

Workcover and Return to Work Policy

Policy overview

Our workplace understands and accepts the responsibility to establish injury management systems, policies and return to work programs in accordance with the relevant workers' compensation and injury management legislation and codes of practice in this State. K1 Payroll Pty Ltd has implemented a WorkCover and Return to Work Policy.

What is the policy?

The WorkCover and Return to Work Policy sets out the guidelines for dealing with claims for worker's compensation made by employees who suffer a work-related injury and for facilitating a return to work following an employee's absence due to work-related injury.

This policy is to be read in conjunction with the Issue Resolution document relevant to your state/territory, located in the Resource Centre, along with any other relevant documentation provided by K1 Payroll Pty Ltd.

This policy is a guide only and will not form part of your General Terms and Conditions of employment or confer contractual rights, on which a staff member may rely. This policy may be amended from time to time.

Some important points to consider

All employees are required to comply with the WorkCover and Return to Work Policy as amended and implemented from time to time, as well as any new or amended policies that are introduced from time to time. Failure to comply may result in disciplinary action.

In accordance with workers' compensation legislation, K1 Payroll Pty Ltd aims to facilitate wherever possible a return to work following an employee's absence due to work-related injury.

Injured workers involved in a Return to Work (RTW) process will need to provide consent for K1 Payroll Pty Ltd to speak with treating medical practitioners. This consent can be given using the "**medical information disclosure consent**" form found in the Resource Centre.

We ask that all injured employees co-operate with the return to work process.

What do I need to do?

You need to carefully read through the WorkCover and Return to Work Policy to make yourself familiar with the contents of the policy and with Company guidelines. You will receive some education on the policy and how it is implemented during your time at K1 Payroll Pty Ltd. Your manager is available to assist with any queries you may have relating to the policy. If you are an injured worker

returning to work then please discuss the matter with your manager.

To the extent that the contents of the policies refers to obligations on K1 Payroll Pty Ltd, they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

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WorkCover

K1 Payroll Pty Ltd recognises that all employees are entitled to workers' compensation if they suffer a work-related injury.

All parties are to be made aware of the need for timely reporting and compliance with medical and insurance requirements in order to prevent a negative impact on the claim decision process. Delays in reporting or submitting the paperwork may result in a denial of the claim.

All employees will be afforded timely processing of all workers' compensation claims by this organisation and in conjunction with this policy will be supported to complete their claim forms where required.

Management aims to:

- Ensure that they have a current knowledge of applicable Occupational Health and Safety and Workers Compensation legislation.
- Make provision for the injury management and vocational rehabilitation of all employees who have sustained a compensable work related illness, injury or disability.
- Support the employee's return to work, where it is reasonably practicable to do so.
- Begin compensation payments, without delay, once approval from the insurer has been granted. No payments will commence without prior approval from the insurer.

Employees will:

- Be responsible for reporting injuries without delay.
- Provide all relevant documentation necessary to complete the claim as soon as practicable.
- Maintain regular contact with their doctor and K1 Payroll Pty Ltd to enable the overall efficient management of their claim.
- Retain copies of all forms, medical certificates and information provided, for future reference.

Application of procedure

K1 Payroll Pty Ltd employees are entitled to workers' compensation in accordance with applicable legislation, if they are injured in the course of their employment. Any claims for compensation will be forwarded to K1 Payroll Pty Ltd's WorkCover Agent.

Procedure

The following procedure must be followed:

- If an employee is injured and wishes to lodge a claim for compensation, claim forms can be

obtained from Charles McDonald.

- In order for a claim to be accepted, a WorkCover Certificate of Capacity must be provided by a medical practitioner who saw the employee after the injury.
- The employee's claim form, Certificate of Capacity and Incident Report Form must be returned to Charles McDonald as soon as possible.
- Any medical expenses that relate to a WorkCover claim should also be provided to Charles McDonald.
- Employees requiring time off work must provide a certificate. No wages will be paid for lost time until Charles McDonald has received approval from the WorkCover Agent.
- Once the claim has been accepted, relevant payments and reimbursements (including of medical expenses) will be made. It is therefore extremely important that all paper work is completed immediately to ensure that employees are paid promptly.

Return to work

In accordance with workers' compensation legislation, K1 Payroll Pty Ltd aims to facilitate wherever possible a return to work following an employee's absence due to work-related injury.

Definitions

- *Injury Management (IM) Program*: This is a coordinated and managed program that integrates all aspects of injury management including treatment, rehabilitation, retraining, claims management and employment practices.
- *Injury Management (IM) Plan*: An IM Plan is a plan for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation and retraining of an injured worker, for the purpose of achieving a timely, safe and durable return to work for a particular worker. The IM Plan is developed by the insurer.
- *Return to Work (RTW) Program*: An employer must establish a RTW Program with respect to policies and procedures for the rehabilitation (and, if necessary, vocational re-education) of any injured workers of the employer. An employer's Return to Work Program must not be inconsistent with the Injury Management Program of the employer's insurer and is of no effect to the extent of any such inconsistency.
- *Return to Work (RTW) Plan*: When an injured employee returns to work on suitable duties with restrictions, the supervisor/Return to Work Coordinator/Injury Management Coordinator or Rehabilitation Provider must write a RTW Plan. This plan must be regularly monitored and reviewed by all parties. Physical restrictions, suitable duties, hours worked, supervision arrangements, and treatment times and dates must be clearly outlined in the RTW Plan.

Return to work (RTW) planning

The priority of all RTW planning is early, safe return to suitable duties following a work related injury or illness. K1 Payroll Pty Ltd, in consultation with the injured employee, nominated treating doctor, and the insurer, will work on individual return to work strategies and plans for each injured employee with the aim of getting the person back to work as soon as possible.

K1 Payroll Pty Ltd will:

- Make suitable duties available to injured workers who are certified fit for suitable duties and where it is reasonably practical to do so;

- Refer an injured employee to a rehabilitation provider if required;
- Notify the insurer if unable to provide suitable duties;
- Cooperate with the insurer in providing retraining to an injured worker who is unable to return to their pre-injury job.
- Where required, appoint a return to work coordinator to assist injured workers to remain at or return to work while they recover.

As an injured employee you must:

- Notify the employer as soon as possible if you are injured in the workplace. This applies to all injuries, no matter how minor.
- Cooperate with worksite changes designed to assist the return to work of you or fellow employees;
- Participate in the establishment of the IM Plan and RTW Plan;
- Nominate a treating doctor who will agree to participate in the development of the RTW Plan;
- Authorise the treating doctor to provide relevant information to the insurer or the employer for the purposes of the IM and RTW Plan;
- Make all reasonable efforts to return to work on pre-injury duties, as soon as possible, having regard to the injury.

Employees should ensure that they cooperate with the RTW process as insurance companies may suspend weekly benefits if an injured employee unreasonably refuses to cooperate with the RTW process.

As an injured employee your rights are:

- To be provided with return to work information and consulted about how that information is to be made available;
- To the extent that is reasonable for K1 Payroll Pty Ltd to do so, to be provided with suitable employment if you have a current work capacity or pre-injury employment if you no longer have an incapacity for work for a period of 52 weeks in accordance with the legislation;
- To be consulted by K1 Payroll Pty Ltd about planning your return to work.
- To be provided with details of your return to work arrangements;
- To the extent that it is reasonable for K1 Payroll Pty Ltd to do so, to be consulted and provided with information about your return to work and provided with an opportunity to consider and express your views about your return to work.
- To be represented, assisted and supported (except by a legal practitioner) during any stage of the return to work process, including in the consultation process.

Finding suitable duties

Employees injured at work are, where it is reasonable to do so, brought back to work on suitable duties as part of their rehabilitation with the aim of returning them to pre-injury duties. The aim is to have a gradual return to work with regular upgrades towards the overall goal which is a return to pre-injury duties. Suitable duties for partially incapacitated workers should be meaningful, productive and consistent with remaining capabilities.

The following will be considered when determining suitable duties:

- The nature of the employee's pre-injury duties;
- Details of physical restrictions given by the treating doctor (shown on the medical certificate);
- The employee's skills and experience.

Where suitable duties can be provided, they will be:

- Time limited;
- Reviewed on a regular basis;
- Upgraded, where possible, on a regular basis.

Each case will be treated on an individual basis to strive for the best outcome for the Company and the employee.

Involving a rehabilitation provider

When the injured worker is not likely to resume pre-injury duties or cannot do so without alteration to the workplace or work practices, a nominated Rehabilitation Provider may be engaged to assist in the return to work process.

Return to work not to disadvantage injured employee

Each state workers compensation body sets guidelines for how an injured employee must not be disadvantaged while participating in a return to work process following a work related injury.

This includes but is not limited to, injured employees accessing their sick leave as per their contractual or enterprise agreement entitlements (if a valid medical certificate is provided). If the medical condition is subsequently accepted as a compensable workplace injury, the sick leave will be reinstated in accordance with applicable legislation.

All monies that the injured employee is entitled to under the workers compensation legislation will be passed on to that employee as soon as practicable after notification from the insurer.

Resolution of return to work matters

K1 Payroll Pty Ltd will attempt to resolve return to work issues in accordance with our agreed Return to Work Issues Resolution Procedure. For more information on the resolution procedure, please refer to the Issue Resolution Procedure Policy, found in the Resource Centre.

In the absence of an agreed procedure, the default Ministerial procedure applies.

Labour hire employees

Where K1 Payroll Pty Ltd hires a labour hire worker and the worker suffers a work-related injury resulting from or materially contributed to by an injury arising out of working with K1 Payroll Pty Ltd, K1 Payroll Pty Ltd will, to the extent that it is reasonable to do so as determined by K1 Payroll Pty Ltd, cooperate with the labour hire employer in respect of action taken by the labour hire employer to provide employment, plan a worker's return to work and consult about the return to work of a worker to facilitate the workers return to work.

In the event that a labour hire worker undertakes any work at K1 Payroll Pty Ltd, the labour hire worker will be required to comply with this policy, as directed by K1 Payroll Pty Ltd.

Confidentiality

A confidential return to work file for each injured employee will be established, maintained and stored in a locked filing cabinet on site. Access will be restricted to those who have direct responsibility in the

rehabilitation process. At the beginning of the return to work process the “**Consent to disclose medical information**” form shall be completed and signed by all involved with the rehabilitation process.

What happens if someone breaches this policy?

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of K1 Payroll Pty Ltd. Depending on the circumstances, the following may take place, including but not limited to disciplinary action including counselling, a formal written warning or the termination of employment.

Where to get help

For information on our current Authorised Agent and Return to Work Coordinator, please contact Charles McDonald.