

## 1. SUMMARY

**Bartsch Builders** is committed to safe work practices that support the wellbeing of employees. This document details injury management and provided procedural system for rehabilitation management.

## 2. DEFINITIONS

**Return to Work** covers for treatment, care and support costs for your worker in the event of a work injury.

## 3. OBJECTIVES

Bartsch Builders is responsible for ensuring that all claims and injuries are handled in accordance with legislative requirements and to maintain open communication to ensure that all aspects of injury management are handled in a prompt, efficient and equitable manner and the rehabilitation and return to work of injured workers to safe employment is achieved as soon as practicable.

## 4. RESPONSIBILITIES

It will be the responsibility of the Rehabilitation and Return to Work Coordinator (RRTWC) or if one is not legally require (i.e. there are less than 30 persons employed), a responsible person will be nominated, to administer all claims and injuries for Bartsch Builders Employees.

POSITION	RESPONSIBILITY
Office Manager	Coordinating new documents and revisions process, including approval process. Maintaining the Bartsch Builders Management System to ensure it is current and reflective of current business processes and standards.
Office Manager	Responsible to ensure project documentation is managed in keeping with this procedure.

## 5. PROCEDURES \ PROCESS

### Notification of Injuries

Bartsch Builders will ensure that the injured worker receives appropriate first aid and / or medical treatment as soon as possible, and that transport for treatment is arranged and, if necessary the employee's emergency contacts are notified.

All incidents must be notified to the appropriate Manager/Supervisor and the RRTWC/responsible person as soon as possible and within 24 hours of the incident occurring.

### Rehabilitation and Return to Work

The RRTWC/responsible person shall make early contact with the injured employee, their family, to ensure their well-being and that appropriate medical treatment is made available to facilitate an early and safe return to work.

At this point the RRTWC/responsible person will ensure the injured employee has:

- Their rights and responsibilities explained;
- A contact number, Work-cover Claim Form, and Medical Authority (if required).

If it is determined the injury is of a minor nature and a full medical clearance to return to normal duties is received from the treating medical expert then no injury management or rehabilitation will be required.

For more serious and long-term injuries, contact with the injured employee will be made by the RRTWC/responsible person, or if deemed necessary to the Bartsch Builders preferred rehabilitation provider.

The RRTWC/responsible person will liaise with the injured employee, case manager and treating medical expert to assist in a safe return to work in some capacity as soon as practicable.

Following the initial contact the RRTWC/responsible person shall arrange to meet with the injured employee to:

- Clarify any assistance that can be given to minimise the injuries impact;
- Clarify any guidelines and restrictions;

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- Discuss the format and content of the Return to Work Plan.

Following a clearance to return to work on modified duties and or reduced hours, the RRTWC/responsible person will liaise again with medical experts, case manager and worksite management to complete a mutually agreeable return to work plan to achieve the optimum work capacity for the injured worker.

Wherever possible, suitable employment will be offered to the injured employee that is consistent with medical advice, and is meaningful, productive and suitable for the injured workers physical and psychological capacity.

Depending on the injured workers individual circumstances, suitable employment may be:

- At the same or a different worksite;
- The same job with modified hours or duties;
- A different job;
- Full or part-time employment.

If suitable employment is not immediately available, Bartsch Builders undertake to provide agreed suitable duties as an interim measure.

The RRTWC/responsible person shall maintain open channels of communication during the rehabilitation to ensure any change in the workers capacity or a clearance to return to normal duties is communicated to the appropriate stakeholders.

During the time from incident reporting through to a successful return to work, the employee has certain rights and responsibilities including:

### Responsibilities

- To report all injuries and incidents within the required time period;
- To undertake the appropriate treatment of the medical experts provided or from the doctor of their choice;
- To participate in the return to work and rehabilitation process;
- To perform the duties agreed upon and detailed the Recovery / return to work plan;
- To abide by all medical advice;
- To maintain open communications with the employer of changes;
- To provide updated documentation to the employer as received.

### Rights

- To obtain a second opinion and have the treating doctor of their choice;
- To be involved in all aspects and decisions during the process;
- Have a representative present at all meetings (e.g. family member, union rep etc.);
- Seek advice before signing any documents;
- Have personal medical information kept private;
- To have a copy of the Return to Work Plan;
- Have an interpreter present at all meetings if required.

### Records

All records and documentation relating to the claim will be kept confidential and filed in a secured storage facility.

Access will be restricted to staff authorised by Bartsch Builders as being directly involved in injury management.

Bartsch Builders will ensure that a signed medical authority is obtained from the injured employee before exchanging or disclosing any of the information on file.

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Workplace incident has occurred and a worker has been injured  
 OR  
 Worker reports injury claiming that it arose out of employment

Comply with any Company specific procedures for incident/injury management and ensure the below procedure is followed

Injury does not result in any lost time or medical treatment  
 OR  
 Worker **does not** want to make a Claim

Forward copy of incident report to the RTWC

RTWC to make contact with employer to confirm that the worker does not want to make a claim

RTWC to file incident report for our records and assessment to be made whether notification to Claims Agent is required

If the worker decides to make a claim for compensation in future, contact the RTWC immediately

Injury has resulted (or is likely to result) in lost time and/or medical treatment  
 AND  
 Worker **does** want make a Claim

Claim form to be completed (with worker where possible) & then forwarded (with relevant documentation\*) to the RTWC within 72 hours.  
 \*Ensure RTWC details are advised in contact details (use designated form provided by MBA SA)  
 \*Include any WMC/WCC, scan results, medical invoices and pay records for previous 12 months (if applicable).

Upon receipt of documentation, RTWC to forward to relevant claims agent & lodge claim for compensation.

RTWC to make initial contact with the employer regarding claim (within 72 hours of claim receipt)  
 \* At this time Employer should advise RTWC of potential concerns with regards to claims merits or any other significant issues that may affect the determination of the claim.

Claims agent to contact RTWC to discuss claim, determination & any need for further investigation

RTWC to forward all correspondence from agent to ensure employer is kept updated (incl. claim determination). Employer to forward any ongoing WMC's & medical invoices to RTWC direct for processing by agent

RTWC's ongoing involvement in the claims process to be assessed on a case by case basis and may include contact with the worker, attendance at medical reviews, assistance with investigations and any other matters relevant to the claim.

1.

**Glossary of Terms**  
 RTWC –Return to Work Co-ordinator  
 WMC – WorkCover Medical Certificate  
 WCC – Work Capacity Certificate (from 1.7.15)

Note: this procedure has been developed in accordance with RTW SA's requirements

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