



NSW Return to Work Program

HSEQ

Document Profile

Title	NSW Return to Work Program
Type	Procedure
Division	HSEQ
BU/Department	HSEQ
Branch	NSW

Table of contents

Document Profile2

1. **PURPOSE**4

2. **DEFINITIONS**4

3. **INCIDENT NOTIFICATION & SAFETY CULTURE**.....5

4. **RECOVERY AT WORK CULTURE**6

5. **STAKEHOLDERS, RIGHTS AND OBLIGATIONS**7

6. **FIRST AID TREATMENT**..... 11

7. **RECOVERY AT WORK PLANNING** 11

8. **WEEKLY PAYMENTS**..... 13

9. **DISPUTE PREVENTION AND RESOLUTION**..... 14

10. **TRAINING ARRANGEMENTS** 16

11. **CONSULTATION & REVIEW ARRANGEMENTS** 16

12. **CONFIDENTIALITY & RECORD KEEPING** 16

13. **REFERENCE DOCUMENTS** 17

1. PURPOSE

Certis Security Australia Pty Ltd (Certis) provides a wide range of security services across Australia and overseas. These services include static guards, mobile patrols, aviation security & screening and freight screening to name a few.

This NSW Return to Work (RTW) Program outlines the applicable policies and procedures that Certis will adhere to when facilitating an injured worker's return to work.

By following this RTW program, Certis will ensure a RTW approach that demonstrates fairness, empathy, transparency, participation, timeliness and efficiency. It will also ensure that Certis meets its requirements under certain legislation, regulations and guidelines, including:

- The Workplace Injury Management and Workers Compensation Act 1998
- The Workers Compensation Act 1987
- The Work Health and Safety Act 2011
- The Work Health and Safety Regulation 2017
- Workers Compensation Regulation 2016

2. DEFINITIONS

Certis: Company for whom this RTW program has been developed, covering NSW employing entities:

- Certis Security Australia Pty Ltd
- Sydney Night Patrol & Inquiry Co Pty Ltd

Injured Worker: the Certis worker that is injured as a result of a workplace incident and the stakeholder for which workers compensation entitlements may be payable.

Independent Review Office (IRO): NSW Government independent statutory organisation that assist with resolving disputes, facilitates access to legal advice for injured workers, reviews insurers procedures used in work capacity decisions, encourages establishment of dispute resolution process between employers and insurers and reports to the Minister on relevant matters.

LMS: Certis's online staff training / learning management system platform.

Nominated Treating Doctor (NTD): the injured workers appointed medical practitioner (normally GP) for managing their workplace injury and the person responsible for issuing ongoing medical certificates of capacity.

Personal Injury Commission (PIC): NSW Government statutory tribunal for resolving disputes between workers, employers and insurers.

Return to Work Coordinator (RTWC): the Certis appointed staff member that provides return to work support services for Certis injured workers— as further defined in **Stakeholders, Rights and Obligations** section.

RiskMan: Certis's online incident reporting platform and register of injuries.

Significant injury: workplace injury that is likely to result in the worker being incapacitated for work for a continuous period of more than 7 days, whether or not any of those days are work days and whether or not the incapacity is total or partial or a combination of both.

SolvInjury: database used by Certis for recording claims information.

State Insurance Regulatory Authority (SIRA): NSW Government authority responsible for regulating workers compensation insurance, motor accidents compulsory third party (CTP) insurance and home and building compensation insurance.

3. INCIDENT NOTIFICATION & SAFETY CULTURE

Workplace incidents must be immediately notified by workers to their manager and via Certis's *RiskMan* online platform. All Certis workers have access to this system via a QR code and weblink. *RiskMan* is considered Certis's register of injuries. Certis's specific incident notification procedures are outlined in the Certis policy ***Hazard and Event Notification and Investigations***. Workers are advised of injury reporting requirements during their safety induction and regularly during the year (eg through company toolbox talks). Workers confirmation of being provided incident reporting training will also be compiled in the Certis LMS.

Upon receipt of any incidents notified in *RiskMan* of which an injury has been sustained and where workers compensation entitlements are or may be applicable, the Certis Return to Work Coordinator (RTWC) will contact the injured worker to confirm circumstances of the incident and commence return to work activities.

Where a physical or psychological injury is indicated (where compensation is or may be payable when an injury has been sustained), the RTWC will provide a notification to Certis's workers compensation insurer within 48 hours. The insurer will then contact the injured worker and determine the initial notification under provisional liability.

Any notifiable incidents will be reported to SafeWork NSW (ph: 13 10 50) by the Certis National WHS Manager. A Notifiable Incident is an injury/incident such as the death of a person, a 'serious injury or illness', or a 'dangerous incident' that exposes someone to a serious risk, even if no one is injured.

Additional health and safety requirements applicable to Certis can be found in the following documented processes:

- **Certis Integrated Management System Manual** (*outlines health, safety, environment & quality management system*)
- **Certis HSEQ Event Reporting** (*outlines specific health and safety definitions*)
- **Certis Fitness for Work Policy**
- **Certis Fatigue Management Policy**
- **Certis Hazardous Manual Tasks Procedure**
- **Certis Induction & Training Procedure**
- **Certis Roles and Responsibilities Health and Safety**

Certis requires the reporting of incidents, injuries, near misses and hazards via *RiskMan*. A strong reporting culture will be used by Certis to ensure that injuries are prevented wherever possible by addressing any safety issues and ensuring improvements in safety processes. All *RiskMan* injury reports are investigated by either the injured worker's supervisor, or by the Certis HSE team to determine causative factors. Corrective actions are then applied within designated timeframes, which may include:

- Staff re-training
- Creating new Safe Work Method Statements (if there are none applicable at the time of incident).
- Revising Safe Work Method Statements (if the applicable one at time of injury was not sufficient or did not cover of all potential risks)

- Elimination of any hazards (where able to do so)

4. RECOVERY AT WORK CULTURE

Certis's commitment to the rehabilitation of injured workers and their recovery at work is outlined in the Certis **Rehabilitation Policy**.

Certis is supportive of our injured workers remaining and recovering at work following a workplace injury and aims to create a workplace culture that supports this approach without any stigma.

In supporting RTW and injury management planning, Certis will:

- Raise worker awareness of workers compensation and the benefits of good work via toolbox talks and information sharing via staff notice boards, emails, internet site and via LMS. This will include making available to all workers resources such as **"If you are injured at work"** and **"Benefits of working while you recover"** SIRA posters. With regard to 'good work', Certis will:
 - When practicable, encourage and accommodate people to remain connected to the workplace while recovering from illness or injury, as this facilitates shorter recovery times and prevents unnecessary disability.
 - Embrace the spirit of inclusive employment practices which helps to reduce the risk of unemployment, social and economic inequality and associated poor health outcomes.
 - If injured or ill workers, promote best practice rehabilitation and injury management for workers.
 - Where appropriate, encourage people with chronic illness and disabilities to be accommodated in the workplace with a supportive work culture.
 - Promote the mental and physical health and well-being of people by fostering a supportive working environment and good interpersonal relationships.
 - Understand that good work promotes good health and increases productivity.
 - Advocate for safe and healthy work practices knowing this has socioeconomic benefits for both business and the wider community.
 - Recognise that involvement in good work can promote social cohesion and
 - increase peoples' sense of contribution to society

Additionally Certis will:

- Promote the immediate reporting / notification of workplace incidents through our *RiskMan* platform to ensure workers are provided with early intervention assistance.
- Train workplace leaders (supervisors and operations managers) on the importance of timely incident notification and supportive recover / return to work practices.
- Provide injured workers with 'no out of pocket cost' injury reviews with occupational medicine trained doctors following their workplace injury.
- Notify insurer of all workplace injuries within 48 hours of Certis being notified.
- Provide suitable / alternate duties to all injured workers (where business / operational requirements permit) as confirmed in the Certis **Rehabilitation Policy**.
- Participate with insurer, injured worker and treatment providers (including rehabilitation provider where applicable) in the development of an injured worker's injury management plan (if injury is deemed to be a "significant injury").
- Maintain regular contact with the injured worker throughout their claim to support return to work and injury management planning, ensuring any return to work / recovery barriers are addressed where possible. This will include case conferencing with the injured worker, their supervisor and the Certis Return to Work Coordinator (RTWC) to identify barriers in returning to work and suitable duties options the workers NTD can be provided with.
- Provide specific internal resourcing (Certis RTWC) to assist and support the recovery at work process for any injured worker.

- Provide fact sheets to injured workers that outline claims entitlements, recovery at work and injury management expectations (such as **“Injured at work – a recovery at work guide for workers”** SIRA publication).
- Nominate a workplace rehabilitation provider familiar with Certis’s core operations in security services
- Provide worker engagement, feedback, and work health & safety consultation opportunities for all workers.

5. STAKEHOLDERS, RIGHTS AND OBLIGATIONS

An injured worker’s rights and obligations will be communicated to them via the Certis **NSW Workers Compensation Claim** brochure. The Workers Compensation claim brochure will be sent to injured workers upon their initial notification of injury and when the claim is notified to the relevant insurer (where the injury notification is not a ‘report only’). The document is also available on the Certis Intranet for review by workers at any time.

There are numerous stakeholders involved in the return to work process to support the injured worker with their recovery at work. The stakeholders and their rights, obligations and responsibilities are noted as follows:

INJURED WORKER

An injured worker is obliged to:

- Notify their employer as soon as possible after a work-related injury occurs
- Participate and cooperate in establishing an injury management plan
- Carry out the actions such a plan requires of them
- Authorise their nominated treating doctor to provide relevant information to their insurer or employer using the certificate of capacity, claim form or other form of authority
- Make all reasonable efforts to recover at work

An injured worker has the right to:

- Nominate their own treating doctor (and rehabilitation provider where applicable)
- Employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment
- Be consulted and involved in identifying suitable work and developing their recover at work plan
- Privacy and confidentiality
- Access mechanisms for resolving complaints and disputes

An injured worker shall be advised of these rights and obligations upon claim registration, at which time the Certis RTWC will send the injured worker a claim kit including the following documents:

- **“Injured at work – a recovery at work guide for workers”** SIRA publication
- **“A quick guide to workers compensation”** SIRA publication
- Certis’s **NSW Workers Compensation Claim** brochure

Rights and obligations will also be regularly communicated to the injured worker via the insurer issued Injury Management Plan.

CERTIS SENIOR AND MIDDLE MANAGEMENT

Certis recognises that middle and senior management have a key support role within the workers compensation process and have a strong influence on RTW outcomes. To this end Certis middle and

senior managers will:

- Ensure that Certis (respective managers business) holds a valid workers insurance policy (certificate of currency)
- Ensure that Certis has a nominated RTW Coordinator with relevant skills, experience, and training, who will regularly communicate with the injured worker and their support team.
- Ensure that the SIRA *'If you get injured at work'* poster which explains what to do and who to contact if a worker gets injured at work is accessible to all workers.
- Ensure a fully compliant RTW program is available to all workers and is easily accessible (via staff notice boards and Certis Internet).
- Ensure Certis has and maintains a register of injuries (RiskMan).
- Inform the Certis RTWC of all workplace injuries and ensure that all injuries are notified to Certis's insurer within 48 hours.
- Actively participate in the development of the workers injury management plan and comply with their obligations in the plan.
- Provide suitable work (as far as reasonably practicable) when an injured worker is able to return to work.
- Not dismiss an injured worker primarily due to a work-related injury within six months from when the worker first became unfit as a result of the injury.
- If a worker is dismissed, Certis must inform the new employer that the injured worker may request reinstatement within 2 years.

Where senior and / or middle management and / or supervisors are required to perform additional tasks on behalf of Certis to support their injured workers these must also:

- Ensure an injured worker receives appropriate first aid and / or medical treatment
- Ensure all incidents/injuries are reported, investigated and preventative action implemented
- Assist the Certis RTWC to identify suitable duties
- Participate in Return at Work Planning discussions and/or meetings with an injured worker and the Certis RTWC
- Ensure the injured worker only carries out duties as specified by their Return to Work Plan

RETURN TO WORK COORDINATOR (RTWC)

Certis has a nominated RTWC (based in Macquarie Park, NSW) as follows:

Matt Needs

Ph: 0403 882 317 – Email: matt_needs@certisgroup.com

Matt has relevant training, skills and experience in Return-To-Work management with over 20 years experience in personal injury management in NSW. He maintains an up to date knowledge and understanding of the rights and obligations of injured workers, rehabilitation providers, treating medical professionals and insurance agents in respect of injury management and RTW plans. Matt also possesses relevant skills and ability to communicate across cultures including ethnicity, gender and age. Matt additionally has authority and time to adequately consult, liaise and make decisions with the relevant stakeholders in the Return-To-Work process.

RTWC details are also available on the Certis internet page in document "**NSW SIRA Injured at Work poster**".

The RTWC has all designated authority to provide support to injured workers on behalf of Certis to facilitate their return to work. The activities / responsibilities of the RTWC include:

- Documenting initial contact conversations with the injured worker following incident notification on *SolvInjury*.
- Coordinating injured worker referrals to Certis occupational medicine initial care providers (initial injury management response).
- Determining suitable / alternate duties in discussion with the injured worker and their supervisor.
- Preparing, monitoring and reviewing recover at work / suitable duties / RTW plans in consultation with key stakeholders (injured worker, injured worker's supervisor, NTD and WRP where applicable)
- Implementing the RTW Program.
- Liaising with external stakeholders such as treatment providers, unions and workplace rehabilitation providers (when appointed).
- Assisting with redeployment options when an injured worker is unable to return to their pre-injury duties.
- Assisting with injury and recovery at work statistics.
- Maintaining confidential case notes and records in line with applicable legislation and guidelines.
- Promoting the positive benefits of recovering at work and the importance of suitable duties / recovery at work programs.
- Contributing to the ongoing improvement of health, safety and workers compensation practices and policies of CERTIS.

INSURER / CASE MANAGER

The insurer / case manager coordinates all aspects of an injured worker's claim and is the primary contact for the injured worker and others involved in assisting the injured worker to recover at work. The information provided on the SIRA certificate of capacity allows the insurer / case manager to promptly organise necessary support and services for the worker.

The insurer / case manager:

- Makes early contact with the injured worker, employer, and the nominated treating doctor after receiving notification of a claim to determine the assistance the injured worker requires.
- Makes claims decisions.
- Authorises and arranges payment for 'reasonably necessary' medical and related expenses.
- Determines an injured worker's entitlement to weekly compensation payments and commences payments.
- Assists the employer to meet their obligations to support the injured worker to recover at work.
- May arrange assessments or services to help determine an injured worker's capacity for work or to identify suitable employment.
- Is available to the injured worker and their support team throughout the injured worker's claim to discuss any needs, barriers or issues that may impact on the injured worker's recovery.
- Approve medical treatment where applicable and schedule independent medical advice where required.
- Monitor the progress of rehabilitation cases and complete formal case reviews where required.

NOMINATED TREATING DOCTOR

The nominated treating doctor (NTD) plays a pivotal role as the primary coordinator of treatment services to a worker with a work-related injury or illness. The NTD assesses, diagnoses, and

recommends treatment for a injured worker to help them recover. Certis may offer injured worker's medical review with a medical centre near their workplace, or an occupational medicine trained physician from Healthy Prospects Occupational Medicine (HPOM) following initial notification of injury. The injured worker has the right to choose their own doctor to help them with their recovery as part of the workers compensation claim process. The injured worker may nominate the HPOM physician as their NTD if they wish to.

If a worker requires more than seven continuous days away from their usual duties they must nominate a treating doctor to assist with coordinating treatment, injury management and their recovery at/return to work.

The NTD is often the injured worker's GP (General Practitioner), but it might be a specialist, or a physician at HPOM organised by Certis on behalf of the injured worker. The NTD will:

- Provide immediate and ongoing medical intervention to help the injured worker recover.
- Will recommend medical and any other treatment that will help the injured worker recover from their injury.
- Communicates the injured worker's treatment and recovery needs to the CERTIS RTW coordinator and their support team.
- Assess the injured worker's capacity for work and document the injured worker's capacity for work on the certificate of capacity.
- Regularly review the certificate of capacity at least every 28 days. In some cases, this may be greater than 28 days.
- Work with the insurer and employer to develop the workers Injury Management Plan.

WORKPLACE REHABILITATION PROVIDER

Certis has a preferred Workplace Rehabilitation Provider (WRP) for providing additional RTW assistance for injured workers. Engagement of a WRP will be considered in circumstances where there are serious / complex injuries with multiple factors preventing a return to the workplace for the injured worker, or in circumstances where there are issues with communication between the injured worker and their supervisor. Whilst Certis has a preferred WRP familiar with our business activities, the injured worker may ultimately nominate their own provider if they wish to do so.

Responsibilities of the WRP include:

- Conducting a workplace or functional assessment to provide detailed information about the worker's capacity for work, their pre-injury work and available suitable work options.
- Providing advice about reducing work demands through changes to a work environment or work practices.
- Collaborating with other members of the support team to identify and develop strategies to address barriers to recovery and develop a tailored recover at work plan.
- Educating the worker and employer about their obligations and/or the health benefits of work.
- Conducting a vocational assessment to identify suitable employment options with a new employer (where appropriate).
- Preparing and/or assisting the worker to obtain suitable employment with a new employer (where appropriate).

Certis's preferred WRP in NSW is:

Rehabilitation Services (by Altius Group)

Ph: 1800 258 487

In the event that WRP services are required to support the return to work / recovery process, the Certis RTWC will contact the injured worker to advise them that a WRP has been appointed. The Certis RTWC will also advise the injured worker that they are permitted to refuse or request a change in providers if they are not agreeable with the Certis nominated WRP (by requesting a change of WRP in writing via email au_injuryassist@certisgroup.com).

Certis will work with the WRP in order to support RTW efforts. In this regard Certis will:

- Assist WRP in identifying suitable / alternate duties for the injured worker.
- Confirm pre-injury duties of the injured worker to ensure WRP understands specific role requirements and any location requirements such as working at an airport.
- Allow, where reasonably able to, access to worksites for WRP to support RTW planning
- Provide WRP with any information that might be relevant to the RTW planning for the injured worker (eg any worksite specific considerations / arrangements that might impact RTW planning).

UNIONS

Union bodies are also considered part of the injured worker support team. The role of the union includes:

- Representing the injured worker by negotiating with the injured worker's support team to ensure the injured worker receives fair and just compensation for a work-related injury or illness.
- Providing legal representation to the injured worker. This can help ensure that workers receive proper representation and that their rights are protected.
- Providing information and education to the injured worker about workers compensation.
- Promote the health benefits of recovery at work.

6. FIRST AID TREATMENT

Following a workplace incident, First Aid treatment will be made available to an injured worker in accordance with the Certis policy **First Aid**.

7. RECOVERY AT WORK PLANNING

Before the Certis RTWC engages with an injured worker's treatment provider, they will have the injured worker provide an informed consent to allow the exchange of any information. This will involve the injured worker providing written consent by way of completing the Certis **Privacy Consent** form which outlines the kind of information to be exchanged, who is authorized to exchange information as well as injured worker rights and obligations. This consent will allow the exchange of medical and return to work related information between Certis and the workers support team.

Recovery at work discussions with the injured worker will be coordinated by the Certis RTWC in conjunction with the injured worker's manager, the insurer and treatment providers (where applicable). Any offer of suitable duties by Certis is to support the goal of the injured worker returning to work in the same pre-injury role.

Certis will maintain a positive communication channel with the injured worker by:

- Discouraging 'blame'
- Regular supervisor and RTWC check-ins with the worker
- Building and maintaining positive working relationships with co-workers and supervisor
- Organising where able / appropriate for co-workers to stay in touch with injured worker
- Ensuring that rights and obligations are clearly advised
- Offering convenient and injured worker tailored ways of communication
- Seeking to address any issues the injured worker might have in relation to their recovery

Ongoing and regular communication is a responsibility of the injured workers supervisor as well as the RTWC.

The RTWC will identify suitable duties for the injured worker in discussion with the injured worker and the injured worker's -supervisor. Suitable duties can be pro-actively identified through the Certis **Suitable Duties Checklist** – a document that identifies a broad range of duties that can be offered for injured security staff across various specific security roles. The injured worker will also be provided a copy of this form by their supervisor prior to attending their doctor to seek consideration of suitable duties. The treating doctor should then issue medical certification commensurate with the suitable roles identified in the suitable duties checklist.

An offer of suitable duties (recovery at work plan) will be provided to the injured worker in writing by the Certis RTWC, where the injured worker can provide any feedback in relation to the duties being offered (will largely be aspects of pre-injury onsite duties as a security worker, however may include some more administrative type sedentary duties when there is minimal capacity for work). In the event that no work duties are able to identified in accordance with business operational requirements and the injured worker's capacity to work, the injured worker's supervisor will advise the injured worker and the RTWC. Where possible, Certis will seek to identify suitable duties opportunities across other NSW based businesses and will also consider re-training opportunities and even home based administration duties for brief periods of time (no more than 2 weeks). If no duties can be identified, Certis will consider the assistance of a WRP to conduct a workplace assessment, and / or consider a work trial with a host employer.

Suitable duties will be provided irrespective of claim liability status (ie when a claim is disputed), as long as medically and operationally reasonably practicable to do so.

If no suitable duties can be accommodated, Certis will demonstrate:

- Who was consulted in order to identify suitable duties
- What assessment was carried out to consider suitable duties
- What factors are precluding an offer of suitable duties
- What assistance has been sought to help identify suitable duties

The recovery at work plan will be developed by the Certis RTWC in consultation with the injured worker, the injured worker's supervisor and the applicable treatment providers and / or WRP. A copy of the plan will be issued to the injured worker and their support team (as applicable).

For each period where the injured worker is partially incapacitated for work, a recovery at work plan will be developed. The plan will include:

- The recover at work goal (which will generally be a return to pre-injury duties, unless it is considered medical necessary that the injured worker has another return to work goal, such as a new job with a new employer);

- The injured worker's diagnosis, capacity to work and restrictions (as confirmed in the Certificate of Capacity);
- What duties are available and what hours those duties are to be worked;
- Supervisory arrangements (monitoring of the plan);
- Recovery at work plan review dates (to ensure changes are made as a workers capacity changes);
- Contact details of the recovery at work support team;
- Agreement from Certis and injured worker regarding the duties identified in the plan (and that other support team such as NTD and treatment practitioners have a copy of the plan);
- Additional information such as roles and responsibilities, dispute process, privacy considerations and general support to help with a successful recovery at work.

Should any changes be required to the recovery at work plan, Certis will advise all stakeholders of the changes and where required, issue a new recovery at work plan to all stakeholders (injured worker and support team). The plan will be monitored and reviewed by the injured employee, their supervisor and the RTWC to ensure that progression of duties is occurring and that any modifications to the plan can be enacted if required.

The injured worker is responsible for coordinating their own treatment / rehabilitation. In this regard, every effort should be made to ensure that any appointment is made outside of working hours. If appointments are unable to be made outside of working hours, Certis will work with the injured worker to accommodate duties so they are able to attend treatment to help progress their recovery. If treatment does need to occur in working hours the injured employee should ensure their supervisor and the Certis RTWC is aware of this requirement in advance of the treatment occurring.

In circumstances where it is considered that an injured worker is medically unable to return their pre-injury role, Certis will consider dismissing a worker, but only in circumstances where there has been at least 6 months from the date of initial incapacity to work. A worker may be dismissed within 6 months of initial incapacity following injury for other reasons (such as misconduct) but only if those reasons for dismissal are unrelated to the injury itself.

In dismissing an injured worker that is unable to return to their pre-injury employment, Certis will work with the injured worker, their WRP and insurer in order to consider any retraining options or work placements with another employer that will assist the injured worker in finding a new role.

If an injured worker is dismissed, they may apply for reinstatement, if subsequently deemed fit to perform the role. This request for reinstatement can be at any time. Certis will advise any worker taking on the role of a dismissed injured worker (within 2 years of their dismissal) that the injured worker may be eligible for reinstatement back in to the role.

All Certis workers will be advised of dismissal rights by virtue of referencing this RTW program in accordance with section 10 of this program ***Training Arrangements***.

Disputes relating to any offer of suitable duties can be raised by the injured worker with the RTWC, or via the channels noted in section 9 of this program ***Dispute Prevention and Resolution***.

8. WEEKLY PAYMENTS

In circumstances where the injured worker does not have full work capacity following an injury (unfit or partial capacity to work), they may be entitled to receive weekly compensation payments.

Upon claim notification, the Certis RTWC will seek particulars from the Certis payroll team of the injured worker's earnings / wages for the 52 weeks prior to injury. The wages report will then be sent to the insurer who will make a determination on the injured worker's Pre-Injury Average Weekly Earnings

(PIAWE). The PIAWE will then be used to determine the applicable weekly compensation payments payable to the injured worker, based on their medical status, weekly earnings and claims liability status. The insurer / case manager will advise the injured worker of the PIAWE that has been calculated in the liability acceptance letter (including provisional liability). If an injured worker wishes to dispute the PIAWE that has been determined they can raise directly with the insurer / case manager who can then advise of the method of calculation. If the dispute is unable to be resolved directly with the insurer, the dispute process in section 9 of this program ***Dispute Prevention and Resolution*** can be followed.

The insurer / case manager will advise Certis RTWC of the applicable PIAWE, and claim liability (whether weekly compensation payments can be made or not). The injured worker's weekly compensation payments will be based on their PIAWE. All weekly compensation payments will be made to the injured worker as part of their usual payroll cycle by the Certis payroll team.

When working in a reduced capacity (suitable duties), the injured worker will be paid at the normal hourly amount for the suitable duties role being performed. If there is a loss of earnings, the Certis payroll team will provide an additional payment to cover any shortfall and this will be reflected as a weekly compensation payment in the worker's payslip. The weekly compensation payment will take the worker's earnings up to the relevant percentage of the injured worker's PIAWE (as advised by the insurer). If a worker earns in excess of their PIAWE whilst doing suitable duties, there will be no weekly compensation payment made.

If an injured worker is totally unfit for any work duties, the worker's entire payment for the pay period will be reflected as a weekly compensation payment in their payslip.

In any instance where Certis receives a weekly compensation reimbursement payment from the insurer that ought to be made to the injured worker, Certis will pass on this payment to the injured worker within 7 days. As Certis makes weekly compensation payments direct to injured workers in advance (before insurer reimbursement occurs) it is not expected that this scenario will be a regular occurrence.

9. DISPUTE PREVENTION AND RESOLUTION

Certis will seek to prevent disputes by communicating with all involved stakeholders around matters such as injury management planning, suitable work, recovery at work planning and general claims liability. Injured workers will be advised of any dispute resolution mechanisms by the Certis RTWC, however the Certis RTWC will look to ensure that where possible there is no need for any further dispute and that arrangements satisfying all parties can be achieved. The Certis RTWC will also divert injured workers to this document and for further discussion with their insurance case manager in order to understand formal dispute mechanisms available.

Whilst claim decisions ultimately rest with the insurer / case manager, Certis will facilitate discussions with stakeholders to ensure that claims actions are focused on delivering a timely, durable, sustainable and cost-effective return to work, in a way that demonstrates fairness, empathy, transparency, participation, timeliness and efficiency for the injured worker.

If there is a dispute over treatment requirements and injury management, the Certis RTWC will ask the insurer / case manager to organise a SIRA approved Independent Consultant (IC). Independent consultants are experienced in the assessment and treatment of workplace injuries. They will provide an independent review of the injured worker's requirements for physiotherapy, chiropractic, osteopathy and psychological services.

Formal dispute resolution is generally addressed in the Personal Injury Commission. Any formal dispute notice issued by the insurer / case manager will record dispute resolution options and relevant contact details of the dispute body (e.g. Personal Injury Commission).

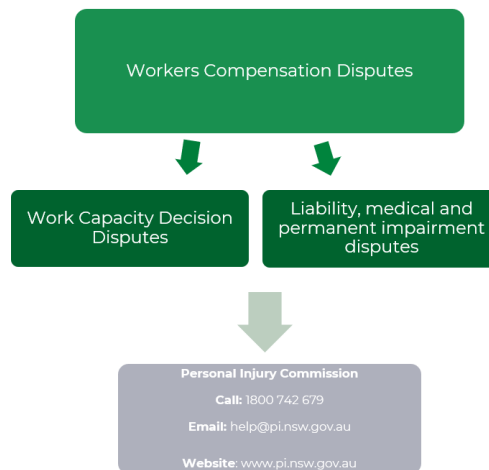
Informal disputes or grievances can be raised directly with the Certis RTWC, or the insurer / case manager. When an injured worker has a grievance regarding the suitability of any proposed suitable duties offered, injury management or their recovery at work planning requirements, a discussion will be facilitated between the injured worker, their manager, the Certis RTWC and where required the insurer / case manager in order to resolve the grievance. The injured worker will be advised in writing the outcome of any grievance and any applicable escalation procedure.

In the event that the grievance is unable to be resolved in the first instance, the treating doctor will be contacted to assist in resolving the grievance. The insurer / case manager may also refer the injured worker to a SIRA approved Injury Management Consultant who will engage with stakeholders and where required conduct a physical examination of the worker and provide recommendations regarding work capacity (recovery at work planning).

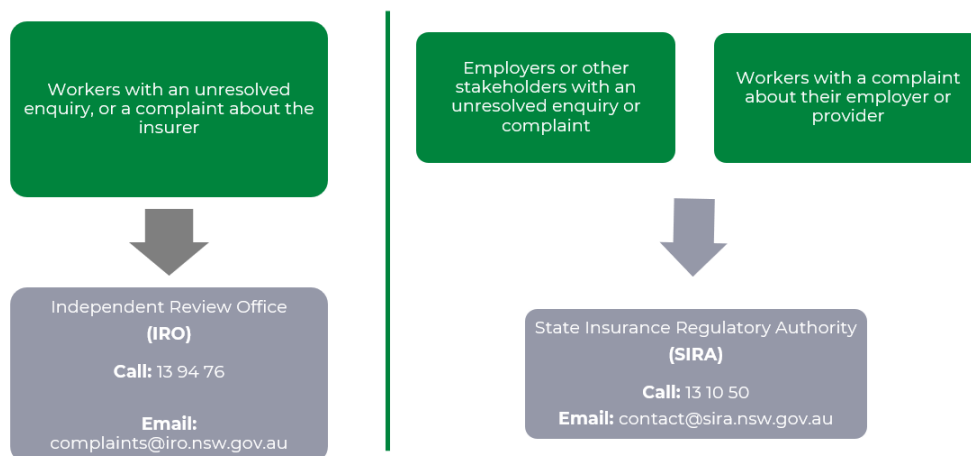
If a dispute or complaint cannot be resolved directly between the support team, an injured worker may seek to raise the complaint directly with SIRA or IRO and they may subsequently refer the matter to the Personal Injury Commission (PIC) for an injury management dispute.

The formal disputes and complaints pathways are listed below.

WORKERS COMPENSATION DISPUTES



WORKERS COMPENSATION COMPLAINTS



10. COMMUNICATION / TRAINING ARRANGEMENTS

This RTW Program will be made available as an accessible document on staff notice boards and on the Certis Internet, whereby staff are able to directly access as needed. Annual toolbox talks on this RTW Program will also be provided to Certis NSW workers. An e-learning module on access to and education on the RTW Program will also be made available through the Certis Learning Management System (LMS).

Any worker that requires further training on this program can request for individual or group training with the Certis RTWC via email au_injuryassist@certisgroup.com

11. CONSULTATION & REVIEW ARRANGEMENTS

Certis has consulted our workforce in relation to the development of this RTW Program and will continue to do so with each subsequent revision. Feedback on the RTW Program can be provided to within 2 weeks of any draft or updated RTW program being issued. Consultation feedback should be sent to au_injuryassist@certisgroup.com.

Certis has affiliations with the following union groups representing our NSW workforce:

- Transport Workers Union (TWU)
- United Workers Union (UWU)

In consulting with Certis workers and representative unions on this RTW Program, Certis will allow the opportunity for feedback in relation to the content of this program. Certis will email this RTW program to employee groups and unions and allow for a 2 week consultation period when any new material changes occur, or as part of a standard review process of the RTW program. An email will be sent to the TWU and UWU representatives for union feedback. Employee feedback will be gained via tabling the RTW Program at employee consultation committee meetings and / or via LMS distribution.

This RTW Program will be reviewed every 2 years for effectiveness, or as otherwise directed by SIRA.

All Certis workers will be educated on the RTW Program as noted in section 10 **Communication / Training Arrangements**. In addition, where a revised RTW Program is developed it will be updated on the Certis Internet page.

12. CONFIDENTIALITY & RECORD KEEPING

The management of all workers compensation claims will be done so in way that ensures an injured worker's privacy is protected and that any information obtained by Certis is only used for the purpose of managing the injured worker's claim. To this end, the Certis RTWC will collect a signed privacy consent form from the injured worker prior to engaging in discussions with the injured worker's support team.

Injured worker's will be requested to complete the Certis **Privacy Consent** form which allows the exchange of the injured worker's personal medical information between Certis, nominated treating doctor, allied health providers, WRP (if appointed) and any other parties agreed to by the injured worker. The consent form highlights who the information can be exchanged with, and the implications when consent is not provided. The RTWC will issue injured workers the privacy consent form via email if they confirm they are seeking to pursue workers compensation benefits (eg where there is time lost or

medical treatment indicated after a work injury). The NSW claim brochure provided to the worker (with the privacy consent) notes that the privacy consent is required to allow information exchange with various stakeholders. The privacy consent form outlines the purpose of collection and consequences of when consent is not provided.

Electronic claim files will be kept and maintained by the Certis RTWC to support the recovery at work process. Claim files will be retained on the Certis claims database (*SolvInjury*) by the Certis Injury Assist team, with additional system access limited to the Certis People & Culture team (limited read only access). *SolvInjury* is a secure online claims database system, with ISO 27001 accreditation and IRAP certified. All data is retained in Australia (Microsoft Azure data centres).

13. REFERENCE DOCUMENTS

Certis Policies & Procedures

- First Aid
- Hazard and Event Notifications and Investigations
- Hazardous Manual Tasks
- Roles and Responsibilities – Health and Safety
- Induction and Training – Health and Safety
- Rehabilitation Policy
- Fatigue Management
- Fitness for Work
- HSEQ Event Reporting
- Integrated Management System Manual

Certis Forms

- Privacy Consent
- NSW Workers Compensation Claim (brochure)
- Suitable Duties Checklist