

# Recovery & Return to Work

## Guidelines for workers

*If you are injured through work, reasonable and necessary costs associated with your work injury are covered to ensure that:*

- *reasonable and necessary medical treatment is received.*
- *Any lost time may be covered to support recovery.*

### **Recovery and Return to Work**

*An Injury Management Business Partner (IMBP) may be assigned to you to support your recovery and return to work. A Recovery and Return to Work (RTW) Plan is collaboratively developed with you and your employer to assist you to:*

- *recover from your injury or illness; and*
- *return you to your pre-injury work as quickly and safely as practicable.*

*Remaining at or returning to work enables you to feel valued and return to your pre-injury lifestyle as soon as possible. It also supports your employer in reducing workplace disruption and promoting a positive workplace culture.*

*Collaborating to support your return to work promotes a safe and sustainable recovery. This team-based approach may involve your Injury Management Business Partner, Claims Management Business Partner, Manager or Supervisor, co-workers, treatment providers, and you.*

### **How does an Injury Management Business Partner support me**

*The purpose of the Injury Management Business Partner is to collaborate with yourself, your employer and your treatment team to support your recovery and return to work.*

*Initially, the Injury Management Business Partner will organise a worksite meeting between yourself and your employer to start developing your Recovery and Return to work Plan and to establish a safe and sustainable pathway for you to do so.*

*Your Injury Management Business Partner may also attend medical case conferences with your medical treatment team to seek their input into the Return-to-Work Plan to best support your medical recovery.*

*The Injury Management Business Partner will continue to provide collaborative support until you have returned to work and/or have recovered from your work injury.*

### **What is in a Recovery and Return to Work Plan?**

*The Recovery and Return to Work Plan is an agreement between you, your treating medical practitioners, your Injury Management Business Partner, and your employer.*

*This plan is developed collaboratively, documented, signed, and shared with all parties involved. It is reviewed regularly and may include details such as medical treatment, the status of your injury, specific actions and responsibilities, and review dates.*

*The plan also outlines your pre-injury employment role and any suitable alternative tasks or modifications if applicable. If you are unable to perform your normal role but can undertake some work, the plan may include a Graduated Return to Work Schedule which provides stage of recovery which progressively increases your hours and/or your tasks until you resume your pre-injury role.*

## **Rights and Responsibilities**

### **My Responsibilities**

- *Notify my employer as soon as possible if I have suffered an injury in the course of my employment.*
- *Give my employer any paid accounts for reimbursement or invoices for expenses incurred promptly.*
- *Actively participate in activities designed to support my recovery and return to work.*
- *Participate and cooperate in developing a recovery and return to work plan.*
- *Work towards defined goals in my return-to-work plan.*
- *Provide current Work Capacity Certificates that address my capacity for work and other relevant information.*
- *Return to suitable employment when able to do so.*
- *Ensure I do not provide any false or misleading information about my claim. This is an offense.*

### **My Rights**

- *I am entitled to be paid income support if I am off work once an interim payment has been received or a claim for compensation is determined as a claim acceptance for income support.*
- *Once a payment has been determined as a reasonable cost, I have the right to have reasonable and necessary medical and other expenses paid promptly.*
- *I have the right to have a current copy of, and be meaningfully involved in, all decisions regarding my Recovery and Return to Work.*
- *I can raise any dissatisfaction with my allocated Injury and / or Claims Management with the Director of Catholic Safety & Injury Management.*
- *I have the right to see any doctor or specialist for treatment, as only my treating doctor (i.e., my own doctor) can treat me. However, I may be required to see an independent doctor (but not for treatment).*
- *I am entitled to be provided with copies of all medical reports concerning my claim within seven (7) days of my Claims Management Business Partner receiving them.*
- *I have the right to have a representative or a support person present at any meeting or hearing about my claim, such as a family member, solicitor, union representative, or advocate. My written authority is required.*
- *I have the right to have any personal information kept confidential unless it pertains to the injury, in which case it may be shared with those involved in the administration and management of my claim.*
- *I am entitled to have an interpreter at meetings and appointments if required.*

## Responsibilities of all Parties

### *My Employers Responsibilities*

- *Report any injuries or hazards immediately*
- *Understand the Return to Work scheme*
- *Support and encourage injured workers to help with their recovery.*

### *My Employer rights*

- *Be actively involved in, support and facilitate recovery and return to work*
- *Provide safe and suitable duties*
- *Provide suitable employment options for an injured worker when required*
- *Ensure that workers do not perform duties that are outside medical restrictions*
- *Ensure that workers are not disadvantaged in their employment because of a work injury.*

### *Catholic Church Endowment Society Responsibilities*

- *Prompt claims management.*
- *Ensuring all employees are informed about workers' entitlements in their preferred language and are provided with interpreting services if required.*
- *Assessing recovery, return to work (RTW), and rehabilitation needs as soon as possible.*
- *Consulting with all parties to plan actions, responsibilities, and obligations for all parties which are reviewable.*
- *Supporting my recovery, RTW, and rehabilitation after a work injury.*
- *Co-ordinate the services necessary for your recovery and return to work*
- *Explain the Return to Work scheme principles with key stakeholders when required*
- *Discuss rights, responsibilities and entitlements*
- *Liaise with medical treatment providers, the employer, and union (if requested) to ensure good communication and co-ordination of services*
- *Develop written and up to date Recovery and Return to Work Plans with injured workers, treating doctor and the employer, and provide copies of the plans to all parties*
- *Provide support and assistance during the return to work process and negotiate alternative duties with the employer.*
- *Maintain professional standards and keep personal information confidential unless authorised in writing to disclose information to other parties.*

### *What if there are disagreements?*

*For recovery and return to work to be successful, everyone involved must be committed to the process and for any disagreements to be resolved as soon as possible.*

*The dispute resolution process is explained in the Know your Rights brochure that has already been provided to you by your Claims or Injury Management Business Partner.*

### *Have more questions?*

**CCES contact details are:**

General Enquiries: [claims@csaim.org.au](mailto:claims@csaim.org.au)

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