

# Recovery & Return To Work Procedure (32)





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## 1. PURPOSE

Outline processes in relation to the Recovery & Return to Work for Catholic Church Endowment Society Inc. (CCES) workers.

## 2. SCOPE

Applies to all workers under the CCES self-insured registration.

## 3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management website](#).

### 3.1. Information

CCES is the entity which holds the self-insured registration for the Education, Health, Parish, Social Services sectors, whose membership / sites are listed under the Deed for Updated Substituted Arrangements and as such workers are deemed for the purposes of this procedure to be employed by CCES.

## 4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers, and others in the workplace.

Responsibility, authority, and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure \(12\)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers \(025G\)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors \(023G\)](#);
- [Responsibility, Authority & Accountability Matrix – Officers \(024G\)](#); and
- [Work Health & Safety and Injury Management Policy](#).

You are required to familiarise yourself with this procedure to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.

This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.



## 5. PROCEDURE

### 5.1. Training & competency

#### 5.1.1. All workers

All workers must receive an induction which includes:

- information on how to report hazards, incidents, injury, or illness.
- where to receive injury management support
- how to make a claim
- information on the claims process and the employers' general responsibilities as a self-insured employer.

#### 5.1.2. Return to Work Coordinator

The Return-to-Work Coordinator (RTWC) is required to:

- Attend appropriate training with a ReturnToWorkSA accredited agent and maintain accreditation as a RTWC.
- Keep up to date with self-insurance requirements and industry standards.
- Demonstrate an ability to manage sensitive matters with discretion.

### 5.2. Privacy & Confidentiality

All information related to injured workers are kept confidential and made available only to those specifically authorised to access it. Work arrangements for claims management include access to private offices for confidential meetings, phone, and video conference meetings. Section 185 of the *Return to Work Act 2014*, sets out the obligation to maintain confidentiality and when information may be disclosed.

These provisions bind CCES, their third-party providers, their staff and representatives and any other person who may have obtained information while involved in any activity related to the administration, operation, or enforcement of the Act. This provision covers the disclosure of information internally, within an organisation, as well as externally.

A completed [Medical Authority Form \(094F\)](#), or signed claim form including medical authority from the injured worker, will be required to exchange medical information.

Any hard copy claim file or Return to Work (RTW) information will be maintained in secure locked cabinets / room.

Electronic information will be maintained within Solv Injury (dedicated injury management data base).



## 5.3. Notification of work injury / illness / early intervention

### 5.3.1. When a workplace Injury / illness occurs

Early notification is the key to a sustainable and successful recovery of an injured worker.

Workers are required to notify their manager/supervisor as soon as possible when an injury / illness occurs and seek medical attention if required. The injury/incident must be reported using the CCES [Incident Reporting Database](#) in accordance with [Incident Reporting & Investigation Procedure \(2\)](#).

The manager shall ensure a worker is provided with access to appropriate and prompt medical attention. If a worker is unable to secure a same day appointment with their preferred medical practitioner, they will be offered an alternative practitioner to attend should medical treatment be necessary and to confirm any RTW restrictions.

The manager / RTWC may contact Catholic Safety & Injury Management (CSaIM) if they consider a need to commence return to work services prior to the claims process being initiated.

### 5.3.2. Reporting an Injury without a workers compensation claim

Early intervention can be used when an injured worker has not lost time and does not require return to work services. Further information can be found:

- [Early Intervention Program Guidelines for Member Employers \(002G\)](#)
- [Early Intervention Program Acknowledgement Form \(003F\)](#)
- [Early Intervention Program Employer Reporting Template \(072F\)](#)

### 5.3.3. Reporting an Injury with a workers compensation claim

Should the worker wish to lodge a claim, the following steps must be undertaken:

- Report the injury or incident to the WHS Coordinator and / or Return to Work Coordinator within twenty-four (24) hours of the incident occurring.
- Obtain a Work Capacity Certificate (WCC) for any incapacity for work (lost time, alternate duties) from their treating medical practitioner.
- The following forms must be completed / sought and sent to [claims@csaim.org.au](mailto:claims@csaim.org.au):
  - [ReturnToWorkSA Claim Form](#)
  - Work Capacity Certificate (WCC)
  - [Medical Authority Form \(094F\)](#)



- Payroll report with a weekly breakdown for fifty-two (52) weeks prior to the date of injury including copies of payslips..
- Copy of the [Incident & Investigation Report Form \(043F\)](#) or incident entered into Donesafe.
- Documents must be forwarded to Catholic Safety & Injury Management within three (3) days of receipt of Claim Form by worksite.

The following information must be provided to the worker.

- CCES [Recovery and Return to Work Brochure \(041G\)](#)
- CCES [Know Your Rights Brochure \(042G\)](#)
- CCES [Expenses Reimbursement Request Claim Form \(108F\)](#)
- ACCESS Programs EAP Brochure

#### 5.3.4. Commencement of early return to work

The CCES will provide support to an injured worker by:

- Providing suitable duties and suitable employment when reasonably practicable.
- Providing a supportive and safe work environment.
- Facilitating a safe and early return to work.

The CCES early intervention process is that:

- Manager, RTWC and CSaIM Injury Management Business Partner (IMBP) will work together with the worker to identify suitable duties that are commensurate with the functional abilities outlined on the injured workers WCC.
- CCES will make every effort to provide suitable duties and/or suitable employment within the same work area / sector, prior to considering suitable duties and/or suitable employment in a different work area within CCES.
- If the worker is certified unfit to undertake suitable duties, then CCES will provide additional support and assistance to the injured worker if required to achieve a return to work until such time as approval from the treating doctor is received for a graduated return to work to commence.



### 5.3.5. Recovery & return to work plan

When required the IMBP will develop a Recovery & Return to Work Plan in consultation with the worker, manager RTWC and treating medical practitioner.

The Recovery & Return to Work Plan will set out the actions and responsibilities of the worker, the manager, the RTWC and the IMBP that are to be undertaken to achieve the earliest, safest, and most durable return to work.

The Recovery & Return to Work Plan considers / incorporates the following:

- worker details, including claim and injury information.
- medical reviews and treatments.
- restrictions outlined in a worker's WCC.
- return to work objective and suitable employment goal.
- information supporting the worker's work capacity.
- strategies to address barriers identified in returning to suitable employment.
- any additional actions for relevant parties to undertake.
- a proposed graduated return to work schedule and
- commencement and completion dates along with the next review date and time.

The IMBP will provide a copy of the Recovery & Return to Work Plan to the Worker, Manager, RTWC, the treating Medical Practitioner and the Claims Management Business Partner within twenty-four (24) hours of completion.

### 5.3.6. Ongoing recovery / return to work planning and monitoring

The worker is required to report any barriers or changes in circumstances to their manager/ RTW Coordinator and IMBP, including absences from work such as leave requests that may impact on Recovery / Return to Work Plans and participating in the graduated return to work schedule.

For absences related to the compensable injury the worker is required to provide a WCC, and to follow the usual workplace policy for all other absences.

The responsible manager is to monitor the worker's progress with the graduated return to work schedule as outlined in the Recovery Return to Work Plan and to provide feedback to the RTWC and IMBP so that any concerns can be identified and addressed.

The worker is to schedule appointments such as medical reviews/physiotherapy/hydrotherapy related to their recovery outside of working hours or towards the end or beginning of the shift if possible.



The responsible manager is to ensure that the worker's timesheet is commensurate with the agreed graduated return to work schedule and work capacity as certified on the WCC.

The responsible manager must report to the RTWC and IMBP any barriers or issues identified that may impact on a worker's recovery and return to work including the following:

- updated WCC and changes in work capacity.
- the worker reporting difficulties undertaking duties offered.
- an inability to offer suitable duties.
- any disputes or complaints.
- any issues of an industrial nature that may impact on the claim or rehabilitation.
- any leave requests or absences.
- the worker's resignation.

If industrial matters are identified as a barrier to a successful recovery and return to work, the RTWC will provide feedback to the IMBP and the Claims Management Business Partner and forward the matter to the relevant CCES manager to be addressed in accordance with the relevant policy.

#### 5.3.7. Suitable employment

The CCES will provide suitable employment for a worker when it is reasonably practicable to do so as outlined in Section 18 *Return to Work Act 2014*.

Capacity to return to pre-injury employment will be determined 16 weeks from the date of injury and reviewed at 9, 12, 15, 18 and 21 months from the date of injury. The RTWC will request that the IMBP seek medical approval for the RTW goal from the treating doctor. Additional evidence that may be taken into consideration includes:

- treating health practitioner consultation / report.
- independent medical examination / report.
- allied health practitioner referral / report.
- position description / job dictionary / job analysis / worksite assessment.
- case conference.

When it has been medically determined that an injured worker is unable to return to their pre-injury employment, CCES will endeavour to identify suitable employment in consultation with relevant parties through determining whether:



- Modifications can be accommodated within the substantive position (with minimal impact upon the business) that would enable the worker to return to their pre-injury employment;
- Alternate suitable employment options within the pre-injury employment work group are available;
- There are other suitable employment options available within CCES.

#### 5.3.8. Failure to participate meaningfully in a return to work

When an injured worker refuses to participate collaboratively in their recovery and return to work, the following process will occur:

- The RTWC and IMBP will meet with the worker and their manager to outline the rights and responsibilities of workers in relation to their Recovery & Return to Work Plan and the *Return to Work Act 2014*. The RTWC and IMBP will outline the consequences of non-participation, or behaviour that frustrates the recovery and return to work process and will confirm the conversation in writing.
- In circumstances when continued and/or reoccurring non-participation occurs, or behaviour that is frustrating the recovery and return to work process occurs, the RTWC and IMBP will liaise with the Claims Management Business Partner.
- The Claims Management Business Partner to arrange a case conference involving the injured worker, the relevant treatment provider, manager, and the IMBP to discuss the specific concerns.
- The Claims Management Business Partner will determine what action, will be enacted.
- The employer may be engaged to address matters outside the return to work process that may impact on recovery and return to work.

#### 5.3.9. Submitting WCC's, invoices & other documentation

The worker must provide their manager, or other delegated person, with prompt updates on the status of an ongoing injury / illness, including the provision of an updated WCC prior to the end date of the current WCC.

Upon receipt of a new / updated WCC, the manager will review the content and if necessary, seek further information from the worker before forwarding the WCC to the RTWC.

The RTWC will forward a copy of the WCC to the Claims Management Business Partner ([claims@csaim.org.au](mailto:claims@csaim.org.au)).

Workers are to submit all accounts to their delegated person who will forward them to Catholic Safety & Injury Management ([claims@csaim.org.au](mailto:claims@csaim.org.au)).



### 5.3.10. Recovery & return to work case closure

Prior to the conclusion of the RTW process, one of the following must occur:

- The nominated representative of the employer, in conjunction with the RTWC, have provided approval for a suitable employment option identified and medical approval from treating doctor has been received.
- The treating doctor has provided a final WCC stating that the worker is fit to return to normal duties and hours and that no further medical reviews are necessary.
- The manager is informed of any long-term restrictions or need for future treatment.
- RTW services case closure can also occur following a redemption, resignation, retirement or any other outcome approved by CCES.

### 5.3.11. Document & file management

Access to all personal information including documentation and reports received by CSaIM in relation to all aspects of workers compensation and return to work, will be restricted to the positions listed on the [Medical Authority Form \(094F\)](#).

All documentation will be recorded in CSaIM's corporate electronic records management system for retention.

### 5.3.12. Complaints process

A worker has the right to report any issue, dissatisfaction, or complaint about the handling of their recovery & return to work

If a worker is unhappy with any decision or process or are dissatisfied with the way services are delivered. or the way your claim is managed, they can make a complaint or have your matter reviewed by Internal Dispute Resolution.

Raise concern/grievance directly with Claims or Injury Management Business Partner. Note: If you do not feel able or comfortable to approach the Claims or Injury Management Business Partner directly or your concern / grievance is of a serious nature the worker must make a formal complaint.

To make a formal complaint the worker must put the complaint in writing to CCES Director – Catholic Safety & Injury Management [dnation@csaim.org.au](mailto:dnation@csaim.org.au). Including the following information

- Your name, contact details.
- Claim number.
- The name of the agency / person your complaint is about.
- A clear outline of your complaint.
- Dates of the agency / person acts that you are concerned about.
- Any other key dates.
- Any documents to support your complaint.



- What you are seeking (outcome you want).

If the worker is not satisfied with the outcome they will need to either

Lodge a complaint to the Ombudsman SA via the portal

<https://www.ombudsman.sa.gov.au> or to ReturnToWorkSA complaints team  
[complaints@rtwsa.com](mailto:complaints@rtwsa.com)

Refer to [Know your rights brochure](#)

All issues or complaints will be maintained confidentially within CSaIM's corporate records management system in accordance with [5.2 Privacy & Confidentiality](#) and [5.3.11 Document & File Management](#).

If a worker requests access to their RTW files, this request must be referred to the Director, CSaIM.

#### 5.4. Records

Documents used to manage incidents as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in [Document Control Procedure \(22\)](#).

#### 5.5. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in [Document Control Procedure \(22\)](#).

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity.
- investigations.
- performance reports.

### 6. RELATED SYSTEM DOCUMENTS

#### 6.1. Policies and procedures

Document Control Procedure (22)

Incident Reporting & Investigation Procedure (2)

Responsibility, Authority & Accountability Procedure (12)

WHS & Injury Management Policy

#### 6.2. Forms and Tools

Early Intervention Program Employer Reporting Template (072F)

Early Intervention Program Acknowledgement Form (003F)

Group Legal Register (010T)



Incident & Investigation Form (043F)

Medical Authority Form (094F)

Recovery & Return to Work (33) Process Flow Chart (055T)

Expenses Reimbursement Request Claim Form (108F)

## 7. REFERENCES

Legislation and other requirements related to this procedure are defined in [Group Legal Register \(010T\)](#) which can be accessed via the Catholic Safety & Injury Management website.

### 7.1. Internal Resources

Early Intervention Program Guidelines for Member Employers (002G)

Know Your Rights (042G)

Recovery & Return to Work Brochure (041G)

Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)

Responsibility, Authority & Accountability Matrix – Officer (024G)

Responsibility, Authority & Accountability Matrix – Workers (025G)

### 7.2. External Resources

ReturnToWorkSA Claim Form

ACCESS Programs EAP Brochure



## 8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- Induction Forms
- Recovery and Return to Work Plans
- Work Capacity Certificates
- Authority to exchange information
- RTW Case Closure Forms
- Early Intervention Forms



## 9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V1	Director, CSaIM	02/01/2024	New Procedure	2029
V1.1	Director CSaIM	23/07/2024	Renumbered from 33 to 32 updated procedure numbers	2029
V1.2	Director CSaIM	27/05/2025	Removed reference to Lawson, updated Claims Manager to Claims Management Business Partner added more content for complaints	2030

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