



# WORKPLACE RETURN TO WORK PROCEDURE

Version No	3.0
Issued	18 <sup>th</sup> Nov 2015
Next Review	Nov 2017
GDS	12.63.1.1

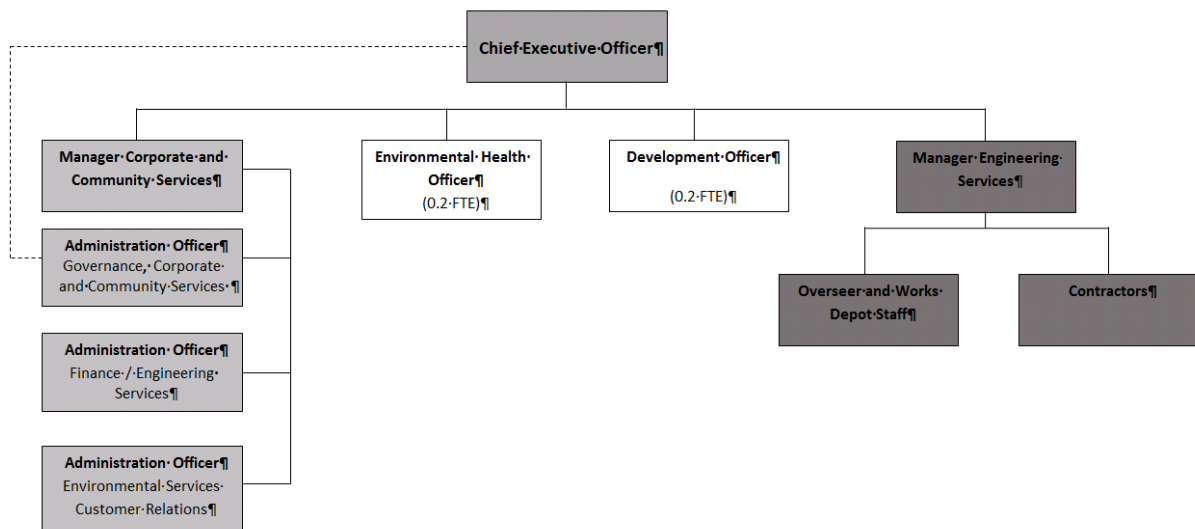
Date of Adoption: 18<sup>th</sup> November 2015

The process outlined by this Procedure will meet the minimum requirements to assist the Local Government Association Workers Compensation Scheme (LGAWCS) meet legislative compliance.

The Procedure will commence following verbal or written notice of the injury from the employee. It may also continue during any period whilst the compensation claim is awaiting determination.

The provision of Return to Work services does not affect the claim determination. If a claim is rejected and/or subsequently appealed, the appropriateness of continuing the return to work process will be reviewed by the LGAWCS with the Scheme Member, having regard to individual circumstances.

## District Council of Orroroo Carrieton Organisation Structure



Scheme Members are to ensure all staff are aware of their Internal Return to Work Coordinator (IRC) along with the contact details, together with the contact details of the LGAWCS Return to Work Consultant (RC). To satisfy legislative requirements all Scheme Members must have an IRC, whose role coordinates with that of the LGAWCS Return to Work Consultant.

To assist Scheme Members with this process, we attach a brochure for completion and for display on your notice boards (Refer Attachment 1).

# WORKPLACE RETURN TO WORK PROCEDURE

<b>Version No</b>	3.0
<b>Issued</b>	18 <sup>th</sup> Nov 2015
<b>Next Review</b>	Nov 2017
<b>GDS</b>	12.63.1.1

## 1. Injury Reporting

Step	Role	Action	When
1.	<b>Injured Employee</b>	<b>Notification of Injury</b> The employee is to report the injury to their Manager / Supervisor / Team Leader, WHS Representative or the Internal Return to Work Coordinator (IRC) / Internal Claims Coordinator (ICC) as soon as possible. If the employee is unable to report personally they should ensure a co-worker, family member or representative informs their Manager / Supervisor / Team Leader, WHS Representative or IRC / ICC.	Immediately or as soon as practicable
2.	<b>IRC / ICC or Manager / Supervisor</b>	<b>Medical Attention</b> The employee is provided access to appropriate medical attention promptly if assistance is required, including transportation if needed.	As soon as possible
3.	<b>IRC / ICC or Manager / Supervisor</b>	<b>Notify the LGAWCS Claims or Return to Work Consultant immediately (every day counts)</b> The LGAWCS Claims or Return to Work Consultant is contacted to advise of any injury that may result in a claim for compensation.	Within 24 hours of injury notification
4.	<b>IRC / ICC or Workplace WHS Coordinator</b>	<b>Notify the LGAWCS WHS Department</b> Notification is provided to LGAWCS WHS Department and SafeWork SA if the injury is an 'immediately notifiable work related injury'.	Within 24 hours of injury notification
5.	<b>Employee</b>	<b>Submit a New Claim</b> A new claim will need to be lodged by the employee in the following circumstances: <ul style="list-style-type: none"> <li>• A new injury is sustained and time lost from work or medical expenses are incurred;</li> <li>• An aggravation or deterioration of the existing or pre-existing injury occurs subsequent to the employee's full return to work and the cessation of any weekly payment entitlements.</li> </ul>	Within 24 hours of injury notification
6.	<b>IRC / ICC or Manager / Supervisor</b>	<b>Contact the employee or family</b> Early contact is made with the employee or if the employee is not able, contact is made with a family member or representative to gather information about the injury and extent of injury. Support and understanding is offered and the employee is advised that they will be assisted with an early return to work. The employee is made aware of the Return to Work process. If the employee has any queries about the claim or return to work process, they will be either directed to contact the LGAWCS or a message will be provided to the LGAWCS Claims Consultant or Return to Work Consultant to contact the employee. A copy of any relevant information in relation to the injury is provided to the LGAWCS. A check is made on the completion of the Incident Investigation Form.	Within 24 hours of injury notification
7.	<b>IRC / ICC or Manager / Supervisor</b>	<b>Provide the Return to Work Kit to the employee</b> The employee, or family member/representative (if the employee is not able to complete the forms themselves) is provided with a Back on the Job Booklet and the Return to Work Kit for Employees. The Return to Work Kit and Back on the Job Booklet is available via the LGRS Portal ( <a href="http://www.lgrs.com.au">www.lgrs.com.au</a> ). The employee is made aware of the return to work process and their rights, responsibilities and the service standards to which their employer and the LGAWCS are to uphold as per the Return to Work Act 2014.	Within 24 hours of injury notification or as soon as practicable



# WORKPLACE RETURN TO WORK PROCEDURE

<b>Version No</b>	3.0
<b>Issued</b>	18 <sup>th</sup> Nov 2015
<b>Next Review</b>	Nov 2017
<b>GDS</b>	12.63.1.1

		Assistance will be provided to the employee, if needed to complete the Claim Form and other relevant forms contained in the RTW Kit if required, and the employee will be advised they are to obtain a Work Capacity Certificate to support their claim. The employee is assisted with questions / enquiries regarding completion of the forms, where required. For any other enquires the employee will be advised to contact the LGAWCS.	
8.	<b>Employee</b>	<b>Submit the Claim Form and Work Capacity Certificate (WCC) to the Employer</b> Following notice of the injury, the employee, family member or representative is requested to submit a Claim Form and be advised that the Claim is to be supported by a WCC (formerly known as a WorkCover Medical Certificate). A WCC can only be obtained from a legally qualified doctor or nurse practitioner (if seen in a hospital emergency department).	Within 24 hours of injury notification or as soon as practicable
9.	<b>IRC / ICC or Manager / Supervisor</b>	<b>Determine any linguistic or cultural needs</b> The LGAWCS to be contacted regarding any requirement for interpreter services, translations or for any other linguistic or cultural needs.	Within 24 hours of injury notification or as soon as practicable

# WORKPLACE RETURN TO WORK PROCEDURE

Version No	3.0
Issued	18 <sup>th</sup> Nov 2015
Next Review	Nov 2017
GDS	12.63.1.1

## 2. Submit the Claim Forms to LGAWCS

Step	Role	Action	When
1.	IRC / ICC or Manager / Supervisor	<p><b>Complete Forms from the Return to Work Kit for Employees and Employers</b></p> <p>The following forms are to be completed:</p> <ul style="list-style-type: none"> <li>• RTWSA Claim Form</li> <li>• Incident Investigation Form</li> <li>• Information Authority Form</li> <li>• Payments Authority Form</li> <li>• Employee Details Form</li> <li>• Average Weekly Earnings Calculator</li> <li>• Kit Acknowledgement Form</li> <li>• Travel and/or Other Expenses Form (if applicable)</li> <li>• Suitable Employment Schedule (if applicable)</li> </ul>	Within 24 hours of injury notification or as soon as practicable
2.	IRC / ICC or Manager / Supervisor	<p><b>Submit Claim Form &amp; RTW Kits to LGAWCS</b></p> <p>All the above mentioned forms, Work Capacity Certificate, accounts and any other relevant information are submitted to the LGAWCS.</p> <p><b>In line with the LGAWCS's 24 hour early notice requirement, ensure the 'Date Forms Sent to LGAWCS', has been completed in the Kit Acknowledgement Form, by the person responsible for sending/posting the forms to the LGAWCS.</b></p> <p>If the Incident Investigation form is not completed within 24 hours, the remaining forms will be submitted to the LGAWCS and the Incident Investigation Form is submitted on completion.</p>	Within 24 hours of lodgment or as soon as practicable
3.	IRC / ICC or Manager / Supervisor	<p><b>Submit incoming forms, accounts and expenses to LGAWCS</b></p> <p>All incoming WCC's, accounts and any other forms submitted by the employee are forwarded to the LGAWCS on receipt. All incoming forms, accounts and documents are date stamped the date received before sending LGAWCS.</p>	Within 24 hours of lodgment or as soon as practicable
4.	IRC / ICC or Manager / Supervisor	<p><b>Create Claims and Return to Work Files</b></p> <p>Confidential Files will be created and maintained containing a copy of all forms and information relating to the injured employee's claim and return to work process respectively. An Information Authority form signed by the employee will be on file prior to any communication exchange with health practitioners about the employee's injury.</p>	As soon as practicable
5	IRC / ICC or Manager / Supervisor	<p><b>Employees seeking access to Claims or Return to Work File and related Personnel File</b></p> <p>The employee has a right to be provided with copies of medical reports, Work Capacity Certificates, Recovery / Return to Work Plans, offers of suitable employment and claim determination letters etc.</p> <p>An employee does not have the right to be provided with information that is protected by legal privilege relating to the investigation of their claim for suspected dishonesty.</p> <p>If an employee seeks a copy of a document that they have misplaced or lost or have a right to receive, then this will be provided on request.</p> <p>If uncertain, contact the LGAWCS prior to providing the employee a copy of any document.</p> <p>Contact to be made with the LGAWCS should an employee or their representative seeks to access their claim, return to work or personnel file.</p>	As soon as practicable

# WORKPLACE RETURN TO WORK PROCEDURE

Version No	3.0
Issued	18 <sup>th</sup> Nov 2015
Next Review	Nov 2017
GDS	12.63.1.1

## 3. Commence Early Return to Work

Step	Role	Action	When
1.	IRC / ICC or Manager / Supervisor	<p><b>Seek clarification to facilitate early return to work (if required and whilst a LGAWCS Return to Work Consultant is appointed)</b></p> <p>Contact may be made with the treating doctor's rooms to seek clarification of the employee's Work Capacity Certificate information. However, information from the doctor will be restricted to current work capacity. Any other information sought from the treating doctor will require a signed <i>Information Authority Form</i> and is to be discussed with the LGAWCS Return to Work Consultant <u>prior</u> to contacting the doctor.</p> <p>The Return to Work Kit for Employers contains a letter template for the treating doctor which communicates the requirements of the employee's pre-injury duties, advises the support for early return to work, provides information about available alternative duties and requests the treating doctor to define return to work capacity. This letter may be forwarded to the treating health practitioner as soon as the need is identified (i.e. when the employee presents their first Work Capacity Certificate where functional capacities or work restrictions have not been clearly defined). This letter may also be developed and provided to the employee to take to their first medical appointment following report of their injury.</p>	As soon as practicable
2.	IRC / ICC or Manager / Supervisor	<p><b>Offer Suitable Duties</b></p> <p>Suitable duties will be identified (as available) and will be offered to the employee as early as possible.</p> <p>Contact will be made promptly with the LGAWCS if unable to provide suitable duties given the employee's medical restrictions.</p>	On medical clearance and as soon as possible
3.	IRC / ICC or Manager / Supervisor	<p><b>Provide suitable duties if employee not fit for all or some of their pre-injury duties</b></p> <p>Once the employee is issued a WCC, a meeting with the employee, their representative (if requested), the IRC, LGAWCS Return to Work Consultant (and other persons needed such as the treating doctor) is arranged (where required) to discuss suitable duties or employment within medical restrictions. The Manager or Supervisor is encouraged to be involved in considering the duties the employee can perform in line with the guidelines of the WCC. Duties to be considered (if medical restrictions apply) in relation to modifying the employee's pre-injury duties in the first instance. This can involve identifying aspects of their pre-injury duties they have capacity to perform, or can still perform albeit with modification or assistance. It may involve assisting the employee to modify their work practices by using aids/equipment instead of manual effort, or introducing regular change in posture, stretches and any required rest breaks, in line with their health practitioner's instructions.</p> <p>If return to modified pre-injury duties is either not feasible or within medical guidelines, then alternate duties will be considered. Every effort will be made to provide suitable duties within the same work area or department if possible prior to considering placement of the employee on alternate duties in different work area.</p>	As soon as it is practical and safe to do so within medical certificate guidelines.

# WORKPLACE RETURN TO WORK PROCEDURE

<b>Version No</b>	3.0
<b>Issued</b>	18 <sup>th</sup> Nov 2015
<b>Next Review</b>	Nov 2017
<b>GDS</b>	12.63.1.1

4.	<b>IRC / ICC or Manager / Supervisor</b>	<p><b>Develop Suitable Employment Schedule or participate in the Return to Work Planning process</b></p> <p>Unless the LGAWCS Return to Work Consultant commences coordination of the return to work process, a return to work planning meeting will be arranged with the employee, their representative (if requested) and the IRC / ICC to develop a Suitable Employment Schedule as soon as the employee presents with a Work Capacity Certificate advising of work restrictions and once proposed duties have been identified for discussion.</p> <p>The employee will be advised of the purpose of the meeting, and their right to have a representative attend the meeting. The meeting will include checking to ensure the employee has received a copy of the Back on the Job Booklet, an explanation of rights and responsibilities, service standards, the return to work process, confidentiality, discussion regarding suitable duties offered, capacity based on medical certificate information, progress and next steps.</p> <p>Any employee queries relating to their claim determination or claim process will be directed back to LGAWCS Claims Consultant.</p> <p>The employee will be advised (as necessary) that they can seek to cease the meeting if at any stage they do not feel comfortable and that the meeting will be rescheduled with LGAWCS Return to Work Consultant and/or representative involvement.</p> <p>A summary of meeting discussions and outcomes to be documented and placed in the Return to Work File with a copy of the notes sent to the LGAWCS.</p> <p>A copy of the Suitable Employment Schedule will be provided to the employee, Manager / Supervisor and the original sent to the LGAWCS Return to Work Consultant with a copy for the internal Return to Work File. A copy may also be forwarded to the treating doctor if helpful.</p> <p>The Suitable Employment Schedule will be updated or continued for a period of 2 weeks maximum prior to the involvement of the LGAWCS Return to Work Consultant. Alternatively, the LGAWCS Return to Work Consultant will arrange a meeting to develop a Recovery / Return to Work Plan and the IRC / ICC and/or Manager / Supervisor will participate in meeting with the employee.</p> <p>A copy of the Plan will be provided to the employee and maintained in the Return to Work File.</p>	<p>On medical clearance and as soon as possible</p> <p>Up to a period of 2 weeks</p>
5.	<b>IRC / ICC or Manager / Supervisor</b>	<p><b>Build co-worker and workplace support</b></p> <p>If necessary, discussions will be held with other Managers / Supervisors or other relevant employees and their support will be sought in assisting the employee with their return to work.</p>	<p>Prior to or on return to work</p>

# WORKPLACE RETURN TO WORK PROCEDURE

<b>Version No</b>	3.0
<b>Issued</b>	18 <sup>th</sup> Nov 2015
<b>Next Review</b>	Nov 2017
<b>GDS</b>	12.63.1.1

## 4. Return to Work Planning and Monitoring

Step	Role	Action	When
1.	IRC / ICC or Manager / Supervisor	<p><b>Monitoring progress and capacity</b></p> <p>Regular contact will be maintained with the employee, Manager / Supervisor to monitor progress and return to work and to ensure understanding of work capacity and duties that are to be performed.</p> <p>Regular contact will also be maintained with the employee while they are not at work, if it is appropriate to do so, given the claim or individual circumstances.</p> <p>Contact will be maintained with the LGAWCS with respect to progress, any clarifications or queries and to report any barriers with the return to work.</p> <p>Follow up to be made with the employee to ensure there is a current WCC issued.</p>	Ongoing
2.	IRC / ICC or Manager / Supervisor	<p><b>Report any barriers or change in circumstances to the LGAWCS</b></p> <p>The LGAWCS will be contacted if any of the following occur:</p> <ul style="list-style-type: none"> <li>• Absence from work (planned or unplanned)</li> <li>• Reduction in working capacity</li> <li>• Difficulties reported by the employee with respect to undertaking duties offered</li> <li>• Unwillingness to perform suitable duties offered</li> <li>• Inability to offer suitable duties</li> <li>• Factors impacting on recovery or return to work</li> <li>• Disputes and/or complaints</li> <li>• Any issues of an industrial nature that may impact on the claim</li> <li>• An employee's resignation or intent to resign</li> <li>• Intention to terminate employment for any reason*</li> </ul> <p><i>*Where termination/resignation of employment is proposed for an employee in receipt of weekly payments notice must be provided to the LGAWCS prior to the termination occurring or in the instance of resignation as soon as possible following notification from the employee.</i></p>	Ongoing
3.	Employee or Manager / Supervisor	<p><b>Absence from work and Leave requests</b></p> <p>The employee or Manager / Supervisor is to inform the IRC / ICC of any employee absence from work (including sick / annual or long service leave requests).</p>	As soon as practicable
4.	IRC / ICC or Manager / Supervisor	<p><b>Report any employee absence and Leave requests to the LGAWCS</b></p> <p>The LGAWCS Claims Consultant must be notified of the absence and in particular when the employee is taking normal leave entitlements and is in receipt of weekly payments. Details of the leave requested including the period taken and type of leave to be forwarded to the LGAWCS Claims Consultant.</p>	As soon as practicable and prior to any planned leave occurring
5.	IRC / ICC or Manager / Supervisor	<p><b>Take steps to prevent recurrence of injury or new injury</b></p> <p>Steps to prevent the aggravation and worsening of the employee's injury when they return to work will be taken. The Member's WHS Coordinator may be involved to undertake a workplace risk assessment if required, where an employee has ongoing or long term physical or psychological restrictions.</p>	On return to work and ongoing

# WORKPLACE RETURN TO WORK PROCEDURE

<b>Version No</b>	3.0
<b>Issued</b>	18 <sup>th</sup> Nov 2015
<b>Next Review</b>	Nov 2017
<b>GDS</b>	12.63.1.1

## 5. Complaints Process

Step	Role	Action	When
1.	Employee	<b>Report the issue or complaint</b> The employee shall report any issue, dissatisfaction or complaint regarding the handling of their claim or return to work process to either their Manager / Supervisor, IRC / ICC, Employee representative, LGAWCS Return to Work or Claims Consultant.	As soon as practicable
2.	IRC / ICC, or Manager / Supervisor	<b>Record details of the issue or complaint</b> A detailed record of any discussions with the employee shall be taken and a copy provided to the LGAWCS. All records are maintained in the confidential internal claims and/or return to work files.	As soon as complaint made
3.	IRC / ICC, or Manager / Supervisor	<b>Determine action in consultation with the LGAWCS</b> If the matter cannot be easily resolved internally or there is dissatisfaction with either the claim or return to work process, or alternatively the employee seeks a change in personnel, then the LGAWCS will be notified promptly. An appropriate LGAWCS employee will contact the parties involved and commence the LGAWCS Internal Complaint Resolution Process, which may include a meeting or case conference with parties. If a meeting is arranged to address an employee's concerns the employee will be offered the opportunity to have a support person or representative present at any such meeting. All conduct will be managed objectively and in accordance with procedural fairness when investigating and taking any action in relation to the employee's grievance. The employee will be advised of any investigation undertaken and any action taken, or planned to be taken, as a result of their grievance.	As soon as complaint made
4.	IRC / ICC, or Manager / Supervisor	<b>Implement agreed actions or provide review rights</b> Any agreed actions will be implemented. If the employee is not satisfied with the outcome of the LGAWCS Internal Complaint Resolution Process, they may request their grievance be referred to senior management or alternatively they may make application to the State Ombudsman which can undertake its own investigation <i>Please note: an employee can make application to the State Ombudsman to review a complaint prior to undertaking the LGAWCS Internal Complaint Resolution Process however it is encouraged that the internal process is completed first as the matter may be resolved quicker without external intervention.</i> Any agreement or conclusion reached as a result of the LGAWCS Internal Complaint Resolution Process or State Ombudsman Investigation will be recorded in writing and placed on the return to work and/or claims file. Any Applications for Review lodged with the South Australian Employment Tribunal regarding a claim determination or a return to work process, will be referred to the LGAWCS.	Within agreed or legal timeframes



## 6. Return to Work Case Closure

Step	Role	Action	When
1.	IRC / ICC, or Manager / Supervisor	<p><b>Worker returns to pre-injury duties or does not return to work</b></p> <p>Prior to the conclusion of the return to work process, the following will occur:</p> <ul style="list-style-type: none"> <li>• A 'final' Work Capacity Certificate is issued stating fit for pre-injury duties with no further medical review, or a 'final' certificate is issued, confirming any long term restrictions.</li> <li>• The Manager / Supervisor is informed of any long term restrictions or need for future treatment.</li> <li>• The employee confirms their understanding and implementation of any long term restrictions and confirms this by signing the closure form. The Return to Work Closure form is prepared and provided by the LGAWCS Return to Work Consultant.</li> <li>• The closure form is signed by IRC / ICC or Manager / Supervisor to acknowledge any long term restrictions that will be upheld until medical advice states otherwise.</li> <li>• A copy of the Closure Form and final medical certificate is retained in the employee's return to work and/or claim file and will also be placed in the employee's personnel file, if long term restrictions apply.</li> </ul> <p>A return to work services case closure is established on redemption/resignation, retirement or any other outcome approved by the LGAWCS.</p>	Following a final WCC or on redemption/r resignation/ retirement or other event.

### Employer & LGAWCS Responsibilities

Employers have a range of responsibilities in terms of Return to Work and Work Health and Safety (WHS). The Return to Work Act 2014 places specific Service Standards on the employer and the LGAWCS regarding the return to work process.

Specifically, the Service Standards state that the LGAWCS with your employer will:

- view a worker's recovery and return to work as the primary goal if a worker is injured while at work;
- ensure that early and timely intervention occurs to improve recovery and return to work outcomes including after retraining (if required);
- with the active assistance and participation of the worker and the employer, consistent with their obligations under this Act, ensure that recovery and return to work processes focus on maintaining the relationship between the worker and the employer;
- ensure that a worker's employer is made aware of, and fulfils, the employer's recovery and return to work obligations because early and effective workplace-based coordination of a timely and safe return to work benefits an injured worker's recovery;
- treat a worker and an employer fairly and with integrity, respect and courtesy, and comply with stated timeframes;
- be clear about how the LGAWCS can assist a worker and an employer to resolve any issues by providing accurate and complete information that is consistent and easy to understand (including options about any claim, entitlements, obligations and responsibilities);
- assist a worker in making a claim and, if necessary, provide a worker with information about where the worker can access advice, advocacy services and support;

# WORKPLACE RETURN TO WORK PROCEDURE

Version No	3.0
Issued	18 <sup>th</sup> Nov 2015
Next Review	Nov 2017
GDS	12.63.1.1

- (h) take all reasonable steps to provide services and information in a worker's or employer's preferred language and format, including through the use of interpreters if required, and to demonstrate respect and sensitivity to a person's cultural beliefs and values;
- (i) respect and maintain confidentiality and privacy in accordance with any legislative requirements; *including providing confidential environment for conducting meetings, phone calls etc.*
- (j) provide avenues for feedback or for making complaints, and to be clear about what can be expected as a response;
- (k) recognise a right of a worker or an employer to be supported by another person and to be represented by a union, advocate or lawyer.

## Employee's Rights

An injured employee is afforded with the below mentioned rights following the occurrence of a work related injury:

- (a) To make a claim for compensation.
- (b) To choose their treating medical practitioner(s).
- (c) To be meaningfully involved in all decisions and actions relating to their return to work.
- (d) To have a copy of their current Recovery / Return to Work Plan.
- (e) To be provided a copy of all medical reports relating to the injured employee
- (f) To have a representative or support person present at any meeting which involves their return to work and claim management.
- (g) To seek independent advice before signing any documentation.
- (h) To have personal information kept confidential by those parties authorised for the purpose of return to work and claims management.
- (i) To have access to medical or vocational information contained in the file pertaining to their Recovery / Return to Work Plan, which is in the employer's possession.
- (j) To be provided with a Recovery / Return to Work Plan which takes into proper account of their individual needs and includes recognition of any issues regarding cultural or linguistic background.
- (k) To be assured that dismissal from employment will not occur simply as a result of the employee's participation in their Recovery / Return to Work Plan.
- (l) To work within the agreed work capacity certified and to have the employer support the appropriate medical restrictions.
- (m) To appeal/review specific decisions relating to their Recovery / Return to Work Plan or claim.
- (n) Have reasonable out of pocket expenses reimbursed (where entitlements allow for).

## Employee's Responsibilities

Employees should take reasonable care to protect their own health and safety and that of others in the workplace. They should also notify their employer immediately in the event of a workplace incident or accident occurring. They should participate in medical treatment and Recovery/Return to Work Plans tailored to work capacity and co-operate with Recovery/Return to Work Plans for other injured employees. Injured employees are obliged to accept and perform suitable employment offered by their employer for which they have been medically assessed fit to perform.

Specifically, employees are required to:

- (a) Report a work related injury to your employer as soon as practicable after the occurrence of the injury and to participate in the incident investigation reporting process.
- (b) Undertake appropriate treatment, as recommended by your treating medical practitioner of your choice that will facilitate a safe return to work.
- (c) Participate actively in the planning, implementation and review of your Recovery/Return to Work Plan and with the agreed primary goal being a return to work.



# WORKPLACE RETURN TO WORK PROCEDURE

Version No	3.0
Issued	18 <sup>th</sup> Nov 2015
Next Review	Nov 2017
GDS	12.63.1.1

- (d) Accept the provision of suitable duties where they form part of your Recovery/Return to Work Plan.
- (e) Make every reasonable effort to return to work in suitable employment.
- (f) Abide by your medical restrictions, both during and outside of working hours.
- (g) Notify your Manager / Supervisor, IRC / ICC immediately if unable to attend work for which you are cleared to undertake.
- (h) Provide your Employer with a Work Capacity Certificate and a Claim Form if you wish to make a claim for compensation and complete a Return to Work Kit with your employer.
- (i) Provide your Employer with Work Capacity Certificates immediately on receipt, for the duration of any period of incapacity (that is from the time of incident until a final Work Capacity Certificate has been issued).
- (j) Avoid disruptions to your return to work activities by arranging, where possible, appointments outside agreed working hours or where not possible at the beginning or end of your normal working day.
- (k) Notify relevant parties (i.e. Manager / Supervisor, IRC / ICC, LGAWCS Return to Work Consultant) when cancellation of an appointment is necessary and reschedule the appointment at the first available time.
- (l) Attend medical examinations arranged by the LGAWCS.

## Co-Worker's Responsibilities

- Reporting as soon as practicable any co-worker work-related injury to their Manager / Supervisor and provide details of what was witnessed in the incident / injury investigation process.
- Assisting and supporting injured employees with activities outside of their physical restrictions.
- Discussing with their Manager / Supervisor or IRC any impact an employee's restrictions may have on their role and provide support in identifying ways on how this can be addressed for both themselves and the injured employee.
- Contacting the Manager / Supervisor or IRC with any queries or concerns that may impact on the employee's successful return to work.
- Undertaking work within safe operating procedures at all times and promptly report any hazards or incidents.

## Local Government Association Workers Compensation Scheme (LGAWCS)

For the purposes of the Return to Work Act 2014, the Local Government Association of South Australia (via the LGAWCS) is, the nominated Employer for a registered group of Self Insured Employers which includes all Scheme Members.

The LGAWCS can be contacted as per the below details:

**Local Government House**  
**Level 1, 148 Frome Street**  
**ADELAIDE SA 5000**  
**GPO Box 1693**  
**ADELAIDE SA 5001**  
**Telephone: (08) 8235 6460**  
**Facsimile: (08) 8235 6448**  
**Email: [LGRSadmin@lta.com.au](mailto:LGRSadmin@lta.com.au)**



**Local Government Association**  
Workers Compensation Scheme

## LOCAL GOVERNMENT ASSOCIATION WORKERS COMPENSATION SCHEME



DISTRICT COUNCIL OF  
**ORROROO CARRIETON**

*Working together to get you back to work*

## Contact Information

1. The contact details for Council's Internal Rehabilitation Consultant (IRC) are:-

Ann Frick  
Manager of Corporate & Community Services

Phone: 8658 1260  
Mobile: 0427 338 097  
Fax: 8658 1434  
E-mail: [ann.frick@orraroo.sa.gov.au](mailto:ann.frick@orraroo.sa.gov.au)

2. The contact details for your LGAWCS Claims Consultant or Return to Work Consultant are:-

Phone: 8235 6460  
Fax: 8235 6448  
Postal: GPO Box 1693  
ADELAIDE SA 5001

E-mail: [LGRSadmin@lta.com.au](mailto:LGRSadmin@lta.com.au)