, taken to hospital via ambulance or consulting a doctor).

Notification of injuries

- 3.4 All workplace injuries are to be notified to the employee's Supervisor/Manager as soon as reasonably possible. A Report of Workplace Injury or Illness form must be completed by the injured employee or their authorised representative, and submitted to their Supervisor/Manager. The Report of Workplace Injury or Illness form must be forwarded to State Operations via the Operational Communications Centre (OCC), and the Safety team via the Safety Inbox, safety@rfs.nsw.gov.au within 48 hours of the injury occurring.
- 3.5 The Safety Manager or nominated person is to be notified immediately, in the event of the death of a person, serious injury or illness of a person resulting in immediate treatment as an in-patient in a hospital or immediate treatment for:
- a. the amputation of any part of the body;
 - b. a serious head injury;
 - c. a serious eye injury;
 - d. a serious burn;
 - e. the separation of skin from an underlying tissue (such as de-gloving or scalping);
 - f. a spinal injury;
 - g. the loss of a bodily function; or
 - h. serious lacerations.
- 3.6 The Safety team will notify SafeWork NSW in the event of a notifiable incident, in accordance with the *Work Health and Safety (WHS) Act 2011*.
- 3.7 If the injured employee seeks medical attention but does not wish to lodge a claim for compensation, the injured employee will need to provide a medical certificate confirming their ability to return to pre-injury duties to their Supervisor/Manager, and confirmation that they do not wish to claim for compensation, preferably in writing.
- 3.8 On receipt of the Report of Workplace Injury or Illness form, the Injury Management Coordinator will contact the injured employee to:
- a. confirm lodgment of the claim;
 - b. request the Certificate of Capacity; and
 - c. commence early injury management.
- 3.9 The Injury Management Coordinator will notify the insurer of the injury within 48 hours of becoming aware of the injury.
- 3.10 SOP P3.4.1-1 provides detail on the procedures to be followed to lodge a claim for workers compensation.
- 3.11 A valid SIRA Certificate of Capacity must be obtained from the NTD specifying the injured employee's exact injury and diagnosis, further treatment requirements and their fitness for work. The Certificate of Capacity must be provided to the injured employee's Supervisor/Manager within 24 hours of receiving the Certificate from the NTD and/or attending the NTD.
- 3.12 The Supervisor/Manager must immediately forward the Certificate of Capacity to the Injury Management Coordinator directly or via the Health & Wellbeing Inbox healthy@rfs.nsw.gov.au.

Early commencement of injury management

- 3.13 The likelihood for prompt return to pre-injury duties is greatest when the injury management process commences as soon as possible after an injury occurs.

- 3.14 The Injury Management Coordinator, upon receipt of a Report of Workplace Injury or Illness indicating the need for medical attention, will promptly contact the injured employee and their Supervisor/Manager to ensure the injured employee has sought medical treatment and obtained a SIRA Certificate of Capacity.
- 3.15 The Injury Management Coordinator will notify the insurer of the employee's injury within 48 hours of receiving the Report of Workplace Injury or Illness. The insurer will proceed to contact the injured employee and the NTD within 7 working days to determine the injured employee's treatment and workplace rehabilitation needs.
- 3.16 When necessary the Injury Management Coordinator will liaise with the NTD and any other treatment providers to assist in the rehabilitation and return to work, and ascertain the work capacity and prognosis of the injured employee.

Return to work process

- 3.17 The NSW RFS is committed to helping an injured employee to return to work following a workplace injury, in a timely and safe manner.
- 3.18 The procedures to be followed are detailed in SOP P3.4.1-2 Return to Work Process.

Approved Workplace Rehabilitation Providers

- 3.19 Employers, insurers or doctors may recommend an Approved Workplace Rehabilitation Provider to help in complex cases. Rehabilitation Providers are staffed with occupational health professionals such as Occupational Therapists, Physiotherapists, Rehabilitation Counsellors, Exercise Physiologists, Psychologists and Nurses with occupational health experience.
- 3.20 The NSW RFS will use the Insurer's preferred panel of Rehabilitation Providers. Injured employees have the right to choose their Rehabilitation Provider. The insurer needs to approve the services of the Rehabilitation Provider prior to commencement of services.

Dispute resolution

- 3.21 If disagreements about the RTW program or suitable duties arise, the NSW RFS will work together with the injured employee to attempt to resolve the dispute. In resolving disputes, the NSW RFS may involve the insurer, an Approved Workplace Rehabilitation Provider, the NTD or an Injury Management Consultant.
- 3.22 In respect of this Policy, nothing in this section shall be interpreted as negating or otherwise replacing the provisions of any applicable workers compensation legislation.
- 3.23 In conjunction with the above, the dispute resolution process as defined in Service Standards 7.1.8 Work Health and Safety Consultation and Issue Resolution and 1.1.3 Grievances can also be followed.

Defined firefighters for workers compensation purposes

- 3.24 Under the Workers Compensation Legislation Amendment Act 2012 (NSW), exclusion exists for firefighters to retain entitlements under the old legislation (Workers Compensation Act 1987 (NSW)).
- 3.25 When NSW RFS employees undertake firefighting activities, and their designated occupation is not that of a firefighter, they will however, be deemed a firefighter for workers compensation purposes only.
- 3.26 Firefighting duties can be defined as:
 - a. Any reasonable act or operation performed by a firefighter either within or outside normal working hours at or about the scene of or in connection with a fire which is necessary or, directed towards, or incidental to, the control or suppression of the fire or the prevention of the spread of the fire or any other way necessarily associated with the fire, and includes:
 - i. Travel to and from the fire whether by road, air or on foot, surveillance of a running fire, mop-up (including logistical support, e.g., meal delivery, fuel delivery, field based repairs on plant and equipment on an active fire ground);
 - ii. Aerial attack;
 - iii. Application of chemical fire retardants and foams;
 - iv. Office duty performed directly in connection with the organisation and direction of the firefighting effort.

- b. Duties performed either within or outside normal working hours in connection with tasks necessary to prevent or reduce the risk of fire (including travel to and from the site at which the duties are to be performed), such duties being:
 - i. Hazard reduction including burning, felling trees, fire trail maintenance and the creation of fire barriers using machinery or hand tools, use of aircraft to drop incendiary devices; and
 - ii. Fire standby duty and fire detection (both fire tower operation and mobile fire patrol).

3.27 A list of NSW RFS firefighting roles is available on the Health & Wellbeing page of the Intranet.

Record-keeping and confidentiality

3.28 By signing their SIRA Certificate of Capacity, injured employees provide consent for all parties (NTD, employer, insurer, other medical/health practitioners, workplace rehabilitation providers and SIRA) to exchange information for the purpose of managing their injury and workers compensation claim.

3.29 Information obtained by the Injury Management Coordinator will be managed in accordance with privacy legislation and NSW RFS privacy policies.

3.30 The Injury Management Coordinator will establish and maintain a confidential file for each injured employee, which will be stored and secured in accordance with NSW RFS confidentiality and record-keeping policies.

3.31 Health & Safety will maintain records of all injuries reported.

4 Related documents

- > [Rural Fires Act 1997](#)
- > [Workers Compensation Act 1987](#)
- > [Workers Compensation Legislation Amendment Act 2012](#)
- > [Workplace Injury Management & Workers Compensation Act 1998](#)
- > [Work Health and Safety Act 2011](#)
- > [Privacy and Personal Information Protection Act 1998](#)
- > [Health Records and Information Privacy Act 2002 \(NSW\)](#)
- > [State Insurance Regulatory Authority- Guidelines for workplace return to work programs 2021](#)
- > [NSW RFS Health, Safety and Welfare Handbook](#)
- > [SS 1.1.28 Injury/Accident Reporting and Investigation](#)
- > [SS 1.1.3 Grievances](#)
- > [SS 7.1.8 Work Health and Safety Consultation and Issue Resolution](#)

5 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
18 April 2013	1.0	Initial release as P7.6.4
4 December 2015	1.0	<ul style="list-style-type: none"> > Repealed and remade P7.6.4 Workers Compensation and Injury Management for NSW RFS Employees v1.0 > Renumbered as P3.4.1 to align with Policy Index > Updated to align with recent legislative changes

AMENDMENT DATE	VERSION NO	DESCRIPTION
26 Feb 2019	2.0	<ul style="list-style-type: none"> > Repeals and updates P3.4.1 v1.0 > Removes detail on Return to Work process from the policy, and includes content into a new SOP P3.4.1-2 Return to Work Process > Removes detail on Responsibilities from the policy, and includes content into a new SOP P3.4.10-3 Responsibilities > Reviewed to ensure compliance with SIRA Guidelines
10 February 2023	2.1	<ul style="list-style-type: none"> > Administrative update to correct titles, contact details and links only

SOP P3.4.1-1

NSW RFS Employee Workers Compensation Claim Lodgement Process

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) describes the procedures to be followed when a NSW RFS employee requires rehabilitation and/or compensation as a result of injury or illness incurred whilst performing paid work for the NSW RFS.

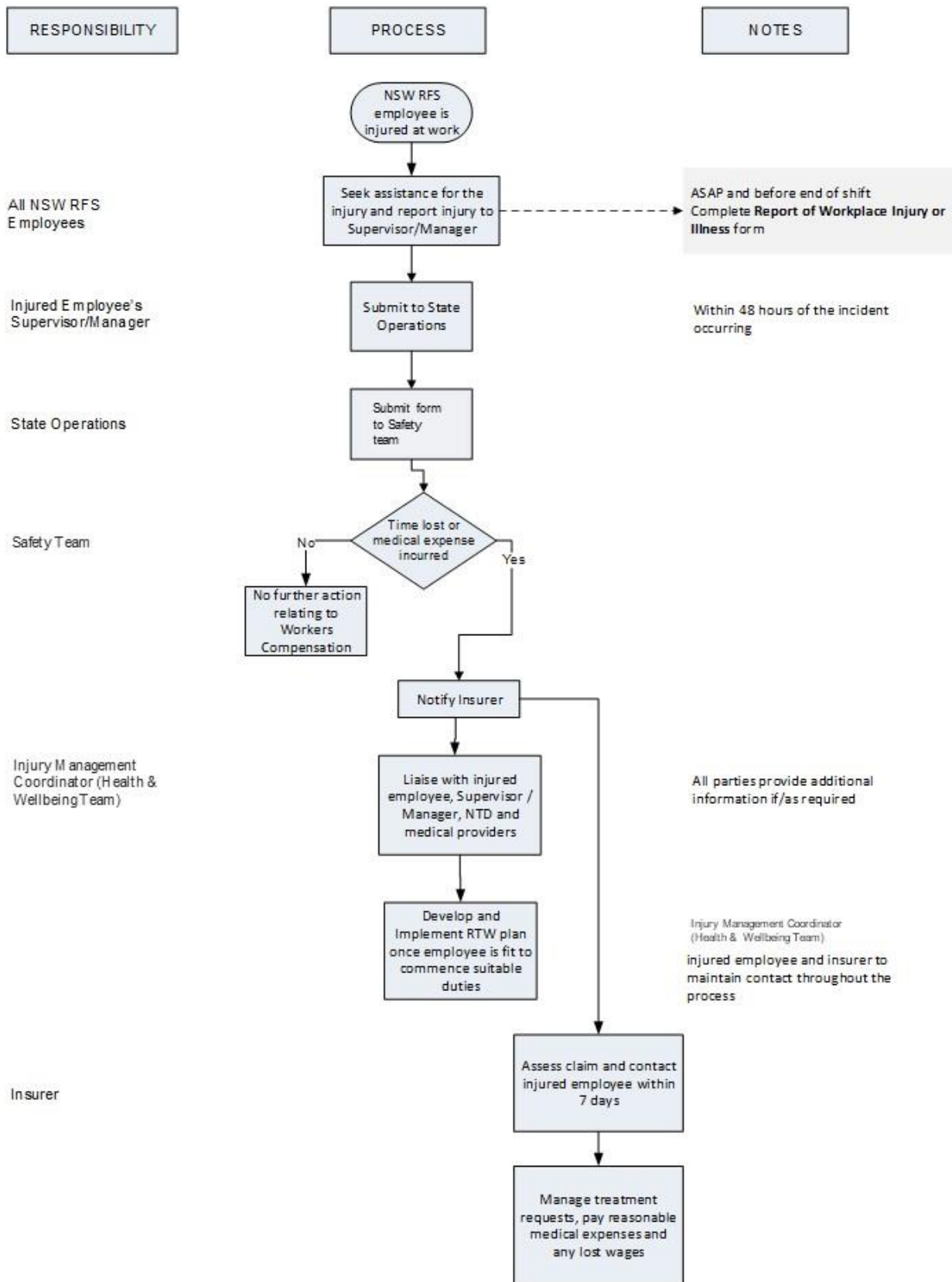
2 Procedures

- 2.1 Quick assessment and early access to medical and rehabilitation services gives the injured employee the best opportunity for a safe, durable and early return to work and the best health outcome possible.
- 2.2 The NSW RFS employee injury reporting and workers compensation claim notification process is shown in Figure 1.
- 2.3 The NSW RFS recognises that from time to time, exceptional or unforeseen circumstances may arise and these will be assessed on a case by case basis, upon application to the NSW RFS for workers compensation.

3 Related forms

- > [Report of Workplace Injury or Illness](#)

FIGURE 1: NSW RFS Employee Workers Compensation Claim Lodgement Process



SOP P3.4.1-2

Return to Work Process

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) describes the process to be followed to assist an employee to return to work following a workplace injury.

2 Procedures

- 2.1 To assist an injured employee to return to work in a timely and safe manner, suitable duties will be provided wherever possible.
- 2.2 Suitable duties will be determined based upon:
 - a. the injured employee's certified capacity for work;
 - b. the demands and nature of tasks within the workplace;
 - c. details of the medical restrictions to be applied as indicated by the NTD;
 - d. the employee's age, education, skills and work experience;
 - e. where the employee resides;
 - f. the provision of productive and meaningful (not token) work, which is not demeaning to the worker; and
 - g. other relevant matters on a case by case basis.
- 2.3 Suitable duties may be provided in many different ways:
 - a. at the same or different workplace;
 - b. the same job with different hours, and/or selected/modified duties;
 - c. a different job altogether;
 - d. training opportunities; or
 - e. a combination of these options.

Note: The first option to consider, however, is duties closest to the employee's pre-injury duties.

RTW Plan

- 2.4 Once suitable duties have been determined by the Injury Management Coordinator and injured employee's Supervisor/Manager, a RTW Plan will be developed.
- 2.5 The RTW Plan will outline the RTW goal, the specific duties the injured employee will perform, the hours and location of suitable duties, any medical restrictions to be applied to duties, supervision and monitoring provisions, and a review date.
- 2.6 The RTW Plan is developed in consultation with the key stakeholders (i.e. the injured employee, injured employee's Supervisor/Manager, Injury Management Coordinator and the NTD). The RTW Plan will be required to be agreed to and signed by all stakeholders.
- 2.7 Once the RTW Plan is developed, a copy will be provided to the injured employee, Supervisor/Manager and NTD.
- 2.8 The RTW Plan must be agreed to prior to suitable duties commencing. This means that the injured employee, Supervisor/Manager and Injury Management Coordinator must sign the RTW Plan before starting work. The signed RTW Plan must be returned to the Injury Management Coordinator within 48 hours of the plan commencing.

- 2.9 Wherever possible, the goal of the RTW Plan will be for the injured employee to return to their pre-injury role. This goal may need to be reviewed in consultation with all parties, including the injured worker's NTD and other treating professionals.

Inability of injured employee to return to pre-injury role

- 2.10 If medical advice indicates the injured employee is not likely to be able to return to their pre-injury role, the Injury Management Coordinator will liaise with all parties to confirm the RTW goal (considering the fastest route to recovery), and ensure services are put in place to assist the injured employee to achieve their RTW goal.
- 2.11 An injured employee cannot have their employment terminated due to their workplace injury within 6 months of the employee becoming unfit for their role.

3 Related forms

- None

SOP P3.4.1-3

Responsibilities

1 Purpose

- 1.1 This Standard Operating Procedure (SOP) outlines the responsibilities of key parties in managing workers compensation and injury management for NSW RFS employees.

2 Procedures

NSW RFS Injury Management Coordinator role and responsibilities

- 2.1 The Injury Management Coordinator is vital in the return to work process and facilitates the injured employee's rehabilitation and return to their pre-injury duties.
- 2.2 The role of the Injury Management Coordinator does not include decision making about claim liability or treatment approvals, as this is the insurer's responsibility.
- 2.3 The name and contact details of the Injury Management Coordinator will be made available to all employees via the NSW RFS Intranet.
- 2.4 The responsibilities of the Injury Management Coordinator are to:
 - a. Develop, implement and review the RTW program (this Policy and associated SOPs);
 - b. Educate the workforce regarding injury management and RTW;
 - c. Keep injury and RTW statistics;
 - d. Notify the insurer within 48 hours of receiving a Report of Workplace Injury or Illness;
 - e. Provide information on the RTW process, rights and responsibilities, and workers compensation benefits to injured employees;
 - f. Determine the injured employee's rehabilitation and RTW needs by discussion with the employee, the NTD and other treatment practitioners and review of the Certificate of Capacity;
 - g. Liaise with the insurer as they develop an Injury Management Plan for the injured employee, and ensure NSW RFS compliance with any employer obligations in the Injury Management Plan;
 - h. Identify suitable duties and assist the injured employee to RTW as soon as reasonably possible in a timely and safe manner;
 - i. Prepare a RTW Plan in consultation with stakeholders that documents suitable duties and work restrictions;
 - j. Engage an Approved Workplace Rehabilitation Provider when needed, in consultation with the insurer;
 - k. Maintain regular contact with all stakeholders;
 - l. Coordinate and monitor progress of the injured employee's treatment, rehabilitation and RTW Plan;
 - m. Assist in the redeployment of injured employees (either internally or externally to the NSW RFS) into suitable employment when an injured employee cannot return to pre-injury duties;
 - n. Maintain and manage confidential case notes and files in line with relevant legislation, guidelines and NSW RFS policies;
 - o. Ensure the correct payment of wages for injured employees with an active workers compensation claim in consultation with payroll and insurer, and
 - p. In the event that an injured employee is also a NSW RFS volunteer member, the Injury Management Coordinator will notify the applicable District Manager of any incapacity or medical restrictions which may prevent the injured member performing volunteer duties. Duties affected may include but not limited to, operational call outs, hazard reductions and training.

Injured employee responsibilities

- 2.5 It is the responsibility of the injured employee to promptly notify their Supervisor/Manager of any injuries or illness sustained during the course of their employment.
- 2.6 Injured employees are to:
- a. Cooperate with the NSW RFS to prevent work-related injuries and to meet NSW RFS RTW obligations;
 - b. Notify their Supervisor/Manager of a workplace injury as soon as reasonably possible after the injury occurs;
 - c. Complete a Report of Workplace Injury or Illness form and submit it to their Supervisor/Manager, or, if that is not possible or practical, a Report of Workplace Injury or Illness form is to be completed on the injured employee's behalf by their Supervisor/Manager;
 - d. Cooperate with the insurer in the establishment of Injury Management Plans, and comply with the activities detailed in their Injury Management Plans. If the injured employee unreasonably refuses to comply with their Injury Management Plan, the insurer can suspend weekly benefits;
 - e. Specify one NTD or medical practice that is prepared to participate in the development and implementation of an Injury Management Plan, including communication with stakeholders;
 - f. Obtain a valid SIRA Certificate of Capacity as soon as reasonably possible, and provide a copy of it to their Supervisor/Manager within 24 hours of receiving the Certificate from the NTD and/or attending the NTD;
 - g. Give consent for the NTD to provide information for the purposes of injury management and to aid RTW, by signing the Certificate of Capacity;
 - h. Adhere to the Certificate of Capacity restrictions whilst incapacitated for work, including only accessing emails or network access for liaison with Supervisor/Manager or Injury Management Coordinator;
 - i. Ensure a leave form is completed and given to the Supervisor/Manager together with a Certificate of Capacity for any lost time;
 - j. Make all reasonable efforts to RTW with the NSW RFS as soon as possible, by participating in and cooperating with the establishment of Return to Work Plans;
 - k. Work in accordance with the RTW Plan, and advise of any difficulties with the RTW Plan as soon as possible to prevent delays in addressing any issues; and
 - l. Maintain regular contact with the Injury Management Coordinator.
- 2.7 If an injured employee is also a NSW RFS volunteer member, the injured employee must advise their District Manager of their injury and incapacity. This incapacity may also affect the duties able to be performed in the brigade environment such as, but not limited to, operational call outs, hazard reductions and training.

Supervisor/Manager responsibilities

- 2.8 An injured employee's Supervisor/Manager is required to assist in the rehabilitation and RTW of the injured employee.
- 2.9 Supervisors/Managers are to:
- a. Ensure a Report of Workplace Injury or Illness form is completed as soon as possible and within 48 hours of being notified of an injury;
 - b. Ensure all supporting documentation relating to a workers compensation claim is forwarded to the Injury Management Coordinator in a timely manner;
 - c. Ensure leave forms are completed for any time lost and forwarded to the Injury Management Coordinator promptly;
 - d. Maintain regular contact with the Injury Management Coordinator and the injured employee to facilitate a prompt and supportive RTW for the injured employee;
 - e. Perform tasks as required in the Injury Management Plan for the injured employee;

- f. Evaluate if an injured employee's network access should be limited for health and wellbeing reasons due to Certificate of Capacity restrictions; Any decision to restrict an employee's ICT access is only to be made with concurrence from a Manager or Director;
- g. Consult with the Injury Management Coordinator if the injured employee has no capacity for work with regard to the employee's work related activities including access to emails and/or network whilst having no capacity for work;
- h. Advise the Injury Management Coordinator of possible suitable duties for the injured employee to perform during the RTW program;
- i. Ensure the RTW Plan is agreed to and signed by the injured employee prior to the commencement of suitable duties; and
- j. Monitor and supervise the injured employee's RTW Plan.

Insurer responsibilities

2.10 The responsibilities of the insurer are to:

- a. Contact the NSW RFS, the injured employee and (if necessary) the NTD within 7 days of being notified that a worker has sustained an injury;
- b. Ensure provisional payments of weekly benefits and medical expenses begin; or advise the injured employee and the NSW RFS payments will not commence, within seven days of being notified by the NSW RFS that a worker has sustained an injury;
- c. Consult with the injured employee, Injury Management Coordinator and NTD in the development of an Injury Management Plan;
- d. Provide the employee, Injury Management Coordinator and NTD with information on the Injury Management Plan initially and as the plan progresses;
- e. Approve reasonable and necessary treatment requests;
- f. Inform the injured employee that their entitlements to weekly benefits can be suspended if they do not reasonably comply with their Injury Management Plan and what they must do to prevent the suspension;
- g. Have procedures in place for an injured employee to change their NTD and inform the injured worker of these requirements;
- h. Consult with the injured employee, Injury Management Coordinator and NTD when referring to an Approved Workplace Rehabilitation Provider. Advise the injured worker that they can choose a rehabilitation provider and inform the injured worker of the process to be followed when changing a rehabilitation provider;
- i. Ensure vocational retraining and/or assistance to obtain employment with a new employer is arranged for an injured employee as soon as it is identified that a return to pre-injury duties and provision of suitable duties is no longer possible;
- j. Ensure accuracy of payment of weekly benefits in accordance with wage as advised by the employer and legislative requirements;
- k. Provide the injured employee with information about their weekly benefits and entitlements and how they may change over time;
- l. Determine liability within 21 days of a claim being duly made. The insurer may take longer to determine liability provided payments continue to be approved under provisional liability;
- m. Manage claims efficiently, including responding to treatment requests and legal correspondence promptly and making payments within specified, legislated timeframes; and
- n. Liaise with all stakeholders to aid the injured employee's rehabilitation and provide effective injury and claims management.

Approved Workplace Rehabilitation Providers

2.11 The Approved Workplace Rehabilitation Provider must:

- a. Deliver services to injured employees, employers and insurers in a cost effective, timely and proactive manner to achieve a safe and durable RTW;
- b. Promote an early and safe RTW of the injured employee;
- c. Provide an assessment of the injured employee's rehabilitation needs;
- d. Assess the workplace and the demands of the injured employee's job;
- e. Provide written reports within specified timeframes;
- f. Communicate and consult with stakeholders throughout service provision to ensure progress towards the RTW goal;
- g. Regularly review the injured employee's progress and actively monitor the injured employee's RTW program;
- h. Identify barriers to the injured employee's RTW program and develop strategies to address these;
- i. Identify and design suitable duties for the injured employee and document these in a RTW Plan;
- j. Identify and coordinate rehabilitation strategies that ensure the injured employee is able to safely perform their duties; and
- k. Arrange appropriate retraining and placement in alternative employment when the employee is unable to return to pre-injury duties.

3 Related forms

- None