



Return to Work/Injury Management Plan

ZURICH®

(Incorporating initial assessment and subsequent reviews of RTW or IM Plans)

Type of plan please

Return to Work Plan (RTWP)

Injury Management Plan (IMP)

Worker details

Worker's name

Phone (work)

Phone (home)

Mobile

Email

Employer details

Employer/Business name

Supervisor / Return to Work Co-ordinator (person co-ordinating RTW / IM plan)

Phone (work)

Fax

Mobile

Email

Insurer details

Name of insurer

Phone

Fax

Email

Contact person

Medical details

Name of Primary Treating Medical Practitioner

Phone

Fax

Mobile

Email

Workplace Rehabilitation Service provider (WRP) or Injury Management co-ordinator (IMC) details

Name of approved WRP or IMC provider

Phone

Fax

Mobile

Email

Injury details

Date of injury

Nature of injury

Pre-injury position

Pre-injury hours

Provision diagnosis (by Medical Practitioner)

Prescribed medication

Medical and Allied Health Management (ongoing medical treatment required)

Note: Section to be completed by Primary Treating Medical Practitioner

Current diagnosis

Medical treatment (Physio/chrio etc)

Results of any diagnostic tests

Current medication prescribed

Changes to prescribed medication

Work restrictions on the current Medical Certificate (if any)

Please Initial Continuing

Doctors name

on

Has not be incapacitated for work and is fit for pre-injury duties

Is fit to return to modified duties from to

Will be incapacitated for work from to

Will cease to be incapacitated for work on to

Scheduled review dates

Treating doctor

Date

Time

am pm

Specialist

Date

Time

am pm

Other

Date

Time

am pm

Other

Date

Time

am pm

Return To Work / IM plan review

Date

RTW / IM plan commencement date

RTW plan / IM plan completion date

Estimated time frame for RTW or IMP plan

Strategies for achieving return to work/injury management goals

Hierarchy

Same organisation – same or modified job

Same organisation – new job

New organisation – similar

New organisation – new job

In conjunction with

Pre-injury hours

Graduated return to pre-injury hours

Reduced hours relative to pre-injury hours

Retraining

Days and hours per week

Week number

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hours							

Week number

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hours							

Days and hours per week (continued)

Week number

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hours							

Week number

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hours							

Duties, Restrictions, Requirements and Recommendations

Workplace location

Suitable duties

Restrictions

Special requirements and recommendations

Absences – All absences, sickness, etc. are to be reported to Employer and IMC within one working day.

Workplace rehabilitation services

The provision of any of the following services by an workplace rehabilitation provider when stipulated in the RTW or IM plan or required by the primary treating medical practitioner:

Note: Please tick ✓ one or more of the following options.

- initial occupational rehabilitation assessment;
- occupational rehabilitation case management;
- workplace services including: workplace assessment, job analysis, and advice concerning job modification;
- work conditioning and functional education;
- occupational rehabilitation counselling including: vocational counselling and adjustment to disability counselling;
- functional capacity assessment;
- vocational assessment;
- vocational placement including: advice or assistance concerning job seeking, advice or assistance in obtaining vocational re-education or training, and post placement support;
- rehabilitation coordination; basic case management and return to work planning for the employees of their employer;
- any other service as prescribed.

Any additional comments

WRP name

Signature	Date
X	

Agreement to comply with plan

This plan (and any amendments), takes effect from the day on which the worker and the worker's employer consent to and agree to co-operate and comply with this plan (or any amendments).

The following parties have reviewed, understood and agreed to this plan. The worker has agreed to actively participate in this plan and if any problems or difficulties arise, they will immediately be communicated to the worker's supervisor/Return to Work Co-ordinator.

Note: Where an injured worker is working reduced or graduated hours, in accordance with the RTW or IM plan, medical consultations and medical treatment, where possible, should not interfere with the hours to be worked. Where the worker is working normal hours, medical appointments should occur during work hours.

Medical Consultations and treatment will be arranged as early as possible and appointments scheduled at appropriate times where possible.

Worker

.....
Signature **X** Date

Return to Work co-ordinator and/or workers's supervisor

.....
Signature **X** Date

Primary Treating Medical practitioner (if required)

.....
Signature **X** Date

Injury Management co-ordinator (if required)

.....
Signature **X** Date

Workplace Rehabilitation provider (if appointed)

.....
Signature **X** Date

Roles and obligations of all parties

All parties commit to adhering to the requirements of the *Workers Rehabilitation and Compensation Act 1988* and supporting legislation in the event of a work related injury or illness.

Maintain a shared objective regarding the workers recovery, and early sustainable return to work, support the principles and elements of the return to work and injury management process whilst creating a culture of trust and cooperation, ensuring successful return to work outcomes.

Workers Responsibilities

- workers are to fully disclose information relating to the work-related injury to the primary treating medical practitioner
- if a worker chooses to change their primary treating medical practitioner with another, the worker must notify the employer of the name of the new primary treating medical practitioner and authorise the previous primary treating medical practitioner to release any medical records relating to their injury, to the new primary medical practitioner
- A worker must notify their employer as soon as practicable after suffering a injury including disease and before voluntarily leaving the employment where the injury occurred, notice can be given in writing or verbally
- workers are to forward to the employer any correspondence, medical certificate, or accounts for medical or like expenses to their employer **within 7 days**
- the worker is to be consulted about and participate in all aspects of treatment, rehabilitation and return to work
- the worker is to comply with an agreed Return to Work Plans (RTWP) or Injury Management Plans (IMP)
- where a worker cannot immediately return to their pre-injury job, they are to participate in the identification of suitable and meaningful alternative duties
- a worker is to actively participate in return to work and alternative duties as soon as possible
- if a worker is unable to participate for medical or other reasons, the worker must, as soon as practicable
 - advise their employer or Return to Work Coordinator (RTWC) or Injury Management Coordinator (IMC) of their inability to do so
 - seek medical treatment/advice as soon as possible if appropriate, undergo treatment that may enable them to participate in the injury management process
- where a worker is working reduced hours in accordance with an RTWP or IMP, the time required for medical treatment, where possible, should not interfere with the hours to be worked
- where a worker is working normal hours, medical appointments may occur during work hours
- the worker is to provide regular feedback to the IMC and/or RTWC on their progress with return to work

Employers Responsibilities

- when the employer has been informed by a worker of an injury, they must **within 14 days**, serve on the worker the prescribed notice in writing informing them of their rights to claim compensation. Unless the worker has already lodged a claim for compensation on the employer
- Where a worker has notified their employer that they have suffered an injury, the employer must notify their insurer **within 3 working days**
- Upon receipt of a claim for compensation the employer must notify the insurer **within 3 working days**
- employer who employ more than **50 employee** must appoint a return to work coordinator, the RTWC will assist with RTWP and IMP, provide support and assistance to worker
- provide the insurer with a list of suitable alternative duties **within 60 days** of acceptance or renewal of a policy

- the employer is to forward any correspondence or accounts for medical or like expenses to the insurer **within 7 days**
- the employer is not to discriminate against a worker
- the employer is to comply with an agreed RTWP or IMP
- the employer is to keep the workers job open for a minimum period of 12 months from the date the worker became incapacitated unless there is medical evidence indicating that return to the work is highly improbable, or the reason for the job no longer existing
- an employer is to provide the worker and insurer with reasons in writing when it is not possible for one of the above reasons to keep the workers job open
- where a worker cannot immediately return to their pre-injury job, the employer is to provide suitable and meaningful alternative duties
- suitable alternative duties selected must, have been discussed with the worker, comply with restrictions or advice provided by the medical practitioner and comply with the workers approved RTWP or IMP
- the employer is to provide the worker and insurer with reasons in writing when it is unable to provide suitable and meaningful alternative duties

Return to Work Coordinator (RTWC) Responsibilities

The RTWC is responsible for;

- assisting with RTW planning and implementation of RTWP and IMP
- monitoring the worker progress towards returning to work
- assisting the worker to perform their work duties in a safe and appropriate manner
- provide the worker with moral support
- encouraging and fostering a good relationship and effective communication between all parties

Primary Treating Medical Practitioners Responsibilities

The primary treating medical practitioners plays a vital role in the injury management process and is responsibilities for;

- completing workers compensation medical certificates
- diagnosis the workers injury
- provide primary medical care
- co-ordinate medical treatment, including referring to relevant specialist
- monitor review and advise of the workers condition and treatment
- advise on the suitability of and restrictions for work duties
- participate in developing return to work and injury management plans

Injury Management Coordinator (IMC) Responsibilities

The IMC is responsible for co-ordinating and overseeing the entire injury management process, provides one contact point for all parties. The IMC is to ensure contact is made with the worker, employer and primary treating medical practitioner as soon as possible.

- coordinating rehabilitation and return to work
- developing and coordinating implementation of Injury Management Plans (IMP) and Return to Work Plans (RTWP)
- arranging review and modification of IMP and RTWP
- arranging regular reviews of work capacity
- investigating and arranging retraining and redeployment options as appropriate
- arranging delivery of rehabilitation in non-complex cases to ensure early and appropriate return to work
- arranging appointment of Workplace Rehabilitation Providers (WRP) as appropriate

Roles and obligations of all parties (continued)

- liaising with the following parties as appropriate;
 - the worker
 - the employer
 - the insurer
 - the primary treating medical practitioner and all other treating medical practitioners
 - the Workplace Rehabilitation Provider (if appointed)
 - the Return to Work Coordinator (if appointed)
 - supervisors/line managers
 - allied health professionals
 - collating medical information; maintaining relevant documentation
- attempt to resolve disputes in relation to rehabilitation and return to work including by providing or arranging informal mediation as appropriate
- providing information on the injury management and return to work processes to the worker and employer and insurer

Workplace Rehabilitation Providers (WRP) Responsibilities

In some cases a worker may require workplace rehabilitation services to assist with return to work or injury management plans. The WRP is responsible for;

- initial workplace rehabilitation assessment
- assessment of the functional capacity of a worker
- workplace assessment
- job analysis
- advice concerning job modification
- rehabilitation counselling
- vocational assessment
- advice or assistance in relation to job seeking
- advice or assistance in arranging vocational re-education or training
- any other prescribed service

These services can only be provided by an accredited workplace rehabilitation provider.

Insurers Responsibilities

- communicate with all parties in the injury management process and inform workers and employers of their rights role and responsibilities
- encourage early notification of claims within **3 working days**
- assist employers and workers to meet their requirements and obligations under the legislation
- ensure that the employer has detailed Injury Management policies and procedures prominently displayed in the workplace
- ensure that a RTWP or IMP are prepared within legislative time frames
- organise in consultation with parties independent medical examinations and investigations deemed necessary to assist with the injury management process and claims management strategy
- maintain confidentiality with all parties to ensure compliance with National Privacy legislation
- notify the board if an employer appears to be unwilling or indicates it is unable to provide a worker with suitable and meaningful alternative duties
- undertake to keep all parties fully informed on the developments and progress of the claim
- provide the worker and employer with written notice of the status of their claim within 28 days from the time the insurer receives the claim
- develop and maintain Injury management programs
- where an insurer becomes aware that one of the employers it insures is not complying with its IM Program, the insurer may refer the matter to the Board
- if a lump sum settlement is offered to a worker, before any settlement is agreed by the parties. Recommend the worker seek independent professional legal and financial advice, including advice on preclusion periods, and repayments to Centre link, Medicare and Commonwealth Rehabilitation Services

Dispute resolution process

Where a dispute arises in relation to injury management, including but not limited to;

- the appropriateness or reasonableness of a RTWP or IMP
- the appointment of an Workplace Rehabilitation Provider; and
- termination of an injured worker's job within 12 months of the worker becoming incapacitated from work all parties are to be committed to resolving the dispute as expeditiously and cooperatively as possible. The process for resolving these disputes is as follows:

STEP 1: Notify IMC

- the IMC is to be notified of a dispute regarding any aspect of injury management or RTWP or IMP as soon as possible
- notification can be made by the Worker, Employer, Return to Work Coordinator, Injury Management Coordinator, Workplace Rehabilitation Provider or Insurer

STEP 2: IMC intervention

- the IMC is to ensure attempts are made to resolve the dispute through informal mediation at the earliest opportunity between parties or by discussing the matter individually with each of the parties

STEP 3: Referral to the Tribunal

- if the dispute is not resolved by informal mediation, then any party can refer the matter to the Tribunal for resolution
- following referral, a conciliator of the Tribunal will provide informal assistance to the parties to attempt to resolve the dispute
- if this doesn't work the dispute will be referred to the Tribunal

STEP 4: Resolution/determination by the Tribunal

- the Tribunal is to attempt to resolve the dispute by conciliation as quickly as possible
- if the dispute is not resolved by conciliation, the matter will be determined following a formal hearing. The Tribunal is to aim to provide its determination on the dispute within 28 days following the completion of the conciliation phase

Note – if the dispute relates to a RTW or IM Plans, the last agreed version of the plan will remain in force until the dispute is resolved.