

Document Profile

Title	Return to Work Program
Type	Procedure
Division	Human Resources
BU/Department	Injury Management
Branch	National

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1. Purpose

To provide a workplace based Rehabilitation/Return to Work process for all Certis Security Australia employees following a work related injury, ensuring a quick, safe and cost effective return to work.

1.1 Scope

This procedure will apply at any Certis Security Australia workplace throughout Australia (which may be Certis Security Australia’s premises, a client’s premises or other place where authorised work-related activities are conducted).

1.2 Policy provisions

Certis Security Australia will assist injured workers to remain at work or return to work as soon as possible, in accordance with medical advice. Successful rehabilitation is based on early intervention. The program provides that:

- i. Injured workers will be supported to remain at work or encouraged to return to work as soon as practicable and in accordance with medical advice;
- ii. Return to work planning will commence as soon as practicable after notification of injury/illness and in accordance with medical advice;
- iii. To ensure the effectiveness of individual return to work plans, they will be developed by the RTW Coordinator (and where necessary, varied) in consultation with the ill or injured worker, their representative (if required), the nominated treating doctor and rehabilitation provider (if involved);
- iv. Reasonable attempts will be made to provide the ill or injured worker with suitable employment options including modified, graduated, pre-injury or alternate duties consistent with medical advice;
- v. Reasonable attempts will aim firstly at maintaining the injured/ill worker at work, yet where this is not possible, suitable duties will be selected based on the most direct pathway back to pre-injury duties, wherever possible; and
- vi. As per privacy legislation, the confidentiality of the worker’s personal and health information will be protected.

1.3 Consultation

Consultation will occur at regular intervals, or earlier if agreed to, between the employer, workers and the relevant union (if applicable) as to rights and obligations, arrangements for the return of an injured employee on suitable duties and on the general conduct of injury management activities, policy and procedures. Any suggestions, whether of a general or specific nature, should be made to the Return to Work Coordinator.

1.4 Definitions

DEFINITION	MEANING
Approved Workplace Rehabilitation Provider	Is a multi-disciplinary team of health professionals, for example: physiotherapists, occupational therapists, who are approved by the relevant state workers compensation regulatory authority to provide injured workers with rehabilitation services to assist them in returning to work.
Current work capacity	Means a worker’s current ability to work, undertaking suitable duties or pre-injury duties.

Designated Officers	Officers nominated by Certis Security Australia to receive/send injury notifications. These officers include team leaders, managers, shift managers, return to work coordinators/consultants, safety officers, or officers acting in any of these positions.
Industrial Instrument	Industrial Instrument: The injured workers minimum conditions at work and can come from registered agreements, awards or legislation.
Injured Worker	Means a worker who believes they have sustained a work related injury or illness.
Injury Management	Means the process that comprises activities and procedures that are undertaken or established for the purpose of achieving a timely, safe and durable return to work.
Injury Management Plan	Means a plan for co-ordinating 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 the worker. The Injury Management Plan is developed and provided by the relevant insurer.
Nominated Treating Doctor	Is the treating doctor nominated by the injured worker for the purposes of treating the injured worker, determining their capacity, issuing certificates of capacity (relevant to each State/Territory) and liaising with treating parties
Return to Work Coordinator	Is the person with relevant skills, training and experience, employed by Certis Security Australia to manage all aspects of the injured worker's claim including lodgement of the workers compensation claim, assisting the injured worker in their recovery and return to work in consultation with the worker, treating parties and relevant insurer
Return to Work Program	Means the program established in consultation with management, workers and union/s representing those workers, which aims to assist all injured workers to return to work safely, also providing relevant information associated with the recovery process
Return to Work Plan	Is the individual plan that is written by the Return to Work Coordinator or rehabilitation provider that specifically deals with an injured worker's return to work. The plan includes details regarding the injured worker's physical capabilities (as certified by the treating doctor), details of the suitable duties to be undertaken and when the plan will be reviewed.
Significant Injury	Means a workplace injury that is likely to result in the injured worker being incapacitated 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.
Suitable Duties	Means duties the injured worker is capable of undertaking within the certified capacity which resemble, as close as possible, their pre-injury duties and approved by their nominated treating doctor.
Suitable employment	Is defined as employment in work for which the worker is currently suited: (a) Having regard to: i. The nature of the worker's incapacity and the details provided in medical information including yet not limited to, any certificate of capacity supplied by the worker; ii. The worker's age, education, skills and work experience; iii. Any plan or document prepared as part of the return to work planning process including an injury management plan;

	<ul style="list-style-type: none"> iv. Any occupational rehabilitation services that are being or have been provided to or for the worker; and v. Such other matters as the relevant state workers compensation authority Guidelines may specify. <p>(b) Regardless of:</p> <ul style="list-style-type: none"> i. Whether the work or the employment is available; ii. Whether the work or the employment is of a type or nature that is generally available in the employment market; iii. The nature of the worker's pre-injury employment; and iv. The worker's place of residence.
Workplace Injury	Is an injury to a worker sustained in the course of employment or arising out of work

2. Responsibilities and Obligations

Certis Security Australia is committed to preventing injury and illness through providing a safe and healthy work environment. Certis Security Australia's Work Health & Safety Management System provides a systematic approach to the identification, assessment, elimination or control of hazards which may cause injuries and illness.

2.1 Employer Obligations

Certis Security Australia is committed to the return to work of our injured workers and will:

- a) Attempt to prevent or minimize injury and illness by providing a safe and healthy work environment;
- b) Have a workers compensation insurance policy covering all employees;
- c) Review the Return to Work program every two years;
- d) Consult with our workers, and where applicable, union/s, to ensure the return to work program is updated as required, adhering to legislative changes
- e) Make the program available to employees via the intranet. A Return to Work Program Summary will be displayed in each site and in Corporate Office. Workers Compensation and Return to Work obligations and processes are also outlined in the online New Employee Induction program and internal QMS. . These documents are made available to employees in hard copy and are also available through the intranet site;
- f) Display a summary of the Workers Compensation legislation about giving notice of an injury and the making of a claim in workplaces;
- g) Appoint a suitably trained and qualified Return to Work Coordinator to assist with the Return to Work process, including liaising with doctors, insurers and injured workers to facilitate successful outcomes;
- h) Suggest approved workplace rehabilitation providers who are familiar with Certis Security Australia and workplaces;
- i) The Return to Work Program is consistent with each of our insurers' injury management programs;
- j) Ensure the injury management process is commenced as soon as possible after an injury in a manner consistent with medical opinion;
- k) Ensure the return to work as soon as practicable by an injured worker is a normal practice and expectation;
- l) Ensure the provision of suitable duties for an injured worker is an integral part of the return and recovery at work;
- m) Ensure that injured workers are aware of their rights and responsibilities;

- n) Maintain the confidentiality of injured worker records; and
- o) Not dismiss a worker as a result of work related injury within six months (twelve months for QLD) of becoming unfit for employment.

2.2 Injured Worker's Obligations

An injured worker has an obligation to:

- a) Notify Certis Security Australia of a workplace injury as soon as possible after the injury has occurred, specifically notify their team leader or a designated officer;
- b) Participate and cooperate in the establishment of an injury management plan and comply with all obligations of the injury management plan as prepared by the insurer;
- c) Nominate a medical practitioner as their treating doctor who is prepared to participate in the development and arrangement of an injury management plan as prepared by the insurer;
- d) Authorise their Nominated Treating Doctor to provide relevant information to Certis Security Australia for the purposes of an injury management/return to work plan;
- e) Make all reasonable efforts to return to work as soon as possible, having regard to the nature of the injury;
- f) Advise of any difficulties with return to work as soon as practical to prevent delays in addressing problems; and
- g) Comply with the relevant state Workers Compensation Act and the Workplace Injury Management Act and its equivalent in each state and all subsequent regulations. Information can be found on the applicable regulator's website.

2.2.1 Principles for Injured Workers Undergoing Treatment

- a) The times at which the injured worker will attend for treatment will be included in return to work plans and will be negotiated between the injured worker and Certis Security Australia. (Consideration will be given to the location of work/treatment, the nature and extent of the injury, work routines/productivity and the worker's responsibilities at work);
- b) Treatment is intended to facilitate the return to work and not impede it; and;
- c) Treatment should be obtained by an injured worker outside of working hours whenever possible. If not possible to do so, the injured worker is to contact the RTW Coordinator and their manager to discuss.

Where liability has been accepted (provisional liability included), prior approval must be sought for all types of treatment from the insurer to ensure reimbursement. Where liability is disputed, injured workers are encouraged to keep receipts in the event a determination is made at a later date.

2.3 Manager/Supervisor/Team Leader Obligations

- a) Immediately notify the Return to Work Coordinator of any work related injury reported to them;
- b) Assist with the identification and provision of suitable duties and provide a supportive work environment for injured workers;
- c) Monitor the injured worker's progress during the return to work plan and raise any concerns expressed by the injured worker to the Return to Work Coordinator;
- d) Ensure injured worker's roster is up to date and there are no delays with payments of wages.

2.4 Worker Obligations

A Certis Security Australia worker has an obligation to:

- a) Take reasonable care in the performance of their work for their own health and safety and that of others;
- b) Co-operate with reasonable instructions and reasonable workplace changes designed to assist

rehabilitation of fellow workers; and,

- c) Comply with their duties under the Work Health and Safety Act (Cth) 2011 and relevant Regulations, which includes complying with reasonable Certis Security Australia WHS policies, procedures and instructions.

2.5 Insurer Obligations

The insurer must:

- a) Ensure that employers are made aware of their legislative obligations in relation to the insurer's injury management program;
- b) Within three days of being notified that a worker had sustained a significant injury, contact the employer, worker and (if necessary) the nominated treating doctor. Subsequently, the insurer must develop an injury management plan in line with timeframes in the insurer's injury management program;
- c) Within seven days of being notified by the employer (or the worker, or another person) that a worker has sustained a significant injury, begin provisional payments of weekly benefits and medical expenses, or advise the worker and the employer why they will not make payments;
- d) Consult with the injured worker, employer and nominated treating doctor in the development of an injury management plan;
- e) Provide the injured worker, employer and nominated treating doctor with information on the injury management plan initially and as the plan progresses;
- f) Have procedures in place for an injured worker to change their nominated treating doctor and inform the injured worker of these requirements;
- g) Consult with the injured worker, employer and nominated treating doctor when referring to a workplace rehabilitation provider. Advise the injured worker that they can choose a rehabilitation provider and inform the injured worker of the process to be followed when changing a rehabilitation provider;
- h) Ensure vocational retraining and/or assistance to obtain employment with a new employer is arranged for an injured worker as soon as it is identified that a return to pre-injury duties and provision of suitable duties is no longer possible;
- i) Ensure accuracy of payment of weekly benefits in accordance with wage as advised by the employer and legislative requirements; and
- j) Provide the injured worker with information about their weekly benefits and entitlements and how they may change over time.

2.6 Nominated Treating Doctor Obligations

The Nominated Treating Doctor must:

- a) Complete the workers compensation medical certificate/certificate of capacity relevant to the State or Territory adhering to the review timeframes as set by each State or Territory;
- b) Arrange and monitor treatment;
- c) Specify injured workers capacity including limitations/ restrictions and advise on the suitability of duties offered by the employer;
- d) Provide information to the insurer and the employer in relation to injury management and return to work plans for the injured worker;
- e) Certify time off only if medically necessary;
- f) Promote an early and safe return to work for the worker;
- g) Review the progress of recovery of the injured worker and revise the worker's medical management as needed;

- h) Make recommendations for a referral to an approved workplace rehabilitation provider, if required, for services such as a Workplace Assessment, Functional Capacity Evaluation, Case Management or Vocational Rehabilitation services; and
- i) Advise employer/insurer on availability for discussion about injury management and return to work.

2.7 Workplace Rehabilitation Provider Obligations

The workplace rehabilitation provider must:

- a) Deliver service to workers, employers and insurers in a cost effective, timely and proactive manner to achieve a safe and durable return to work;
- b) Promote an early and safe return to work of the worker;
- c) Ensure the needs of the worker and employer are identified by means of adequate and appropriate assessment;
- d) Identify barriers to injured worker's return to work and develop strategies to address these;
- e) Identify and design suitable duties for the worker to assist the employer to meet their obligations in providing suitable employment;
- f) Identify and coordinate rehabilitation strategies that ensure the worker is able to safely perform their duties;
- g) Consider workplace industrial relations and human resource matters that may affect the worker's return to work;
- h) Focus initially on return to work in the worker's pre-injury employment or, if that is not possible, on other employment in line with the injured workers capacity;
- i) In the event Certis Security Australia is unable to continue with or provide suitable duties or source alternate duties, arrange appropriate retraining and placement in alternative employment ; and
- j) Communicate with relevant parties throughout service provision to ensure progress towards the return to work goal.

2.8 Confidentiality

All injured worker's injury management information, including medical information on the injury management and/or return to work plan is confidential and maintained in an electronic claims management system accessible by the RTW Coordinator and the General Manager of Human Resources. Information on injury management may only be released in accordance with the guidelines of each states regulatory authority.

3. Procedure

3.1 When an Injury Occurs

The injured worker is to immediately report the incident/accident/injury to the injured worker's supervisor/Manager who in turn will notify the Health, Safety and Environment Team and the Return to Work Coordinator via a Notification of Incident Report. First aid will be provided in accordance with site SOPs.

The RTW Coordinator will notify the relevant insurer within each state's reporting timeframes.

Where an incident is deemed a "notifiable incident" according to the relevant state/regulator guidelines, the HSE team will complete the relevant reporting. Further information on what is deemed a notifiable incident can be found on each regulator's website.

A register of all incidents is maintained in an electronic HSE management program.

3.2 Participation in Return to Work

Within 72 hours of a significant injury, the injured worker will be contacted by the Return to Work Coordinator

regarding Certis Security Australia's commitment to injury management. Certis Security Australia will encourage an early return to work on suitable duties with the goal of injury management to return an injured worker to their pre-injury duties. The Return to Work Coordinator will also contact the Nominated Treating Doctor within 72 hours of the significant injury being reported to initiate a return to work plan.

A worker who has current work capacity must make reasonable efforts to return to work in suitable employment or pre-injury employment.

3.3 Returning to work not to disadvantage workers

Participation in the return to work program will not, of itself, prejudice an injured worker. Injured workers have the right to consult with their representative or Union at any stage of the injury management process. An injured worker's rights under the relevant industrial instrument will be maintained throughout the injury management process and be consistent with the relevant state's Injury Management and workers compensation legislation.

An injured worker will not be dismissed within six or 12 months (dependent on state/territory), as a result of a work related injury. More specific information can be found below:

Queensland: Section 232B of Workers' Compensation and Rehabilitation Act 2003

New South Wales: Section 248 of the Workers Compensation Act 1988

South Australia: Section 20 of the Return to Work Act 2014

Victoria: Section 103 of the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC Act)

Northern Territory: Section 65C of the Return to Work Act 2014

Australian Capital Territory: Section 105 of the Workers Compensation Act 1951

Western Australia: Section 84AA of the Workers' Compensation and Injury Management Act 1981

Tasmania: Section 143L of the Workers Rehabilitation and Compensation Act 1988

3.4 Role of Return to Work Coordinator

A Return to Work Coordinator may be a Certis Security Australia team member or someone engaged specifically for that purpose and who has undergone the appropriate training and has the skills and experience to manage a return to work program.

The role of the Return to Work Coordinator is to:

- a) Have knowledge of the workers' compensation legislation;
- b) Liaise with the injured worker regarding:
 - The worker's well-being and extent of injury;
 - The worker's entitlements, obligations and the injury management/return to work plan;
 - The notification of any accident/injury;
 - The workers' compensation claim;
 - The necessity for a WorkCover Certificate of Capacity;
 - Authority/consent of the injured worker for treating health professionals to release relevant information on the worker's medical status to relevant officers.
 - Nominated Treating Doctor's name, address and contact telephone number;
- c) Liaise with the Nominated Treating Doctor regarding:
 - nature and severity of injuries;
 - The injured worker's capacity for work (including relevant medical restrictions);
 - The type of work the injured worker is fit to perform;
 - Possible suitable duties/employment;

- Injured worker's return to work and injury management plan;
- d) Liaise with the injured worker's team leader regarding:
 - Availability of suitable duties;
 - Worker's capabilities/abilities to safely carry out possible suitable duties;
 - Agreed date of the worker's return to work;
- e) Liaise with the HR Business Partners regarding:
 - the status of an injured worker's injury management;
 - the necessity for the services of a workplace rehabilitation provider;
- f) Liaise with an approved workplace rehabilitation provider regarding:
 - referral of injured workers for physical assessment and capacity to work;
 - organisation of workplace visits;
 - access/referral to appropriate personnel within the workplace;
 - development of an individual worker's injury management and return to work plan;
- g) Facilitate liaison with the worker's Nominated Treating Doctor, and an approved workplace rehabilitation provider;
- h) Ensure appropriate details of the injury management and return to work plans are recorded, maintained and kept in a secure location;
- i) Ensure the confidentiality of an individual worker's injury management file in accordance with relevant state's regulatory authority and/or legislation
- j) Monitor, review and document the status of individual injury management and return to work plans;
- k) Investigate other options in conjunction with the direct manager, HR Business Partners and other relevant officers, to develop an appropriate strategy when it becomes evident that an injured worker will be permanently unfit to resume their pre-injury duties. This will include reviewing the options of:
 - Retraining;
 - Redeployment.
- l) Educate and train workers on Certis Security Australia's Return to Work Program which outlines worker obligations in relation to this Return to Work Program.

It is expected that the Return to Coordinator will not only rely on written communication with the Nominated Treating Doctor, but will also actively engage with the Nominated Treating Doctor by telephone. Verbal discussions should occur with the Nominated Treating Doctor for return to work plans greater than six weeks. It is also important that contact is maintained with other ancillary health professionals such as physiotherapists and this information incorporated into an injured worker's return to work plan, as appropriate.

A list of RTW Coordinators can be found below in Section 3.19

3.5 Injury Management Plans

Injury management plans as developed by the insurer should include the following:

- a) Provision for the Return to Work Coordinator to contact the injured worker within 72 hours of the significant injury being reported to inquire as to the well-being and extent of the worker's injuries;
- b) Contact details of the injured worker, Return to Work Coordinator, manager, Nominated Treating Doctor and any other health professional involved in the injury management process;
- c) Provision for a change in the Nominated Treating Doctor;
- d) The goal of injury management including the anticipated length of the program as well as review dates; and,
- e) An outline of the treatment plan that the injured worker is undergoing as part of their injury management.

In the development of an injury management plan, consideration should be given to the needs of non-English speaking workers and to providing access to English classes or an interpreter as appropriate. The Return to Work Coordinator will identify whether this is required.

3.6 Return to Work/Suitable Duties Plans

When an injured worker returns to work on suitable duties (that is with restrictions when compared to their pre-injury duties), the Return to Work Coordinator or rehabilitation provider must prepare a Return to Work plan or Suitable Duties Plan. The Return to Work /Suitable Duties Plan must be in writing and agreed to by all parties prior to the injured worker commencing duties.

This plan must be regularly monitored and reviewed at the worksite by the direct manager/supervisor, Return to Work Coordinator or rehabilitation provider and must specifically address how the injured worker's return to work will be managed. The following must be clearly outlined in the plan:

- a) Agreed suitable duties, recognising the worker's physical capabilities (that is, medical restrictions). The outline of the suitable duties must clearly demonstrate the specific duties the worker is to undertake;
- b) Agreed modifications in the workplace recognising the worker's physical capacities. Wherever possible, all agreed modifications shall be implemented prior to the worker's return to work;
- c) The relevant hours to be worked including how the plan will be upgraded if the injured worker returns on a graded hours basis;
- d) The date(s) the plan is to be reviewed on;
- e) As an injured worker recovers, changes to suitable duties are likely to be required. Such changes will be made in consultation with the worker, the nominated treating doctor, the Return to Work Coordinator, direct manager/supervisor and the rehabilitation provider (if involved).

3.7 Development of Suitable Duties

Suitable duties are an integral part of a rehabilitation program. Suitable duties must be productive tasks, which are useful for the worker's injury management and which ensure the dignity and job satisfaction of the injured worker. Suitable duties will be developed in a manner consistent with medical judgement and agreed to by the worker's nominated treating Doctor.

The following should be considered when developing suitable duties:

- a) When an injured worker is temporarily unable to return to their pre-injury duties, prior consultation on suitable duties should, where applicable, include discussion with some or all of the following:
 - i. Return to Work Coordinator;
 - ii. Injured worker;
 - iii. Injured worker's manager/supervisor;
 - iv. Nominated Treating Doctor;
 - v. Injury Management Consultant
 - vi. Approved workplace rehabilitation provider;
 - vii. Worker's Union representative.
- b) Suitable duties are to be considered in the following order of priority where practicable:
 - i. Return to pre-injury position performing specific/modified tasks and/or working for reduced periods;
 - ii. Return to the same section/work area in a different position (with or without specific/modified tasks);
 - iii. Return to a different section/work area in a different position (with or without specific/modified tasks);

- iv. Retraining; and
 - v. Re-deployment.
 - vi. A combination of the above
- c) All injury management and return to work plans must be specified in writing and signed by all relevant parties to ensure agreement and understanding;
- d) If there are disputes about the suitability of duties, the injured worker may contact the Return to Work Coordinator in the first instance who will consult with the worker and relevant parties and attempt to resolve the dispute. The injured worker is also able to raise concerns with the insurer and engage the assistance of the regulator or independent bodies (relevant to the state or territory). Further information can be found via the below links:
- Queensland: www.worksafe.qld.gov.au
- New South Wales: www.sira.nsw.gov.au
- South Australia: www.rtwsa.com/
- Victoria: www.worksafe.vic.gov.au
- Northern Territory: www.worksafe.nt.gov.au
- Australian Capital Territory: www.worksafe.act.gov.au
- Western Australia: www.workcover.wa.gov.au
- Tasmania: www.worksafe.tas.gov.au/home
- e) In the rare circumstances when suitable duties cannot be identified at the workplace, the following hierarchy of outcomes could be expected:
1. Returning the injured/ill worker to their pre-injury duties.
 2. Returning the injured/ill worker to modified pre-injury duties.
 3. Returning the injured/ill worker to new duties.
 4. Retraining the injured/ill worker to assist with employment in a new position.
- The Return to Work Coordinator would coordinate this process, which is likely involve consultation with the insurer and a rehabilitation provider.
- f) Other workers' positions will not be jeopardised as a result of an injured worker's injury management;
- g) The following principles will be incorporated into each individual injury management plan: adherence to all restrictions indicated by the nominated treating doctor;
- Acceptance by the injured worker;
 - Understanding by all parties that the duties are not to be regarded as permanent;
 - Clearly defined time frames for each part of the suitable duties program. This will be both flexible and realistic;
 - Monitoring of progress will be the responsibility of the Return to Work Coordinator and the nominated treating doctor.

At the commencement of the injury management process, the Return to Work Coordinator will issue to the injured worker, a document outlining their rights and obligations in respect of injury management.

Once an injury management/return to work plan has been agreed to (and the plans signed), the Return to Work Coordinator will forward a copy of the injury management plan to the injured worker, nominated treating doctor, direct manager/supervisor and to Payroll. A copy of the return to work plan is forwarded to the injured worker, nominated treating doctor, team leader and the workers compensation admin person. Copies of the plans are placed on the injury management file.

3.8 Approved Workplace Rehabilitation Providers

Certis Security Australia nominates a preferred Workplace Rehabilitation Provider in each state that is familiar with the nature of the work and sites across the group however there is a panel of providers as approved by the insurer/regulator in each state. The injured worker retains the right to nominate an approved workplace rehabilitation provider of their choice..

Approved workplace rehabilitation providers may be requested to assist with the management of the worker's rehabilitation at the request of the Return to Work Coordinator, insurer, the injured worker and/or their nominated treating doctor..

Local management will facilitate reasonable access to the workplace for any workplace rehabilitation provider who may be involved in rehabilitation.

3.10 Role of approved workplace rehabilitation provider

The workplace rehabilitation provider will:

- a) Act as a consultant on individual return to work plans offering advice and liaising with the following:
 - i. Injured worker;
 - ii. Return to Work Coordinator;
 - iii. Medical and treating professionals;
 - iv. HR Business Partner;
 - v. Union(s) (if requested).
- b) Once appointed, the approved workplace rehabilitation provider will meet with the direct manager/supervisor, and/or representative, the Return to Work Coordinator and the injured worker to gain background information on the injury, treatment, duties and capacity for the purpose of developing a return to work plan
- c) The approved workplace rehabilitation provider will communicate the proposed return to work plan with relevant parties such as the direct manager/supervisor (or their representative), the Return to Work Coordinator, and the injured worker.
- d) The approved workplace rehabilitation provider will provide advice to the injured worker, direct manager/supervisor (or representative), and Return to Work Coordinator concerning mutual responsibilities in respect to injury management and return to work;

3.12 Certis Security Australia’s Preferred Approved Workplace Rehabilitation Provider

The following approved workplace rehabilitation provider is nominated by Certis Security Australia:

Name:	Rehabilitation Services by Altius	ABN:	99124265523
Email:	referrals@altius-group.com.au	Phone Number:	1800 258 487
Web address:	https://altius-group.com.au/brands/rehabilitation-services/	Postal Address:	Various, depending on state

3.13 Nominated Treating Doctor

An injured worker must nominate a medical practitioner as a treating doctor who is prepared to participate in the development and arrangement of an injury management plan.

An injured worker may change their Nominated Treating Doctor yet should advise the Return to Work Coordinator and state the reasons for changing a nominated treating doctor. The reasons for change can include:

- Worker changes location;

- The Nominated Treating Doctor does not wish to (or continue to) participate in the injury management plan.

3.15 Consultation

The following are established mechanisms for communicating and consulting with workers and Unions representing those workers:

- a) Worker induction programs, training courses, information seminars/awareness sessions in the workplace, newsletters and notice boards;
- b) Workplace Health and Safety Committees;
- c) Provision of information for non-English speaking workers, including translated material and/or the provision of interpreter services.
- d) A copy of the program is forwarded to relevant Unions for comment.

3.16 On Site Retraining/Redeployment Guidelines

If an injured worker is unable to return to normal duties permanently, the following procedures will apply:

- a) The Return to Work Coordinator in consultation with the injured worker, treating practitioners, the approved workplace rehabilitation provider and insurer will explore the feasibility of retraining;
- b) Following liaison with all parties, Certis Security Australia must be able to identify a specific suitable position that the injured worker may be re-deployed to (once the injured worker has undergone appropriate retraining, if required);
- c) Prior to retraining being undertaken, the Return to Work Coordinator will obtain written approval from the nominated treating doctor, that the injured worker is fit to undertake the retraining, taking into account the nature and extent of the injury;
- d) The retraining program will be a short course in nature and be closely monitored and regularly reviewed by the Return to Work Coordinator, workplace rehabilitation provider and insurer
- e) The retraining program must be specified in writing. If retraining is not appropriate, the issue of other suitable employment will be considered based on the definition of suitable employment as defined in the relevant state Injury Management legislation.

3.17 Mechanisms for Resolving Disputes

Certis Security Australia is committed to ensuring that participation in a return to work plan will not, of itself, disadvantage an injured worker. All efforts will be made to resolve disputes about Certis Security Australia's Return to Work Program and associated components through discussions and in a spirit of cooperation.

Disputes are best resolved at the local level. If a dispute arises in relation to a rehabilitation issue, the Return to Work Coordinator should convene a meeting of all relevant parties. This may involve either formal or informal consultation, and may include any or all of the following:

- a) Injured worker;
- b) Return to Work Coordinator;
- c) Approved workplace rehabilitation provider;
- d) Injured workers direct manager/supervisor or their representative;
- e) Nominated Treating Doctor;
- f) Union/s representing workers at the workplace;
- g) Work Health and Safety Committee; and
- h) The relevant state regulatory Authority or its equivalent.

If the person raising the dispute is dissatisfied with the manner in which the dispute has been managed, the

worker may raise the matter as a dispute in accordance with the Certis Security Australia Disputes and Grievance Policy. The matter may be raised through lodging a complaint in accordance with Certis Security Australia’s Workplace Behaviour Policy and Procedure, if the complaint relates to those specific areas. The injured worker can lodge a dispute or seek assistance from the relevant authority as noted in Section 3.7d

3.18 Rehabilitation Program Audits

Auditing of the rehabilitation program will be in accordance with Certis Security Australia and regulatory guidelines for auditing of occupational health, safety and rehabilitation.

3.19 List of Return to Work Coordinators/Consultants

The Return to Work Coordinator has successfully completed accredited training for Return to Work Consultants relevant to each state or territory.

Primary Contact: Sylvana Tarraf – National Manager-Injury Management (02) 8762 6617 or 0478 378 913
Jessica Grove – Client Service Manager (Sunshine Coast) 0466 793 800

TBC (ACT)

TBC (VIC)

Jenelle Oest - HR Manager Aviation Security (SA) 0478 375 530

3.20 List of Insurers – Workers Compensation

NSW - QBE	WA - QBE
Phone: (02) 9375 4444 or (02) 4032 5959	Phone: (08) 9762 3600
Website: www.qbe.com.au/workerscompensation	Website: www.qbe.com.au/workerscompensation
ACT - QBE	SA - GALLAGHER BASSETT
Phone: (02) 6201 3333	Phone: 1300 975 609
Website: www.qbe.com.au/workerscompensation	Website: https://www.gallagherbassett.com.au/workers-compensation/south-australia-workers-compensation/
QLD - WORKCOVER QLD	TAS - QBE
Phone: 1300 362 128	Phone: (03) 6237 3866
Website: www.worksafe.qld.gov.au	Website: www.qbe.com.au/workerscompensation
VIC - EMPLOYERS MUTUAL LIMITED	NT - QBE
Phone: 1800 365 842	Phone: (08) 8982 3877
Website: www.eml.com.au/	Website: www.qbe.com.au/workerscompensation