
Return to Work Program for New South Wales – Version 2 – 26.03.2024

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Return to Work Program for New South Wales

1 Purpose

The purpose of this Return to Work Program is to provide a structured framework for the safe and timely return of injured workers to the workplace in New South Wales. It aims to promote workplace health and safety, ensure compliance with ISO certification 45,001 and ISO certification 9001, and outline the rights, responsibilities, accountabilities, and authorities of all parties involved.

This Return to Work Program forms a part of and supports CG's Injury Management Program.

- Complying with the Work Health & Safety regulations and legislation
- Provide comprehensive clear guidelines for all workers, to comply with our legal responsibilities as outlined in the Workplace Injury Management & Workers' Compensation Act 1998, Workers' Compensation Act 1987 and the Workers' Compensation Regulation 2016
- Comply with the SIRA Workers Compensation Guidelines and Standards of Practice to facilitate an injured workers sustainable recovery at work as soon as possible following a workplace injury.
- Provide a coordinated approach to the management of all workplace injuries.
- Maintain the confidentiality of records used in this process in accordance with the Australia Privacy Act 1988
- Assist workers recovery where reasonably practical at work by offering suitable work.
- Consultative approach with our workers and any union representing them to ensure that the coordinated approach is effective.
- Ensure that participation in the Return to Work Program will not impede the rights of an injured worker.

2 Scope:

This program applies to all employees of the CG Recruitment who sustain work-related injuries or illnesses in New South Wales (NSW). It covers the entire process from injury notification to the conclusion of the recovery at work process. (Office location can be found in Appendix 2)

3 Definitions

1. Return to Work Coordinators: Christopher, Melacrinis, and Ali Cemo are designated Return to Work Coordinators in New South Wales. Their duties include coordinating the return to work process, liaising with injured workers, healthcare providers, and management, and ensuring compliance with relevant legislation and policies.

RTWC	Return to work coordinator – key responsibility for overseeing employee's rehabilitation
Suitable Duties/	

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SIRA	Regulatory authority over Works Compensation Insurance NSW
CG Representative/ Leader/ Manager	Recruitment Consultants, Administrators, Payroll, Onsite support, supervisors & management
NTD	Nominated treating doctor
RecruitWizard	CG Recruitments internal CRM
Insurer	ICARE/ EML

4 Rights, Responsibilities, Accountabilities, and Authorities

All employees have the right to a safe and healthy workplace and the responsibility to report any work-related injuries promptly. Managers and supervisors are accountable for implementing and supporting the return to work program, while the Return to Work Coordinators have the authority to oversee and manage the process.

Injured Worker are obliged to:

- Notify their employer as soon as possible after a work-related injury occurs.
- Participate and actively cooperate in establishing their injury management plan.
- Access mechanisms for resolving complaints and disputes.
- Comply with the obligations imposed within the Injury Management Plan.
- Carry out the actions such a plan requires of them.
- Act honestly and provide full disclosure in relation to the details of all incidents.
- Comply with all reasonable requests to supply further information in respect of their claim/injury.
- Authorise their nominated treating doctor to provide relevant information to their insurer or employer using the certificate of capacity, claim form or other form of authority;
- Make all reasonable efforts to recover at work.

Injured Workers have the right to:

- Nominate their own treating doctor
- To be provided with suitable duties that accommodate medical restrictions issued on the certificate of capacity.
- Be consulted & involved in identifying suitable work and developing their recover at work plan.
- Will receive ongoing support during the rehabilitation program and respect from (inclusive of managers / supervisors and other workers) as well as their union representative if requested.
- Where the services of an external rehabilitation provider are deemed necessary, the worker has the right to choose the provider.
- Employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment
- Privacy and confidentiality - Maintaining the confidentiality of records used in this process in accordance with the Australia Privacy Act 1988

CG Representative/ Leader/ Manager:

- Ensure the health & safety of all CG Employees
- Ensure all injured workers are suitably cared for receiving the appropriate 1st Aid or medical treatment.
- Comply with CG Recruitments incident reporting requirements detailed in the Incident Reporting /Management procedures.
- Promptly forward any paperwork received relating to a workplace injury/illness to the RTW Coordinator.
- Support and encourage the injured/ill employee during workplace rehabilitation.

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- Maintain contact with the injured worker while they are away from the workplace.
- Maintain a comprehensive document or diary of any conversations regarding the injury.
- Assist the RTW Coordinator to identify and coordinate suitable duties.
- Participate in Recovery at Work Planning meetings and/or meetings with an injured worker and the RTW Coordinator.
- Support reasonable adjustment to enable successful implementation of workplace rehab & suitable duties.
- Ensure the injured worker only carries out duties as specified by their Recovery at Work Plan.
- Participate in the development of an Injury Management Plan to assist in recovery at work.
- Record and advise the RTW Coordinator of all matters relating to the worker's injury including any time a worker requires time off work, details of the worker's progress and any further information reported by the worker in relation to the injury or their recovery at work.
- Ensure that other workers in the injured workers' work area support their recovery at work.
- Ensure that other workers do not work unsafely or are not subjected to increased pressure due to the Recovery at Work Plan for an injured worker.
- Maintain confidentiality of all personal information pertaining to an Injured worker's medical or claim status.
- Participate in any training that will assist in the monitoring or management of workers with an injury.

RTW Coordinator:

- The RTW coordinator is responsible for implementing an organisation's return to work program, supporting workers as they recover at work and assisting employers to meet their obligations as required under workers compensation legislation.
- The RTW coordinator is a key link between the worker and their support team as they recover.
- RTW coordinators may help a worker with a workers compensation or motor accident claim to recover at work.
- Respond rapidly to assist workers to medical treatment through the doctor nominated by the employee or through the CG network of occupational medical centres.
- Compiling the initial notification information & ensuring all relevant persons are notified
- Coordinating the worker's recovery at work, including identifying suitable work
- Preparing, monitoring and reviewing a worker's recover at work plan
- Liaising with the worker's support team
- Supporting the redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties
- Keeping confidential case notes and records in line with laws and guidelines
- Implementing the RTW program
- Ensure all incidents/injuries are reported, investigated and preventative action implemented, and that this information is entered into CG's injury reporting system.
- Ensure the worker is informed of the benefits of information exchange and they understand the consent for provided in the claims pack.
- Keeping injury and recover at work statistics & promoting the health benefits of good work
- Contributing to the improvement of relevant policies and systems.

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Insurers:

- Ensure that CG is made aware of their legislative obligations in relation to the insurer's injury management program.
- Within the legislated period determine and advise CG and the injured worker the liability status of the claim.
- Ensure that the injured worker is fully equipped and supported through the rehabilitation process.
- Provide the injured worker, nominated treating doctor, and CG with information on the injury management /strategic plan initially and as the plan progresses.
- Have procedures for an injured worker to change their nominated treating doctor and inform the injured worker of these requirements where necessary by state legislation.
- Consult with the injured worker, nominated treating doctor and CG when referring to a workplace rehabilitation provider & injury management plan.
- 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.
- Ensure that vocational retraining and/or assistance to obtain employment with a new employer is provided to 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.
- Ensure in accordance with wage information provided by CG and through legislative requirements, the payment of weekly benefits is accurate.
- Provide the injured worker with information about their weekly benefits and entitlements and how they may change over the course of the claim

Nominated treating Doctor:

A nominated treating doctor (doctor) is the medical practitioner nominated by the worker or in cases maybe an occupational doctor introduced by CG to manage your recovery from injury and to assist in your safe recovery at/return to work.

Your doctor will recommend and organise treatment for your injury or illness, cooperate and communicate with your employer, insurer, treating health professionals and rehabilitation provider (if involved) about your condition, needs, progress and capacity for work with your insurer and employer to develop your Injury Management Plan & complete the certificate of capacity. The doctor will review your condition and capacity for work on a regular basis until you have been deemed stable & stationary

- The doctor must be prepared to work with members of your support team, including your employer and the insurer in developing and implementing your Injury Management Plan.
- You must authorise your doctor to provide information about your injury and needs to your support team. Do this by signing the certificate of capacity.
- You will need to obtain a certificate of capacity if you need time off work or any treatment for your work related injury or illness. Complete part C of the certificate of capacity (worker declaration) and send your completed certificate to your employer immediately.

What do I do if I want to change my doctor?

- Consistent medical care is essential to assist your recovery at/return to work after an injury.
- Changing your doctor can interrupt good medical care, however there may be a good reason for change including:

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- Your doctor has moved or has ceased practising in your local area and you are no longer able to see them
- There is evidence that the management your doctor is providing is not helping you to recover and safely return to work.
- If you have a reason to change your doctor, you must inform the insurer and/or your employer immediately.
- If there is evidence that your doctor is not assisting you and your employer with a safe recovery at/return to work, the insurer may: ask a doctor experienced in workplace rehabilitation (injury management consultant) to review the management of your injury, and discuss the best course of action with your doctor and employer, or ask you to nominate another treating doctor.
- Remember, it is the employees right and responsibility to nominate a doctor who is prepared to actively participate in their recovery at/return to work.

Approved rehabilitation provider:

- The authorized rehabilitation provider assesses potential risk factors that could affect the Affected Employee's capacity for workplace recovery. These factors might encompass challenges in finding suitable work, delayed recovery periods, or breakdowns in communication. The role of the approved rehabilitation provider will generally include:
 - Assessing a worker's capacity to perform duties safely.
 - Creating and monitoring a rehabilitation or return to work plan.
 - Creating a suitable duties plan.
 - Identifying suitable work options, providing job seeking assistance and organising training (where appropriate)
 - rehabilitation and counselling.

Any union representing affected employees:

- Represent the best interests of Affected Employees who are members of the representative's union.

4.1 Commitment to Workplace health and Safety:

CG Recruitment acknowledges its responsibilities in accordance with the Work Health and Safety laws and regulations. We are dedicated to ensuring a secure and healthy work environment for all employees. To uphold this commitment, we have implemented policies such as Occupational Health and Safety and the CG Safe statement.

CG Recruitment is dedicated to offering essential assistance to any employee experiencing a work-related injury or illness. Our commitment is to facilitate the worker's safe and prompt recovery at work, within their functional capacity, as soon as possible by:

- Fostering a positive culture in injury management by promoting active engagement in the early intervention and workplace recovery processes. This will also facilitate shorter recovery times
- If injured or ill, we promote best practice rehabilitation and injury management for workers.
- Ensuring workers have information on their rights, responsibilities and accountabilities regarding their work related injury or illness.
- We promote the mental and physical health and well-being of people by fostering a supportive working environment and good interpersonal relationships.
- We understand that good work promotes good health and increases productivity.

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- Guaranteeing transparent and regular communication regarding Work Health and Safety, workers' compensation, and updates to policies and procedures is essential. This communication which will be provided by the Safety committee and key stakeholders will primarily be disseminated through noticeboard announcements, interactive 'toolbox' discussions, comprehensive inductions/re-inductions, ongoing staff development initiatives, training programs, and via CG Recruitments internal network.
- The RTW Coordinator will conduct a review on the RTW program every 2 years.
- The safety committee will review the RTW program at every incident and will conduct a monitoring review session.

4.1.1 Notifying of an Injury:

When an injury occurs, the injured worker or a witness should immediately notify their supervisor or manager. All employees MUST follow the following steps when an injury occurs onsite. It does not matter if you feel the injury is only minor. Any injuries or near misses need to be reported immediately onsite as per your induction. This does not mean there will be a full investigation, it may just be report only.

- 1) Onsite injury has occurred,
- 2) Report onsite injury to First Aid Officer, Supervisor or Site Security immediately.
- 3) Have First Aid assess and complete an incident report,
- 4) Call CG Recruitment on 1300 723 133 and advise of what has occurred,
- 5) Complete CG incident report and treatment.

4.2 First aid arrangements

CG Recruitments first aid arrangements are detailed in the First Aid Procedure, as varied or replaced from time to time.

4.3 Register of Injuries:

The Register of Injuries, which contains records of all work-related injuries, can be accessed through the organization's safety portal. Employees are trained on our injury reporting procedure during their induction & then reiterated through safety updates & toolbox talks. Internal staff are trained on use of RecruitWizard & the safety portal during their induction, training register, safety updates & relevant notices during their employment. It is the responsibility of the Return to Work Coordinators to maintain and update this register. Notes on the injury & employee will also be kept in RecruitWizard via automated entry for future reference. Regular refresher training will be held with all relevant staff. (every 6 months to demonstrate competence)

4.4 NSW Return to work coordinators

CG Recruitment has 2 fulltime return to work coordinators/injury management advisors who assist employees on the return to work journey. Our RTWC works with our employees, the insurer (Icare, EML), practitioners to ensure that best outcome for CG Injured workers.

Name	Position	Contact Number	Contact Email	Qualifications
Christopher Melacrinis	Regional Manager (RTWC)	1300723133	christopher@cgreruitment.com.au	<ul style="list-style-type: none"> - Return to work Coordinator (SIRA) - Certificate in Assist with claims management, rehabilitation and

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				return to work programs.
Ali Cemo	MD (RTWC)	1300723133	ali@cgreruitment.com.au	<ul style="list-style-type: none"> - Return to work Coordinator (SIRA) - OHS certificate 4

Duties include but not limited to:

- Initial injury investigation & corrective actions
- Gathering the initial notification information and handing over this information to Insurer.
- Coordinating the worker's recovery at work, including identifying suitable work opportunities
- Preparing, monitoring, and reviewing a recover a work plan (in consultation with key parties) that documents the workers capacity and the duties available
- Implementing the Return to work Program
- Liaising with external stakeholders, such as the nominated treating doctor, insurer, treatment providers, union, and workplace rehabilitation provider
- Supporting redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties
- Maintaining injury and recover at work statistics.
- Maintaining confidential case notes and records in accordance with law and regulations.
- Promoting the health benefits of good work to improve the workforce.
- Contributing to the improvement of relevant policies and systems.

The RTWC does not make decisions on claims liability or funding for treatment. This is the responsibility of the Insurers Workers Compensation Case Manager.

The RTW Coordinator has:

- authority and time to adequately consult, liaise and make decisions with the relevant parties
- ability to communicate across cultures, including ethnicity, gender and age;
- completed SIRA Return to Work Coordination training
- knowledge and understanding of the obligations and rights of injured workers, rehabilitation providers, treating medical professionals and Insurance agents in respect of injury management and RTW Plans.

Workplace rehabilitation provider:

CG Recruitment has nominated the following person(s) as its workplace rehabilitation provider:

Skilled Health - <https://skilledhealth.com.au/>

5 Process of Recovery at Work:

At CG, we are committed to upholding the principles and objectives of the Recovery at Work program under the return to work laws in New South Wales. We recognize the importance of supporting injured workers in their recovery journey and facilitating their successful return to work.

As a recruitment agency operating in New South Wales, we understand our responsibility to implement the Recovery at Work program effectively. We are dedicated to working closely with employers, injured workers, treating

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healthcare professionals, and insurers to ensure a collaborative and supportive approach to the return to work process.

Our commitment to the Recovery at Work program includes:

- Early Intervention: We recognize the significance of early intervention in minimizing the impact of injuries on workers' ability to work. We will actively engage with injured workers and employers to identify suitable employment opportunities and develop return to work plans that consider the worker's capacity to work and any restrictions or limitations resulting from their injury.
- Collaboration: We believe that successful return to work outcomes are achieved through collaboration and open communication. We will work closely with employers, injured workers, treating healthcare professionals, and insurers to develop and implement return to work plans that meet the needs and goals of all parties involved.
- Support and Resources: We are committed to providing the necessary support and resources to injured workers throughout their recovery journey. This includes offering guidance, information, and access to rehabilitation services that can assist in their physical and psychological recovery.
- Compliance: We will ensure that our operations align with the requirements and regulations set forth by the New South Wales return to work laws. We will stay updated on any changes or updates to the legislation and adjust our practices accordingly to ensure compliance.

By adhering to these principles, CG Recruitment aims to contribute to the successful implementation of the Recovery at Work program and support injured workers in their journey towards recovery and return to work. We believe that by working together, we can create a positive and inclusive work environment that promotes the well-being and productivity of all individuals involved.

5.1 Supporting a Worker during Rehabilitation:

A supporter, such as a supervisor or colleague, will be assigned to assist the injured worker during their rehabilitation program. The supporter's role includes providing emotional support, facilitating communication, and ensuring the worker's needs are met.

- Speak to candidate and host employer to ascertain details of the injury and the event. If you are satisfied that the injury occurred at work in the course of their normal duties or on the way to/from work, get candidate to attend CG Recruitment Office at earliest convenience (same day as injury where possible) to complete a Corrective Action Investigation Form. If the candidate is unable to get to the office, a representative from CG Recruitment is to go to the worker on site.
- When completing the Corrective Action Investigation Form, all fields must be completed in as much detail as possible. If applicable, find out from candidate the weight's and sizes of objects they were handling at the time of injury, if they are left or right hand dominate, and any other activities they might do outside of work. The candidate and a CG Recruitment staff member must sign and date this form. The candidate must also sign the Non Disclosure statement.
- Take candidate to the nearest hospital (if they are conscience and comfortable enough to be transported) or call an ambulance if any of the following are suspected or have occurred: -
 - Broken or fractured bones
 - Chemical burns to skin or eyes
 - Lacerations requiring stitches

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- Foreign bodies that require removal
- Crush injuries
- Head or spinal injuries

The RTW Coordinator is responsible for maintaining positive and effective communication with the injured employee by:

- Discouraging blame
- Providing regular check ins with the worker
- Building and maintaining positive working relationships with co-workers and line manager
- Inform and educate the worker of their rights and obligations, ensure they have access to our insurer's details.
- Offering convenient tailored ways of communication
- Addressing and resolving outstanding issues

NSW candidates are able to nominate a NTD, if the employer would like to see our network of Occupational Doctors -

Corporate Medical Consultants	Level 1, Suite 4 402-410 Chapel Road Bankstown NSW 2200	1300 009 009
Workrecover	Liverpool: 175a Elizabeth Dr, Liverpool NSW 2170 Smithfield: Level 1, 2 Sammut St, Smithfield NSW 2164	(02) 9607 9087

A CG Recruitment representative will accompany the candidate and where practical attend GP or Specialist appointment until the clearance. Candidates can however attend treatment sessions and any imaging appointments by themselves.

The RTWC will take the Suitable Duties Program form for the practitioner to complete in the case that the employee is cleared to do light or Suitable duties.

CG Recruitment can provide a range of light office duties for candidates to complete until they are cleared to return to work if the practitioner has deemed the candidate capable of doing Suitable or Light duties, ensure that the practitioner issues a Worker's Compensation Medical Certificate outlining the Suitable Duties that the candidate can do. The practitioner will need to sign the Suitable Duties Program form. The candidate and a CG Recruitment Rehab Coordinator will also need to review and sign the form.

The host employer where the worker was injured must be informed of the outcome of the initial practitioner assessment of their capacity.

Once the above has been completed CG will lodge a Worker's Compensation Claim in NSW, CG Recruitment is insured by ICARE/EML Insurance. The policy number is for ICARE is 111 699 201. A CG Recruitment Rehab Coordinator must notify within 48 hours of an injury, fill in an Initial Notification of injury on the Icare online portal or via phone on 13 77 22. EML will then make contact with CG Recruitment as to what will happen next. This form must be accompanied by a Worker's Compensation Medical Certificate and any medical invoices associated with the injury.

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5.2 Injury Claims Pack:

All employees will receive an injury claims pack containing relevant information, including checklists, forms, and brochures. This pack will guide them through the process of reporting and managing their injury.

- Injury response checklist NSW
- Incident report/ Initial notification of injury
- Injury management Procedure
- Suitable Duties program
- NSW return to work plan
- Recovery at work plan (where applicable)
- Injured workers consent form
- Key contact list NSW

5.2.1 Provision of Suitable Duties:

CG Recruitment is committed to providing suitable duties to injured workers, taking into account their medical restrictions and capabilities. These duties may be temporary basis in line with our legislative requirements.

- Suitable duties will be offered either directly and/or in conjunction with clients of CG in line with the prevailing business operating conditions.
- The RTW Coordinator will consult with the worker on the suitable duties that are available.
- Suitable duties must be consulted and communicated to all parties involved via the Recovery at Work Plan.
- Suitable duties will be consistent with the injured workers capacity and certified medical restrictions and include regular reviews, representing a graded return to Pre Injury duties (PID)/ hours.
- Any changes to the appropriate duties or the Recovery at Work Plan will be made in consultation with the injured worker, their supervisor, and medical professionals and be formulated consistent with medical advice.

5.2.2 Workplace Rehabilitation Services

CG Recruitment, where required utilise the services of workplace rehabilitation providers to help tackle risk factors that could hinder the workers recovery at work. This may include identifying suitable work and assisting in attending appointments

The Workers' Compensation Team or case manager will reach out to workers to initiate discussions about arranging a referral to a Workplace Rehabilitation Provider as needed. Workers are encouraged to communicate with their case manager regarding any concerns they may have regarding their workplace rehabilitation provider.

Upon referral, the workplace rehabilitation provider will assign a rehabilitation consultant who will collaborate with the employer, worker, doctor, and insurer to facilitate a favorable return-to-work outcome.

5.3 Alternate Employment:

Should it become apparent that an injured worker will be unable to return to their pre-injury duties, CG will assess the possibility of providing an alternative position which the worker is capable of performing. Re-training shall be provided in line with the applicable state legislation.

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Should CG be unable to provide such a position, the worker shall be provided with assistance as required under relevant state legislation with the assistance of a Rehabilitation Provider. The process described above shall occur in consultation with the insurer, the designated Rehabilitation Provider, the employer and the injured worker.

CG Recruitment & CG's insurers are committed to supporting injured workers return to meaningful employment, whether this is with CG or another employer.

5.4 Workplace Recovery at Work Plans:

Workplace recovery at work plans will be developed where applicable for each injured worker, outlining the steps, timelines, and responsibilities involved in their return to work. These plans will be regularly reviewed and updated as necessary.

- Recovery at Work Plans will be prepared where suitable duties are offered. For approval the Plan is reviewed and signed by the Worker, Supervisor and Nominated Treating Doctor.
- The RTW Coordinator will manage the relevant injured workers appointments for treatment and rehabilitation.
- The Recovery at Work Plans will be upgraded in line with medical restrictions until the injured worker achieves their pre-injury capacity.
- The RTW Coordinator will review and ensure that the Recover at Work Plan is developed and upgraded in consultation with the injured worker, the CG Representative and nominated doctor.
- The RTW Coordinator will investigate suitable duties options available within the current medical capacity.
- The RTW Coordinator will create a Recovery at Work Plan (ensuring consistency with the treating doctor's advice, including medical review dates.
- The Recovery at Work Plan will be properly documented, filed, and regularly reviewed.
- A copy of the plan will be provided to all parties electronically a hard copy can be requested if required.
- A valid and completed Recovery at Work Plan demonstrates a formal offer and acceptance of suitable duties.

5.5 Conclusion of the Recovery at Work Process:

The recovery at work process concludes when the injured worker has fully recovered and resumed their pre-injury duties or has been successfully placed in alternate employment. The RTWC will ensure all necessary documentation and approvals are obtained & employee is;

- Is certified fit for pre-injury duties by their nominated treating doctor; or
- Withdraws from the Recovery at work process, in which case the appropriate parties will be notified;
- Employment is no longer considered the cause of ongoing medical complaint resulting in a liability denial by the relevant insurer.
- Does not participate in the Recovery at Work and/or injury management process, in which case legislation will take effect that can result in the termination or suspension of entitlements.

5.5.1 Informed Consent:

Throughout the return to work process, the injured worker's informed consent will be sought for any medical assessments, treatment plans, or disclosure of information. The RTW Coordinator aims to obtain the injured workers

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informed consent before sharing and exchanging information concerning their workplace recovery. This involves providing the injured worker with an information release from to access or disclose personal information such as medical reports and share amongst Cg Recruitment, relevant medical practitioners and Cg Recruitments insurer. The Managing Director and other members of the leadership team may require access to this information. Their privacy and confidentiality will be respected at all times. CG will ensure all employees understand & know their rights & obligations, who will have access to their information, how the support of the insurer & benefits work.

The Injured worker will be informed of the benefits of providing consent such as the effective management of their return to work.

The worker will be informed that declining to provide written consent for the release of personal information regarding the workplace injury may impact the advancement of the workers' compensation claim.

5.6 Administration Support

5.6.1 Payment of Wages:

Under the New South Wales Workers Compensation Act 1987, full calculations are provided with liability communication, authorisations will be made to ensure timely payment of compensation to injured workers.

- All appropriate payments are to commence within 7 days unless Reasonable Excuse has been applied.
 - Payments can only be made if the injured worker has provided a valid certificate of capacity for the appropriate period of incapacity, noting there are specific provisions within the guidelines permitting payments to workers who may legitimately not be able to see a nominated treating provider (e.g., distance).
 - Payment for hours worked are processed by the payroll department as usual following receipt of a timesheet.
 - Workers compensation make up payments are processed by the payroll department one day after the normal pay run in order for the correct calculation to be made following receipt of authorisation.
 - The RTW coordinator will advise the insurer of the injured workers pre-injury average weekly earnings.
 - Wages will be paid as per normal of CG Recruitments payment procedure with a breakdown of earnings highlighting the insurer contributions.

5.6.2 Complaints:

A clear complaint pathway will be established to address any concerns or grievances related to the return to work process. All complaints will be treated confidentially and resolved in a timely manner. The GG Representative and/or the RTW Coordinator will follow as per our Grievance Policy to assist in resolving workplace disputes as they develop. The Grievance policy procedure is outlined as below and also attached along with the Employee assistance program and Grievance report.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.

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2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Dispute Resolution, We will:

- Seek help from the insurer or an approved workplace rehabilitation provider if the worker's recovery at work is difficult or progress has stalled.
- Work with the worker and their representative to resolve any disputes and seek help from the insurer if necessary.
- Have open communication between all parties.
- RTW Coordinator to be available to answer any questions.
- CG Recruitment's dispute process will involve discussions and negotiation between key stakeholders who include:
 - Injured Worker
 - Nominated Treating Doctor
 - Case manager
 - Direct Manager/Supervisor
- When necessary, an authorised Workplace Rehabilitation Provider and an Independent Medical Consultant may be engaged to aid in the resolution of disputes.

If there is a dispute, we will give the worker the insurer's contact details as well as the following useful contacts:

Organisation	Contact	Information
SIRA Customer Service Centre	13 10 50 http://www.sira.nsw.gov.au	To assist injured workers with a complain about an employer or provider.
Independent Review Office (IRO)	13 94 76 http://www.iro.nsw.gov.au	To help injured workers within unresolves enquires r complaints about the insurer.
Personal Injury Commission (PIC)	1800 742 679 http://www.pi.nsw.gov.au	Resolve dispute between people injured in MVA's and workplaces in NSW, insurers and employers.

5.6.5 Work or Dismissal:

Injured workers will not be subjected to unfair treatment or dismissal due to their work-related injury. The organisation is committed to complying with all relevant legislation and policies in this regard. CG will ensure injured workers are not dismissed solely or principally because of a work- related injury within the workers' compensation prescribed period. The initial injury management plan informs the worker and the employer that there are protections in place for the workers against dismissal because of a work-related injury or illness within six

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months (or the length of any accident pay in the worker's award or agreement) after the worker first becomes unfit for employment. If an employer dismisses a worker because of a work-related injury at any stage in the claim the worker may apply to the employer to be reinstated. If the employer replaces the worker within two years of dismissing them, the employer must inform the replacement worker that the dismissed worker may be entitled to be reinstated to the role.

5.6.6 Injury Management Files:

Injury management files will be maintained for each injured worker, containing all relevant documentation, correspondence, and records. These files will be kept confidential and accessible only to authorized personnel.

These files will include but not limited to:

- Incident report & corrective actions
- Correspondence on all actions & decisions
- Signed authorisation letter.
- Copies of medical certificate & medical files/ reports
- Suitable duties/ recovery at work plans
- All communication between CG, employee, host (where applicable), practitioners, key parties & the insurer

5.6.7 Confidentiality:

All personal and medical information related to an injured worker will be treated with the utmost confidentiality and in compliance with privacy laws and regulations. An injured worker is required to provide consent to ICARE & EML (Insurer) for the purposes of obtaining information regarding their injury and treatment needs to facilitate their recovery at work. A signed consent is obtained from the injured worker whilst completing their onboarding.

CG & the Insurer must maintain confidentiality in communicating and storing documentation relating to a worker's injury. This assists in effective recovery at work and claims management and protects all parties in the event of legal action.

ICARE & EML (Insurer) will use personal information to:

- Provide the services requested and required to provide recovery at work services
- Liaise with treating professionals, state-based government authorities and solicitors involved in the individual case
- Transferring a file to a Workplace Rehabilitation Provider
- As required or authorised by law. For Example: Subpoena by the court
- Where reasonably necessary for the enforcement of criminal or revenue laws

The Worker's Compensation team may disclose personal information without consent when:

- It is felt that there is a serious and imminent threat to an individual's life or health or public health and safety.
- There is suspected unlawful activity.

Should you have any concerns please contact your local branch manager on 1300723133 for clarification

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Interpreters:

For workers whose first language is not English or who are hearing-impaired, interpreters will be provided to ensure effective communication throughout the return to work process.

Consultation and Communication:

The RTW Coordinator, is responsible for maintaining positive and effective communication with an injured Affected Employee and the RTW team by regularly engaging with them and updating relevant stakeholders on the recovery at work plan.

- The injured worker, their healthcare provider, the supervisor, and the RTWC will have regular consultation and communication. This will ensure a collaborative approach to the RTW work process and facilitate the worker's successful recovery. CG believes that consultation is a primary way to improve outcomes for workers and understands that workers can only cooperate effectively if there is appropriate consultation with management. This includes the method, frequency and type of communication, which is extended to the use of interpreter services. Effective consultation leads to an improved ability to ensure health and safety through Worker cooperation, which in turn leads to a safety culture in the workplace specific to injury management, recovery at work and ongoing claims management, CG consults with its Workers through the following mechanisms:
- This RTW Program has been developed in consultation with Unions NSW. CG's Commitment to work with Unions NSW in further development of meaningful and effective consultation arrangements with our workers in relation to WHS and workers compensation.
- In order to ensure that the injured worker, supervisor/manager, and the worker representative(s) are aware of the situation, CG will consult with the injured worker, supervisor/manager, and, where appropriate, the worker representative(s).
- Worker consultation will take place throughout the injury management process.
- Consultation will include the provision of reasons and rationale to both the worker and CG's staff regarding the requirements for particular duties in consideration of the circumstances of the worker, their condition, and the opportunities available within the workplace.

CG's RTW Program is available for review and comment on the Intranet and hard copies are available on request.

Injured worker surveys are emailed with file closure notices requesting feedback on the injured workers compensation experience.

Feedback, comments and/or suggestions can also be provided at any time to CG via email

feedback@cgrecruitment.com.au Feedback (good or bad) is encouraged to ensure that this program can achieve positive injury management outcomes for all workers following workplace injury.

By implementing this comprehensive Return to Work Program, we aim to create a safe and supportive work environment that promotes the well-being and successful return to work of our injured workers in New South Wales.

6 Contact List

CG Recruitment NSW Contact List				
Name	Position	Location	Contact Number	Contact Email
Ali Cemo	Managing Director	QLD	1300723133	ali@cgreruitment.com.au
Chris Melacrinis	Regional manager	NSW	1300723133	christopher@cgreruitment.com.au
Selina Briggs	National Ops manager	QLD	1300723133	selina@cgreruitment.com.au
Molly Parson	RTWC QLD	QLD	1300723133	safety@cgreruitment.com.au
General enquiries	Reception	National	1300723133	office@cgreruitment.com.au

Regulator & Insurer		
NAME	CONTACT	WEBSITE
SIRA	13 10 50	https://www.sira.nsw.gov.au
ICARE	13 44 22	https://www.icare.nsw.gov.au
EML	1800 469 931	https://www.eml.com.au

Appendix

1. OH&S Policy



1. OH&S Policy.pdf

2. Safety Induction



3. Safety
Induction.pdf

3. HR Policy and Procedure



HR Policy &
Procedural Manual FL

4. Staff Grievance Policy and Procedure



Staff Grievance
Policy and Procedure.

5. Employee Assistance Program



Employee Assistance
Program.pdf

6. Grievance report form



Grievance Report
form.pdf