

Rehabilitation and Return to Work Policy

Overview

At NBN Co we are safe, disciplined and reliable. We act on our responsibilities to identify and remove potential and recognised risk to a healthy and safe workplace.

In the event of work-related injury or illness, NBN Co is committed to assisting employees to achieve a safe return to work, in a way that will facilitate their best possible recovery. In keeping with best practice injury management, NBN Co will focus on early intervention, active case management and outcomes-based rehabilitation to enable optimal return to work.

Purpose

The intent of this policy is to describe the Rehabilitation and Return to Work process that NBN Co has developed and that will apply where an employee sustains an injury or suffers an illness whilst performing work for NBN Co.

Scope

This policy applies to all employees working at NBN Co.

Visitors, consultants, contractors, employees of contractors and consultants, persons employed through labour hire agencies and volunteers are not covered by this policy.

Policy

The Rehabilitation and Return to Work process is a workplace program that assists injured and/or ill NBN Co employees to return to work as quickly and safely as possible.

Occupational rehabilitation aims to provide an early and safe return to work for employees suffering from work-related injury or illness by using the workplace itself as a vital part of the rehabilitation process.

NBN Co is committed to the rehabilitation of injured employees.

NBN Co aims to manage the process of rehabilitation by assisting those employees injured at work to recover and return to work. NBN Co aims to:

- ▶ Facilitate a return to work for employees who are injured or ill at work as soon as possible and to provide information to assist an injured and/or ill employee to return to work;
- ▶ Determine the needs of the injured and/or ill employee by liaising with the employee, the nominated treating doctor, our workers' compensation insurance provider and other relevant team members;
- ▶ Provide early access to rehabilitation services, for example accredited workplace rehabilitation providers where required;
- ▶ Develop and implement the injured and/or ill employee's return to work plan in conjunction with the employee, our workers' compensation insurance provider, the nominated treating doctor and the workplace rehabilitation provider;
- ▶ Provide suitable alternative duties for an injured and/or ill employee as an integral part of the rehabilitation and return to work process

- ▶ Consult with employees and where applicable any employee representatives, to assist the rehabilitation and return to work process to operate effectively;
- ▶ Provide employees with information about workers compensation claims including choice of nominated treating doctor and accredited workplace rehabilitation provider;
- ▶ Maintain records of injury management and return to work statistics and develop responses to continually improve NBN Co's health and safety management systems and return to work processes;
- ▶ Advise injured and/or ill employees that participation in rehabilitation and return to work plans is voluntary, however non-participation may result in reduced weekly benefits.

Injury Management, Rehabilitation and Return to Work

When a Work-Related Injury or Illness Occurs:

- ▶ The employee must notify their workplace manager of any injury at work as soon as possible.
- ▶ NBN Co will provide the injured employee with first aid where appropriate and/or medical treatment as soon as possible, and will conduct an investigation if necessary.
- ▶ When it is likely that a workers compensation claim will be lodged, a Rehabilitation Case Manager will contact the injured employee as soon as possible.
- ▶ NBN Co will notify its workers compensation insurance provider of all significant injuries and/or illnesses within 48 hours of their occurrence.
- ▶ If, because of a work related injury or illness, the employee is unable to perform their normal duties the employee must notify the relevant Health Safety and Environment (HSE) representative and provide a suitable approved medical certificate advising of incapacity.
- ▶ NBN Co will notify its workers compensation insurance provider of any serious injury, being an injury where the employee is unlikely to return to their pre-injury duties for a period of more than 7 days.

Follow-up after Injury or Illness

When an employee sustains a significant injury at work, NBN Co will arrange a suitable person, being a trained employee or a representative from our Workplace Rehabilitation Provider to contact the injured employee to provide advice and assistance with:

- ▶ Completing workers compensation forms;
- ▶ Explaining the employee's rights, obligations, benefits, rehabilitation and return to work procedures
- ▶ Ensuring the employee is offered the help of an accredited workplace rehabilitation provider;
- ▶ Arranging a return to work plan on the advice of the nominated treating doctor.

The Rehabilitation Case Manager will work with our workers compensation insurance provider, the injured employee and the employee's nominated treating doctor in developing and implementing a Return to Work Plan.

The Return to Work Plan will include alternative or suitable work duties and/or a graduated return to work. These will be approved by the nominated treating doctor or by the workplace rehabilitation provider in consultation with the treating doctor.

Some very serious injuries may require extended injury management. NBN Co will assist employees who are medically unable to return to their pre-injury duties including the investigation of alternative work within NBN Co.

Suitable Alternative Duties

Suitable alternative duties are work duties, agreed between the Rehabilitation Case Manager and an injured employee, which facilitate the injured employee's rehabilitation and return to work. Suitable alternative duties must comply with a Comcare Certificate of Capacity or equivalent document issued by the employee's nominated treating doctor. Suitable alternative duties may include:

- ▶ Parts of the job the employee was performing before the injury;
- ▶ Duties at the same or a different worksite;
- ▶ Different hours and/or modified duties;
- ▶ Different duties altogether;
- ▶ Full time or part time duties;
- ▶ Training opportunities.

These duties will be identified after consultation with relevant parties and will be specified in writing.

Workplace Rehabilitation Provider (WRP)

Workplace Rehabilitation providers are available to assist when required in the return to work of employees who suffer a workplace injury or illness. When the Return to Work Plan is complex and requires specialist rehabilitation expertise it may be appropriate to refer to an NBN Co nominated accredited WRP.

NBN Co has engaged an accredited WRP, however injured employees have the right to nominate an accredited WRP of their own choice.

Employee' Rights

Employees have the right to:

- ▶ Nominate their own treating doctor who will be involved in injury management, rehabilitation and return to work planning;
- ▶ Choose their own accredited workplace rehabilitation provider (WRP) if necessary;
- ▶ Be involved in the planning of their rehabilitation and return to work;
- ▶ Receive appropriate entitlements in accordance with applicable legislation;
- ▶ Be provided with information about their entitlements, rights and responsibilities;
- ▶ Access documents relating to their workers compensation claim, if a workers compensation claim is lodged;
- ▶ Request an assessment of their capability to undertake a rehabilitation program;
- ▶ Request reasonably practicable adjustments to the workplace to minimise the chance of further injury and to assist the employee to safely remain at, or return to, work;
- ▶ Be supported by a case manager who will organise the development of an individually tailored rehabilitation program.

Roles and Responsibilities

The Role of the Rehabilitation Case Manager is to:

- ▶ Determine the injured employee's needs;
- ▶ Identify suitable alternative duties for the injured employee;
- ▶ Co-ordinate and monitor return to work plans;
- ▶ Liaise with all parties including the nominated treating doctor and workplace rehabilitation provider (WRP) where appropriate
- ▶ Provide information and support to the injured employee;
- ▶ Maintain a case file and protect the confidentiality of the information on this file;
- ▶ Determine a review date for the return to work plan and conduct ongoing monitoring of progress against the plan.

Workplace Managers are responsible for:

- ▶ Ensuring that appropriate first aid and/or medical treatment is provided for work-related injuries and/or illnesses;
- ▶ The ongoing workplace management of an injured and/or ill employee;
- ▶ Ensuring that incident report forms and/or claim for workers' compensation forms are completed for all work-related injuries and/or /illnesses;
- ▶ Assisting the Rehabilitation Case Manager and workplace rehabilitation provider (WRP) in the development of Return to Work Plans;
- ▶ Providing suitable alternative duties when required to enable the development and implementation of return to work plans.

An Employee is responsible for:

- ▶ Taking care to prevent work-related injuries and/or illnesses to themselves and others in the workplace;
- ▶ Notifying NBN Co of any work-related injury or illness as soon as possible;
- ▶ Undertaking the rehabilitation program provided by NBN Co;
- ▶ Cooperating with the Rehabilitation Case Manager and WRP;
- ▶ Providing accurate information about any aspect of their claim;
- ▶ Notifying NBN Co of any change in circumstances, for example, changes to the medical condition, changes to home circumstances which might impact on the injury or changes to financial circumstances ;
- ▶ Attending scheduled medical and rehabilitation assessments, as required;
- ▶ Cooperating with workplace changes that will assist other injured employees.

Further Information

Please contact your Manager or the Human Resource Support Centre if you require additional information in relation to this policy.

Alternatively, if you have an immediate concern about a workplace health or safety issue which you can't resolve, and your Manager is not available to assist, you may contact a member of the Health Safety and Environment Team.

If you become aware of any actual or possible non-compliance with this policy, you should immediately report it to your Manager.

