Procedure for Managing Workplace Injuries
1 Purpose

Roads and Maritime Services (RMS) is committed to the health and wellbeing of all its workers and others. A safe and healthy workplace is the right of every worker.

The purpose of this procedure is to ensure that Roads and Maritime Services (RMS) Managers and RMS workers comply with legislative requirements. It is also to provide RMS managers and RMS workers with instruction on the process used for the management of work related injuries. Compliance with this procedure will ensure that RMS will maintain a Return to Work Program (Appendix A) consistent with the RMS Insurer’s Injury Management Program.

2 Scope

This procedure covers all RMS employees. However, this procedure does not cover contractors or subcontractors, an employee of a contractor or subcontractor, labour hire, apprentices, trainees, work experience students and volunteers are not covered by this procedure.

All RMS workers must comply with this procedure.

3 General requirements

At all RMS workplaces:

- RMS managers must ensure, as far as is reasonably practicable, the health, safety and wellbeing of RMS workers and others by effectively managing workplace health and safety hazards and risks as far as reasonably practicable
- Injury management of RMS workers (employees) must be in accordance with this procedure
  - RMS managers and RMS workers (employees) must actively participate in injury management/rehabilitation
  - This must be focused on achievement of a timely, safe and durable return to work
  - Actions must be in accordance with the return to work goal hierarchy
    1. Same Job/Same Employer
    2. Different Job/Same Employer
    3. Same Job/Different Employer
    4. Different Job/Different Employer
4 Definitions

Definitions related to this procedure are specified in Appendix B.

5 Responsibilities

All RMS managers and RMS workers must comply with the legislation and with all RMS Work Health and Safety (WHS) policies and procedures.

<table>
<thead>
<tr>
<th>RMS managers will:</th>
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<tbody>
<tr>
<td>Understand the injury management process and their role in that process</td>
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<tr>
<td>Ensure that the injured or ill worker is provided with advice on injury management and RMS requirements</td>
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<td>Offer Injury Net services to injured workers, but only make a referral if the injured worker voluntarily accepts the offer</td>
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<tr>
<td>Ensure that a copy of the details of the incident is placed with the Injury Management Records and that a notation is kept on the local Register of Injuries</td>
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<tr>
<td>Ensure the injury or incident or illness is reported to Ensafe</td>
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<tr>
<td>Communicate with Return to Work Coordinator (RTWC) where there is time lost, so that an injury management plan (and if necessary the return to work plan) can be developed and implemented</td>
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<tr>
<td>Provide the Injury Management and Claims Service (IMCS) with any relevant information in relation to the incident, as this will assist with claims management</td>
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<td>Make sure claims costs and ongoing liabilities are kept to a minimum. These will also include possible funds recovery by participating in claims reviews</td>
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<tr>
<td>Provide suitable employment, if reasonably practicable, to an injured worker who can return to work, but is not yet fully recovered</td>
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<td>Advise the IMCS if suitable duties cannot be provided (to an injured worker returning to work?)</td>
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<tr>
<td>Monitor the injured worker’s progress on a Return to Work plan (RTW plan) in conjunction with the RTWC for a minimum period of four weeks (it may be longer if required) when as Worker has:</td>
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<td>provided a pre-injury duties medical certificate</td>
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<td>reached his/her maximum medical level of improvement and requires permanent restrictions</td>
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<td>been placed in a permanently modified position</td>
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<tr>
<td>Make reasonable adjustments to the workplace to accommodate the needs of the injured worker</td>
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<tr>
<td>Maintain the confidentiality of all workers compensation information and injury management documentation that is held at the worksite</td>
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</tbody>
</table>
- Ensure that WHS policies and procedures are in place to identify, assess and control hazards.

**RMS workers will:**
- Seek first aid
- Advise supervisor/s (who should report the incident or injury to Ensafe) and IMCS, as soon as possible (unless hospitalised) of any injury at work, to or from work or work related illness
- Advise of any absence from work. If treatment or time off is required for a work related injury and the staff member wishes to proceed with the injury management process, then they will authorise the treating doctor to provide relevant information to the IMCS
- Cooperate with and participate in the development of a workplace injury management plan (IMP), including the return to work plan (RTW plan) and regular fortnightly contact with the employer and the RTWC nominated in the plan
- Forward all subsequent medical certificates and related invoices to IMCS and the supervisor, as quickly as practicable
- Attend any medical assessments arranged by the IMCS
- Advise their supervisor of the need for time off or any special needs during the course of the RTW plan
- Participate in all RTW plans until an agreed outcome is achieved. This includes undertaking suitable duties offered by the employer.

**Injury Management and Claims Unit will:**
- Meet all legislative requirements for claims and injury management
- Provide injury management advice as requested and relevant performance reports
- Where appropriate initiate and control recovery actions on claims
- Authorise all workers compensation accounts that relate to accepted claims for salaries/wages and other associated services.

**Return to Work Coordinators (RTWCs) will:**
- Support the injured worker and the injury management by coordinating the injury management process (see Appendix B and D for more information)
- Be trained to meet legislative requirements.

### 6 Appendices

- Appendix A: Return to work Program
7 Records management

For information about document and records management, RMS managers and RMS workers should refer to the *WHS Document and Records Management Procedure*.

8 Reference documents

- Workplace Injury Management and Workers Compensation Act 1998
- Workers Compensation Act 1987
- Workers Compensation Regulation 2010
- Work Health & Safety Act 2011
- Work Health & Safety Regulation 2011
- WHS Policy Manual and Instructional Guide
- Reasonable Adjustment Procedure (RMS HR Branch)
- Fitness to Continue Procedure (RMS HR Branch)

**Record or file numbers related to this policy:** File No: 97M5195

**Contact details:** Robyn Traill, Health Services Manager, WHS Branch, Corporate Services Directorate.

**Effective date:** 2012
**First published:** 2012
**Review date:** /2014
**Procedure replaces:** 3.0 Injury Management Policy Version 3.2.2 and 3.0P Injury Management Procedure Version 1

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**Procedure:** Workplace Injury Management procedure  
**Version:** 2.0  
**Effective date:** 16/11/2012

**Approved by:** Stephen Barton, General Manager, WHS

**UNCONTROLLED WHEN PRINTED**
APPENDIX A: RMS Return to Work Program Summary

RMS Return to Work Summary

The RMS is committed to preventing injury and illness through providing a safe and healthy working environment. If an injury does occur, the RMS will ensure that an early return to work by any injured worker is normal practice and an expectation. The RMS Injury Management Procedure supports that process.

Roads and Maritime Services (RMS) requirements:

1. The RMS Return to Work Program Summary must be displayed prominently in each RMS workplace and workers must be provided with information on injury management and compensation.

2. Workers are obliged to notify their supervisor/manager of any work related illness or injury as soon as possible after an injury occurs (and before voluntarily leaving the RMS). They are obliged to cooperate with and participate in the establishment of any injury management plan.

3. Suitable duties will be identified in line with medical advice. The injured worker, the treating doctor, the RMS Return to Work Coordinator, the relevant union and rehabilitation provider when required, are to be consulted and involved in writing the return to work plan. Suitable duties for the injured worker are to take into account the nature of the injury and must be meaningful activities for the worker and the workplace.

4. If the worker cannot return to their pre-injury position following the completion of the rehabilitation process, or be deployed to a suitable available alternative position within the RMS, then they will be separated on medical grounds.

5. No worker will be disadvantaged by undertaking rehabilitation, nor will the participation in an injury management plan prejudice an injured worker. The needs of non-English speaking workers are to be addressed by provision of interpreter services. Relevant provisions are also to be made for workers with specific needs.

6. All RMS workers are required to cooperate with management in facilitating the return to work process. This will include any reasonable workplace changes that are designed to assist the return to work of injured workers.

This program summary and its procedures have been developed in consultation with all stakeholders and are approved by the following officer on behalf of the Roads and Maritime Services (RMS) of NSW. This policy will be reviewed in June 2014.

Chief Executive

Return to Work Coordinator Details:

| Procedure: Workplace Injury Management procedure | Effective date: 16/11/2012 |
| Version: 2.0 | Approved by: Stephen Barton, General Manager, WHS |
| Last updated: 16/11/2012 | UNCONTROLLED WHEN PRINTED |
## APPENDIX B: DEFINITIONS

<table>
<thead>
<tr>
<th>Consultation</th>
<th>The two-way exchange between RMS managers and RMS workers, and between RMS managers and Other Entities that involves sharing information about health and safety. It gives RMS workers a reasonable opportunity to express their views relating to a work health and safety matter, with those views taken into account when decisions are made. Note that agreement does not have to be reached, however, opinions must be considered when making decisions that affect a person’s health, safety and welfare.</th>
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<tbody>
<tr>
<td>Incident</td>
<td>Any accident or event that occurs in the course of work, which involves:</td>
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<td></td>
<td>▪ Work illnesses</td>
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<td>▪ Disabling injuries</td>
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<td>▪ Minor injuries</td>
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<td>▪ Dangerous occurrences which could have, but did not injure any person</td>
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<td></td>
<td>▪ Serious equipment plant or property damage</td>
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<td></td>
<td>▪ Uncontrolled fire and explosions</td>
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<td></td>
<td>▪ Exposures to hazardous substances or circumstances</td>
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<tr>
<td></td>
<td>▪ Any other serious incident that could put employees or plant at risk</td>
</tr>
<tr>
<td>Initial Notification</td>
<td>Initial notification means the first notification of a workplace injury that is given to the insurer.</td>
</tr>
<tr>
<td>Injury</td>
<td>Physical and psychological injuries are covered by the NSW Workplace Injury Management and Workers Compensation Act 1998 and are defined as:</td>
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<td>(a) “a personal injury arising out of or in the course of employment, and</td>
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<td>(b) includes:</td>
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<td>i. a disease contracted by a worker in the course of employment, where the employment was a contributing factor to the disease, or</td>
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<td></td>
<td>ii. the aggravation, acceleration, exacerbation or deterioration of any disease where the employment was a contributing factor to the aggravation, acceleration, exacerbation, but</td>
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<td>(c) does not include (except in the case of a worker employed in or about a mine to which the Coal Mines Regulation Act 1982 applies):</td>
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<td>• a dust disease,</td>
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<td></td>
<td>• or the aggravation, exacerbation or deterioration of a dust disease, as so defined”. (Section 4.1: Workers Compensation Act 1987)</td>
</tr>
<tr>
<td><strong>Injury Management Program</strong></td>
<td>This is developed by the insurer in consultation with relevant stakeholders. It is a “coordinated and managed program that integrates all aspects of injury management (including treatment, rehabilitation re-training, claims management and employment management practices) for the purpose of achieving optimum results in a timely, safe and durable return to work for injured workers.” <em>(Section. 41: Workplace Injury Management and Workers Compensation Act 1998)</em></td>
</tr>
<tr>
<td><strong>InjuryNET</strong></td>
<td>Is a network of medical practitioners and other health professionals who can assist in the management of workplace injury and illness in RMS.</td>
</tr>
<tr>
<td><strong>Return to Work Plan</strong></td>
<td>Is a written statement of the steps to be taken to assist an injured employee return to work? <em>(section42: Workplace Injury Management and Workers Compensation Act 1998)</em></td>
</tr>
<tr>
<td><strong>Suitable Duties</strong></td>
<td>The temporary/transitional work duties identified to assist in an injured worker’s return to their pre-injury job. <em>(Section 43A of the Workplace Injury Management and Workers Compensation Act 1998)</em></td>
</tr>
<tr>
<td><strong>Workplace Return to Work Program</strong></td>
<td>This is a series of return to work commitments and procedures developed by the employer, aimed at ensuring timely, safe and durable return to work that must be consistent with the Insurer's Injury Management Program. <em>(Section. 52: Workplace Injury Management and Workers Compensation Act 1998)</em></td>
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</tbody>
</table>
APPENDIX C: GENERAL REQUIREMENTS FOR INJURY MANAGEMENT

RMS employees will be provided with details on what to do in the event of any injury or illness and will also be given the name and contact details of the Return to Work Coordinator. The following posters and information must be displayed in the workplace:

- **RMS Return to Work Program Summary** *(Appendix A)*
- A copy of ‘**watching out for YOU**’ poster, which is available from WorkCover

And, information on injury management entitlements and obligations must be provided by the Injury Management and Claims Services (IMCS).

All injuries must be notified to a supervisor who will report it to Ensafe. Details of any injury must be entered into the local ‘Register of Injuries’ *(Section 63 Workplace Injury Management and Workers Compensation Act 1998)*

The Return to Work Coordinator (RTWC) supports the injured worker and management, by coordinating the injury management process.

**Return to Work (RTW) plans** will be written by the RTWC, or if engaged, the external rehabilitation provider. The RTW plan includes treatment arrangements that will facilitate the worker’s return to work, not impede it.

An individual RTW plan must:

- State how, when and where the injured worker will return to pre-injury duties;
- Detail the duties to be performed, the hours to be worked, support required and times for treatment;
- Identify the responsibility for monitoring progress, specifying review dates and detail how to report any problems identified once the program has started, and
- Be supported by the nominated treating doctor and signed off by the injured staff member, their supervisor, Injury Management Coordinator and the union, if relevant.
- **The plan must not be changed without the consultation of all parties.**
- **Regular review** will be undertaken of all open workers compensation claims with the objective to:
  - Ensure claims are handled in a timely and cost efficient manner;
  - Encourage all parties to take the opportunity to work together to discuss strategies for the effective management of complex claims;
  - To provide managers with current claims cost information.

Injured workers will be offered InjuryNET services. *(See Appendix G for InjuryNET process)*

**Suitable duties** will be offered to an injured worker as part of their return to work plan *(Workers compensation Act – section 43A, Section 49, Workplace Injury Management &Workers Compensation Act 1998)*.

All the stakeholders (RMS, injured employee, treating doctors etc.) must provide requested information to IMCS within seven days of being requested.
In the event of a dispute, the Injury Management and Claims Services Unit will:

- Facilitate discussions with all relevant parties if there is a dispute about any rehabilitation and, return to work and workers’ compensation issues.
- Ensure that a referral to a WorkCover Injury Management Consultant is arranged if there is a dispute about ‘fitness for work’, or a disagreement about suitable duties.

WorkCover NSW has a process to help employers and workers to understand their rights and responsibilities. The Claims Assistance Service (CAS) provides information about injury and accident notification, making a claim, entitlements and the dispute resolution process. If there is a disagreement about suitable duties or fitness for work, a WorkCover approved medical practitioner can be consulted to review fitness for employment and assess the availability of suitable employment at the workplace. Contact details are 13 10 50 or www.workcover.nsw.gov.au

Claims with legal action will be managed by IMCS, in cooperation with RMS legal services, and suitably qualified external legal providers.

If the return to work goal of pre-injury duties is unable to be achieved, then every effort will be made to deploy the injured staff member within the RMS into a suitable and available position. The RTWC can assist in this process. (See Appendix H for guidelines for injured staff members who are unable to return to pre-injury duties.)

The Industrial Relations Act 1996 (NSW) stipulates that an employer shall not dismiss an injured worker before six months of when the worker becomes unfit for employment as a result of a work related injury.

Contacts and Information


Workplace Injury Management and Workers Compensation Act 1998

Guide to Injury Management and Workers Compensation (Catalogue No: 506)

WorkCover Provider Services Group: (02) 4321 5221

WorkCover Publications Hotline: 1300 799 003

Services for people from non-English speaking backgrounds:
- Community Relations Commission Translating and Interpreting - 1300 651 500
- Translating and Interpreting Services (TIS) – part of the Department of Immigration and Ethnic Affairs 24 hour telephone and face-to-face interpreting - 13 14 50

CONFIDENTIALITY: Throughout the injury management process the privacy of the injured staff member must be respected. Information used during the Injury Management process will be on a need to know basis and in accordance with NSW Privacy and Personal Information Protection Act 1998.
APPENDIX D: CLAIMS MANAGEMENT

The RMS Injury Management and Claims Service (IMCS) acts as the agent for the insurer.

An initial injury notification must be received by the IMCS before provisional liability can be considered. Under Section 267 Workplace Injury Management and Workers Compensation Act 1998, the insurer can begin weekly compensation payments and injury management for significant injuries.

All workplace injuries must be reported to IMCS within 48 hours.

All work related injuries or illness that are reported will result in the relevant Return to Work Coordinator (RTWC) and line manager being informed at the time of that report.

A worker or their representative can make the notification, which may be in electronic form, in writing or verbally (including over the phone) and must include the following information:

- Name, residential address and contact details of the injured worker/s
- Workplace details and address of the injured worker/s
- Date of birth of the injured worker/s
- Description of injury or illness and accident details, including date of workplace incident and description of how the workplace incident occurred
- Treating doctor or hospital details of the injured worker/s.

For a claim to be considered for determination it must be duly made. This means that the injured staff member must complete all parts of the RMS claim form, stating when and how the injury happened. They must also sign and date the form and have a completed WorkCover medical certificate attached.

IMCS will communicate with the injured worker, their supervisor and nominated treating doctor (NTD) to compile the facts about the injury and determine the staff member’s needs. IMCS will investigate the notification of Injury or illness and determine whether provisional liability payments will commence.

The injured worker will be notified in writing by IMCS about the payment amount and time period for the provisional payments and the nature of the payments. Payment for treatments or medical services does not constitute an admission of liability.

Procedure: Workplace Injury Management procedure
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The IMCS will have a “reasonable excuse” to not start provisional liability payments if:

- There is not enough medical information to make decision,
- The staff member is not considered a ‘worker’ under NSW workers compensation legislation,
- The staff member is unable to be contacted by IMCS after repeated attempts,
- The staff member refuses access to information,
- The injury is considered not work-related,
- The injury is not a significant injury (these decisions must be made within 21 days), or
- The injury was notified after two months of the date of injury.

**Injury management procedure for denied claims**

IMCS will advise stakeholders in accordance with the legislation.

When there is a dispute over liability the staff member will be advised in writing and provided with contact details of the WorkCover Claims Assistance Service (CAS) 13 10 50 or www.workcover.nsw.gov.au.

If a disputed claim is reversed, then any payments due under workers compensation will be paid and any sick or recreation leave entitlements which were taken will be re-credited in accordance with legislation and RMS leave policy.
APPENDIX E: ROLE OF RETURN TO WORK COORDINATOR

The return to work coordinator (RTWC) will coordinate the return to work process by:

- Being the focal point for all contact relating to the injured worker.
- Informing the worker (or family) of RMS’s continuous commitment to the worker’s rehabilitation and the RTWC’s role in injury management. This is in addition to facilitating the return to work of the worker, consistent with the advice of the nominated treating doctor (NTD).
- Advising the injured worker of their rights and obligations, and provide them with WorkCover information for injured workers.
- Ensuring that the injured worker’s medical needs are addressed.
- Considering if, and when, the injured worker requires a rehabilitation specialist assessment.
- Documenting a return to work plan (RTW plan) with the injured worker that is consistent with medical certification, WorkCover Guidelines and workplace needs.

Where an external provider is engaged to develop the RTW plan, then the RTWC will be the RMS contact person.

The services of an approved workplace rehabilitation provider must be supported by an approval from ICMS when:

- The RTWC has consulted with the injured worker and the NTD to ascertain the nature and extent of the injury, and, it is identified that a provider's involvement is required to assist the injured worker to return to full duties; or
- The injured worker identifies the need for external service provision; or
- The nature of the injury requires the use of specific rehabilitation knowledge to develop the RTW plan, and/or
- The geographical location of the injured worker, or their workplace, requires a rehabilitation provider to coordinate the RTW plan.

Where a worker has an absence after a non-work related prolonged or serious illness/injury, an assessment is recommended to ensure a safe return to their pre-injury duties. The RTWC can assist with the case management for the RTW process for an injury that is not work related.
APPENDIX F: GUIDANCE FOR MANAGERS AND SUPERVISORS

The prospect for return to work is greatest when the process commences as soon as possible after an injury. The workplace can be the most effective place for the majority of workers to recover from their injury, with the provision of duties consistent with their medically stated fitness for work.

Systems that support the injury management process:

- Conduct regular briefings for staff on how and when to report an incident and what the local arrangements are when a workplace injury occurs.
- Ensure that the RMS poster with the contact details of your RTWC is detailed. (See Appendix D for details)
- Ensure a first aid process is in place with first aiders appropriately trained for the nature of work performed.
- Provide the injured staff member’s medical practitioner with information on the RMS workplace injury management process, including offer of suitable duties.
- Ensure you have a process that maintains the confidentiality of all injury management information but allows for receiving and releasing of information that assists in managing health and safety in the workplace.

ESTABLISHING SUITABLE DUTIES

If as a manager/supervisor you are required to find suitable duties, you must consider the usual work being done and the stated medical restrictions.

Suitable duties must:

- Be meaningful for the injured worker and the workplace.
- Take into account the nature of the injuries, including possible treatment requirements.
- Be continuously reviewed for matching to medical progress.

The RTWC for your work area can assist with matching the duties to medical restrictions. The following information can assist when developing suitable duties:

Identify the demands on bones, muscles and joints by assessing:

- Is there an unusual posture/strain or excessive loading/stretching outside the normal range used in any task?
- What coordination/dexterity is required to do certain tasks?
- Is working overhead/with a stooped posture/in confined space/twisting part of the duties?
- Are the actions or movements repetitive or awkward?
- How much exertion is required and what is the recovery time needed?
- The amount of time that is needed for standing/sitting/pushing/pulling
Identify the demands on respiratory and cardiovascular systems by assessing:

- The level of exertion and pace required for the work tasks, and the recovery time needed
- The opportunities for rest
- The exposure to dust/traffic emissions, etc
- The weights and volumes to be lifted/moved

Identify demands on the following senses (including any personal protective equipment required) to do tasks:

- Hearing
- Vision
- Touch

The impact the environmental conditions at work may have, including:

- Indoor/outdoor environment
- Exposure to weather/heat/sun/cold
- Proximity to traffic/equipment

Know the skills base, literacy and training levels required for duties by identifying:

- On job training/the specific tickets that are needed
- SWMS are relevant and understood.

If suitable duties cannot be provided when a staff member has a WorkCover medical certificate stating 'fit for suitable duties', the reasons must be documented in writing and needs to be provided to the Injury Management Unit.
## Checklist for Manager/Supervisors

<table>
<thead>
<tr>
<th>Injury Management Activity</th>
<th>Actioned</th>
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<tbody>
<tr>
<td>Workplace injury or illness is reported</td>
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<tr>
<td>Need for medical attention identified and arranged.</td>
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<tr>
<td>Provide the nominated treating doctor (NTD) with RMS injury management advice.</td>
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<tr>
<td>Injured worker provided with information on their responsibilities (RMS Fact Sheet and WorkCover pamphlet).</td>
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</tr>
<tr>
<td>Incident is logged with WHS. Return to Work Coordinator (RTWC) will automatically receive a copy of incident.</td>
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<tr>
<td>Incident details are entered in the local injury register. A copy of incident can serve as this record.</td>
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</tr>
<tr>
<td>Complete the RMS form 575 and forward to Injury Management and Claims Services (IMCS)</td>
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<tr>
<td>Develop return to work plan with injured worker and RTWC, including the details of treatment requirements and review process.</td>
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<tr>
<td>Identify suitable duties, which are recorded on the RTW plan and agreed to by the NTD</td>
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<tr>
<td>If suitable duties are not available, the reason is provided in writing to IMCS</td>
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<tr>
<td>Regular review of the progress back to pre injury duties.</td>
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<tr>
<td>Reasonable adjustments made to accommodate injured staff member.</td>
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<tr>
<td>Decisions are made about alternatives (redeployment, retrain, etc), if unable to return to pre injury duties.</td>
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APPENDIX G: STAFF WHO ARE UNABLE TO RETURN TO THEIR PRE-INJURY POSITION

If after completion of the return to work program, the injured worker is unable to return to their pre-injury duties and all avenues for reasonable adjustment have been considered, then the following guidelines are to be followed.

The IMCS unit must ensure that vocational retraining is considered or arranged, where appropriate, for an injured worker when a return to pre-injury duties is achieved. When identifying the placement options, due consideration must be given to matching physical capacity, vocational aptitude and meeting the essential requirements of any substantive vacant positions on offer in the RMS. For deployment to a permanent vacancy, the following hierarchy must apply:

1. Similar duties in a different section or work area
2. New alternate position in a different section or work area
3. A different position in a different location that matches capacity and job skills – within the RMS and transport cluster

Retraining is considered when assessments conducted by the rehabilitation provider and approved through IMCS have determined that the permanently injured worker has no marketable transferable skills to seek and secure suitable alternative employment. The RTW plan, which is written and coordinated by the RTWC will describe how the retraining will be monitored, by whom and how often. It will also detail the expected outcomes and the proposed employer.

Advice will be sought by the manager of the work area as to any vacant positions within the RMS from the Human Resources Branch. The RTWC will assist with the matching of the injured staff member to any identified positions through the documented RTW plan. An external rehabilitation consultant may be engaged to assist with this process and their actions and responsibilities will be documented as part of the plan. (See Appendix D)

Priority consideration will be given for appointment to vacant positions across the RMS and transport cluster, along with displaced and excess staff if the worker can demonstrate they meet the inherent requirements of that position and where the salary or wage rate is equivalent. To ensure the cost effective management of a worker whose illness/injury is work-related, such staff may be deployed to a position with a higher salary or a wage rate than their pre-injury position. The General Manager of Human Resources Strategy must approve the higher rate of pay and be satisfied the staff member can fulfill the inherent requirements of the position.

If the staff member cannot return to their pre-injury position following the completion of the rehabilitation process, or be deployed to a suitable available alternate position within
RMS and transport cluster, then they will be separated on medical grounds. (See Human Resources Policy PN 041)

**APPENDIX H: INJURYNET REFERRAL PROCESS**

A manager is able to offer a referral for InjuryNET services to any worker injured in the course of their work duties. The InjuryNET network provides access to a network of medical practitioners and health professionals who are experienced in occupational health and injury management. A referral may only be made where the injured worker voluntarily accepts the offer. All injured workers retain the right to nominate their own treating doctor.

If the injured worker accepts an InjuryNET treatment offer then the process is as follows:

- Contact InjuryNET on 1300 307 418 for an appointment.
- InjuryNET will communicate details of appointment to a clinic.
- Arrange transport for the injured worker to see a doctor for treatment, where possible.
- Wait for injured worker to see doctor.
- Meet with doctor and injured worker to let them know of the RMS’s support for work-based rehabilitation by discussing the availability of suitable duties to establish a return to work of the injured worker.
- Drive injured worker back to worksite, where agreed.

Any problems with service delivery should be reported to the InjuryNET Helpdesk – 1300 307 418
APPENDIX I: WORKPLACE ADVICE FOR NOMINATED TREATING DOCTOR

The Roads and Maritime Services of NSW (RMS) has in place a ‘Return to Work Program’, which is workplace-based and seeks your cooperation, ongoing support and interest to ensure that we are able to facilitate an early and safe return to work for injured workers.

As part of this program the RMS provides suitable duties. Based on the medical certificate that you provide for our injured worker it is RMS’ responsibility to offer work that matches the worker’s level of fitness.

Your assistance in providing clear guidelines for restrictions/limitations and treatment requirements will allow RMS to develop a safe return to pre-injury duties by matching any medical guidance with suitable duties.

The Supervisor or RMS RWTC can be contacted to discuss any duties or the injured staff member’s work environment.

*The information provided by you will only be used for the Injury Management and Return to Work Program for your patient. RMS is bound by the provisions of the NSW Privacy and Personal Information Protection Act*

**Supervisor Details:**

Name
Telephone
Mobile
Facsimile

**Return to Work Coordinator details**

Name
Telephone
Mobile
Facsimile

**Mailing Address for Accounts**

RMS Injury Management and Claims Services
PO Box 6464
Silverwater NSW 1811