

Return to Work Program - NSW

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1 Purpose

This document has been prepared to provide Programmed workers with information, practical advice, and guidance about Programmed's provision of Injury Management in New South Wales (NSW).

This Return to Work Program forms a component of and supports Programmed's Injury Management Program.

Programmed as a licensed Group Self Insurer acknowledges its obligations to:

- Comply 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
- Assist workers recovery at work by offering suitable work (unless it is not reasonably practicable)
- Consult with our workers and any union representing them to ensure that the coordinated approach works effectively.
- Ensure that participation in the Return to Work Program will not prejudice an injured worker's rights.

2 Scope

This Program covers all NSW workers from all Persol Australia Holdings Pty Limited businesses known as the Programmed Group (Programmed) – see [Appendix 3](#) for a full list.

3 Definitions

Term	Definition
HSEQ Team	HSEQ Team is responsible for ensuring that all incidents are reported and investigated
IMA	Injury Management Advisor / RTW Coordinator
IRO	The Independent Review Office (IRO), is the NSW Government Agency established to assist injured workers with potential or existing workers compensation claim.
Programmed Supervisor	Programmed Representative responsible for managing the day to day operations and of the site of which the injured worker works at the time of their injury/illness. Examples of supervisors include account managers, direct Supervisors and Managers.
ProSafe	Is the Programmed "Register of injuries" it is an online incident management system that helps track and analyse incidents from all the Programmed businesses.
SIRA	SIRA is the government organisation responsible for the regulatory functions for workers compensation insurance in NSW.
Solv injury	Solv is an online injury and claims management system that helps businesses efficiently and effectively capture, track, and manage all their injury and claims information.

Suitable Duties	Short-term, meaningful duties agreed between the supervisor, injured worker to assist in the safe & durable recovery at work of that worker following workplace injury as supported by medical evidence.
SwiftDoc	SwiftDoc offers online doctor services through video consultations for a range of medical services. They cover a range of health issues via video link, and, in addition to GP services they offer specialist services such as mental health and counselling and diet.
Workfocus	Programmed's preferred rehabilitation provider

4 Rights, Responsibilities, Accountabilities and Authorities

Role	Responsibility
Injured Workers	<p>Programmed workers' rights and responsibilities are:</p> <ul style="list-style-type: none"> ▪ Report all workplace incident/injuries to Programmed as soon as possible. ▪ Seek and attend proper treatment for their injury. ▪ Where medical treatment is required, injured workers have the right to choose their own treating doctor ▪ Recover at work as soon as possible in consultation with their nominated treating doctor. ▪ Actively participate and co-operate in the development of their <u>Injury Management Plan</u> ▪ Comply with the obligations imposed within the <u>Injury Management Plan</u>. ▪ To receive support and respect from Programmed (inclusive of managers / supervisors and other Workers) as well as their union representative if requested. ▪ Complete all relevant reports and paperwork with Programmed Staff. ▪ 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 ▪ Always have a current valid Certificate of capacity (which can be sent via SMS, text, email or in person at a relevant Programmed office). Please ensure you sign the 'worker consent' (section 1) and 'employment declaration' (section 3). ▪ To be provided with suitable duties that accommodate medical restrictions issued on the Certificate of capacity during injury recovery. ▪ Report any difficulties or issues relating to injury management, claims, workplace rehabilitation to your Case Manager and or the Group Self Insurance Manager - NSW. ▪ Have an appropriate (independent/Union) representative present at any meeting to discuss the claim or Injury Management process. ▪ Where the services of an external rehabilitation provider are deemed necessary, the worker has the right to choose the provider. ▪ To expect medical and personal information to be kept confidential.
Manager / Leader	<ul style="list-style-type: none"> ▪ Ensure the health, safety, and welfare at work of all workers. ▪ Ensure an injured worker receives appropriate first aid or medical treatment. ▪ Comply with Programmed's incident reporting requirements detailed in the Incident Management procedures. ▪ Promptly forward any paperwork received relating to a workplace injury/illness to the Injury Management Advisor / RTW Coordinator. ▪ Support and encourage the injured/ill worker during workplace rehabilitation.

	<ul style="list-style-type: none"> Stay in contact with the injured worker while they are away from the workplace. Maintain comprehensive file or diary notes of any conversation in relation to the injury. Assist the Injury Management Advisor / RTW Coordinator to identify and coordinate suitable duties. Participate in Recovery at Work Planning discussions and/or meetings with an injured worker and the Injury Management Advisor / RTW Coordinator. Support reasonable adjustment to enable successful implementation of workplace rehabilitation and suitable duties. Ensure the injured worker only carries out duties as specified by their <u>Recovery at Work Plan</u>. Participate with the worker and insurer in the development of an <u>Injury Management Plan</u> to assist facilitate recovery at work. Record and advise the Injury Management Advisor / 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 other workers in the injured workers work area support their recovery at work. Ensure that other workers do not work unsafely or are not placed under increased pressure because of the <u>Recovery at Work Plan</u> 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 / Injury Management Advisor	<p>The IMA has the authority to make decisions for Programmed and is responsible for early contact with injured workers to assist in the injury recovery process and to give support to the Case Managers where required. This includes:</p> <ul style="list-style-type: none"> Make 3-point contact (injured worker, nominated treating provider and operational teams responsible for injured worker and/or workplace where injury was sustained) to ensure that full understanding is achieved of the incident and injury to ensure the Case Managers will be able to make informed liability decisions. Identify risk factors for a delayed recovery. Review investigations to ensure that they work towards prevention of similar incidents. Provide the business with information around compliance to injury reporting and investigation. Assist Case Managers in the injury management process where required. Assist workers in their endeavour to recover at work. Develop recovery at work plans in consultation with the Workers and the business. Respond rapidly to assist workers to medical treatment through the doctor nominated by the worker or where this is not possible, the Programmed network of occupational medical centres. Ensure that a Programmed Claims Pack is provided to all injured workers requires medical attention or who incur an expense because of a workplace incident. Ensure that appropriate forms are accurately completed and passed onto the case manager as soon as possible. Assist injured workers and operational staff with requests for medical provider contact details. Negotiate suitable duties on the client site where appropriate and with the support of the client. Ensure all incidents/injuries are reported, investigated and preventative action implemented, and that this information is entered into Programmed injury reporting system (ProSafe).

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	<ul style="list-style-type: none"> Ensure the worker is informed of the benefits of information exchange and they understand the consent for provided in the claims pack.
Insurer (Workers Compensation Team)	<ul style="list-style-type: none"> Ensure that Programmed is made aware of their legislative obligations in relation to the insurer's injury management program. Within the legislated period determine and advise Programmed and the injured worker the liability status of the claim. Consult with the injured worker, nominated treating doctor, and Programmed in the development of an <u>Injury Management Plan</u>. Ensure the injured worker is equipped and supported through the recovery process. Provide the injured worker, nominated treating doctor, and Programmed with information on the injury management /strategic plan initially and as the plan progresses. Inform the worker that their entitlements to weekly benefits can be suspended if they do not reasonably comply with their <u>Injury Management Plan</u> and what they must do to prevent the suspension. Have procedures in place for an injured worker to change their nominated treating doctor and inform the injured worker of these requirements where required by state legislation. Consult with the injured worker, nominated treating doctor and Programmed when referring to a workplace rehabilitation provider. 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 vocational retraining and/or assistance to obtain employment with a new employer is arranged for 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 accuracy of payment of weekly benefits in accordance with wage information provided by Programmed and through legislative requirements. Provide the injured worker with information about their weekly benefits and entitlements and how they may change over time.
Nominated Treating Doctor (NTD)	<p>Workers are required to nominate a medical practitioner to act as their treating doctor. Such nominations may include all members of the medical practice who treat the injured worker following a workplace injury.</p> <p>A worker retains the right to choose their own Nominated Treating Doctor's.</p> <p>The Nominated Treating Doctor's role is to:</p> <ul style="list-style-type: none"> Arrange necessary treatment for your injury. Complete a Certificate of capacity. Agree to act as the Nominated Treating Doctor evidenced by signing the Certificate of Capacity. Monitor the injured worker's condition regularly. Actively assist the injured worker to recover from injury and safely resume work. Make themselves available to discuss the injured worker's medical management and recovery at work progress and any other issues relating to the injured worker work related injury with Programmed and the injured Worker's rehabilitation provider (where necessary). <p>A change of nominated doctor can occur where:</p> <ul style="list-style-type: none"> A doctor retires, passes away or moves from the district (where the doctor is not a member of a medical practice). The doctor does not or is unwilling to participate in any meaningful communication regarding your injury management and recovery at work.

	<ul style="list-style-type: none"> ▪ Individual circumstances of the injured worker. ▪ If there is a loss of confidence in the doctor. ▪ Programmed considers consistent management of injuries by a single nominated treating doctor as the optimal approach to ensure effective injury management outcomes. ▪ Programmed acknowledges that a worker may require a change of NTD from time to time. ▪ A change of NTD should be communicated to Programmed in advance of the change.
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4.1 Commitment to Workplace Health and Safety

The Management of Programmed recognises its obligations under the Work Health and Safety legislation and regulations and is committed to providing a healthy and safe workplace to all workers. To support this, we have established groupwide policies for Health, Safety and Wellbeing and Injury Management as part of the integrated management System.

The integrated management system is certified to ISO 45001:2018 Occupational Health and Safety Management System, ISO 9001:2015 Quality Management, and ISO 14001:2015 Environmental Management System by SAI Global and to ensure compliance, is regularly audited by SAI Global.

Programmed's objective is to minimise the impact of an injury to its workers by providing a planned, efficient, and systematic approach to the rehabilitation and compensation process.

Programmed is committed to providing the necessary support to any worker who incurs a work related injury or illness to enable the worker to safely recover at work as soon as possible within their functional capacity by:

- Maintaining a positive injury management culture by encouraging active participation in the early intervention and recovery at work process and ensuring workers will not be disadvantaged by participation in a workplace rehabilitation program.
- Providing workers with information and instruction on their rights, responsibilities, and accountabilities regarding claims for work-related injury or illness, rehabilitation and recovery at work and allowing access to support person/s where requested.
- Consulting with workers, and where applicable their nominated representative and treatment providers, to ensure that the workplace rehabilitation program operates effectively.
- Providing an injured worker with meaningful suitable duties, where practicable, and ensuring that recovery at work is achieved as soon as possible.
- Ensuring the process of workplace rehabilitation is commenced as soon as possible following an injury or illness through access to appropriate medical treatment.
- Facilitating effective communication with all parties as appropriate to the claim.
- Ensuring the security and confidentiality of records in relation to claims, rehabilitation and personal medical information obtained for the purpose of managing workplace injury/illness and/or rehabilitation.
- Endeavour, when possible, support injured workers who have sustained a non-work-related injury or illness without risk to safety.
- Ensuring that communication about Work Health and Safety, workers' compensation and revision of policies and procedures is open, effective, and frequent. The most likely sources of this communication will come through noticeboard messages, "toolbox" talks, inductions/re-inductions, staff development and training programs as well as through Programmed's intranet.
- Ensuring that critical data is monitored, analysed, and acted upon to drive positive change within the organisation and improve safety and injury management.

4.2 NSW Return to Work Coordinators

Programmed have two full time return to work coordinators/injury management advisors who facilitate the Return to Work Program. They report directly to the NSW Group Self Insurance Manger (Insurer).

Cherelle Austin-Chambers – Senior Group Injury Management Advisor (RTW Coordinator)

Mobile: 0417 321 549

cherelle.austin-chambers@programmed.com.au

Scott Buckingham – Injury Management Advisor

Phone: 0407 193 156

scott.buckingham@programmed.com.au

Their duties include:

- Compiling the initial notification information and handing over this information to the respective Case Manager (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
- Liaising with external stakeholders, such as the nominated treating doctor, insurer, treatment providers, union, and workplace rehabilitation provider
- Implementing the Return to work Program
- Supporting redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties
- Keeping injury and recover at work statistics
- Keeping confidential case notes and records in line with laws and guidelines
- Promoting the health benefits of good work to recover to the workforce
- Contributing to the improvement of relevant policies and systems.

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

4.3 Notifying an Injury

Workers can make an initial notification by using the follow methods:

- Logging an injury directly into ProSafe from the Noggin App
- GO App can also be used to notify an injury by the PET and Staffing businesses
- Calling the Programmed Skilled workers after hours help desk 1300 856 676
- Calling the Programmed Maintenance workers after hours help desk 1300 716 323
- Contacting your designated Programmed Representative – either in person, by phone or via email.
- Contacting your Programmed Branch – either in person, by phone or via email
- Calling the Programmed RTW Coordinator listed on the “If you are injured at work Poster” displayed at your workplace.

4.4 Register of Injuries

ProSafe is the “Register of injuries” for Programmed it is an online incident management system that helps track and analyse incidents from all the Programmed businesses.

The Team Leader, Supervisor, Manager and/or Account Manager of an injured worker is responsible for ensuring incidents are immediately captured in ProSafe either via direct entry or via Fastrack automated entry.

Once the incident is notified in ProSafe an immediate automated notification escalation email is sent to the Group Workers’ Compensation (Insurer) and HSEQ Teams.

In the event of a serious injury and/or inability to input an incident into ProSafe by the end of the shift, the Team Leader, Supervisor, Manager and/or Account Manager of an injured worker must (by phone or email) directly notify the Group Workers’ Compensation (Insurer) and HSEQ teams.

Training for how to notify an injury is contained in the workers employment onboarding and induction and is refreshed every 2 years.

New Managers are required to attend an online (Teams) interactive trainings session presented by a HSEQ professional on using ProSafe.

5 Process

5.1 Recovery at Work Overview



5.1.1 When an Injury Occurs

Programmed understands that early notification is the key to the successful management of a workplace physical or psychological injury. Programmed is notified of incidents in a number of ways (by its workers, clients, sub-contractors, etc.), where an incident results in an injury our first priority is to ensure the safety and welfare of our injured workers and/or other parties who may also be injured.

The longer it takes for an incident to be reported, the longer it takes to understand whether an injury has been sustained and the longer it takes for appropriate medical diagnosis to be made. Delays in appropriate medical diagnosis of injuries will result in a delay of appropriate treatment, which ultimately leads to unnecessary pain and suffering. Every worker, client, sub-contractor, etc. has a shared responsibility to notify all incidents, including those that result in injury.

Should an incident resulting in an injury occur, the following essential steps are taken:

- First aid treatment will be initiated at the location of the injury. If at a client workplace, as per their process, in line with the risk assessment in place for workers at that site. If at a Programmed business workplace, in line with the First Aid procedure as determined by the workplace risk assessment.
- Programmed will instigate the provision of prompt medical attention to assist a worker following a workplace injury and first aid being applied via:
 - Calling for an ambulance when its urgent or considered necessary.
 - Ensuring the worker is fit to take themselves to seek medical attention.
 - Organising for a 3rd party E.g., Uber, Taxi, Account Manager, Supervisor or Family/Friend to transport a non-urgent injured worker who is unable to make their own way to medical attention.
 - Organising an appointment with [Swiftdocs](#): an online doctor consultation service available predominantly for soft tissue injuries and is especially effective in remote and regional areas where doctors are hard to access.
- The Team Leader, Supervisor, Manager and/or Account Manager of an injured worker is responsible for ensuring incidents are immediately captured in the online incident reporting Register of injuries database (ProSafe), which results in automatic escalation and notification to the Group Workers' Compensation and HSEQ Teams.
- In the event of a serious injury and/or inability to input an incident into ProSafe by the end of the shift, the Team Leader, Supervisor, Manager and/or Account Manager of an injured worker must (by phone or email) directly notify (amongst others) the Group Workers' Compensation and HSEQ teams.
- Team Leader, Supervisor, Manager and/or Account Manager are ultimately responsible for ensuring all known injury events are reported to the Group Workers' Compensation Team within of 24 hours.
- The HSEQ team is responsible to ensure any notifiable incident has the site preserved and is notified to the correct authorities in line with the Incident Reporting and Investigation Procedure.

Programmed operational teams with the support of Health, Safety and Environment (HSE) teams are required to investigate all incidents as soon as possible (where safe to do so) to identify root causes and to implement preventative actions to ensure the ongoing work environment is free of harm to others.

To access Workers' Compensation benefits an Initial Notification must be made. The Programmed IMA's monitor the reporting of all incidents and injuries in ProSafe and acknowledge this as the initial notification of injury.

Programmed supports the objectives of the scheme and encourages all workers to access the scheme through the claims process. Programmed will ensure an unbiased approach in the evaluation of a claim and support medical intervention when required.

5.1.2 Support for the Worker

To support the worker the Programmed supervisor should consider the appropriateness of attending the medical consultation/hospital with the injured worker wherever practically possible and complete the Doctor Consultation notes during the consultation. This provides the Workers' Compensation Team with a clear diagnosis, anticipated treatment, any restrictions, and recovery timeframes to facilitate the injured workers' recovery at work.

In the event of a workplace injury, the Injury Management Advisor/RTW Coordinator with the support of HSE will:

- have on display the "If You Are Injured" poster with the insurer's details in all Programmed offices, depots and onsite at many larger client sites;
- inform and educate the worker of their rights and obligations, and ensure they have access to our workers compensation insurer's details;
- make early contact with the worker's doctor to consult on the health of the injured worker and to discuss the worker's normal duties, suitable work that is available, and opportunities for workplace modifications or assistive equipment;
- contribute to the worker's injury management plan, which will be written by our workers compensation team (insurer), and meet our obligations stated in this plan;
- if necessary, arrange for an approved workplace rehabilitation provider to help facilitate the workers recovery at work;
- contact the worker regularly throughout their journey to better health
- ensure all workers and their immediate family have access to the Employee Assistance Program (EAP), the contact details are included in the Claims Pack

Programmed have a team of dedicated Workers Compensation specialists who will provide injury management support. The contact details of the Workers Compensation Team (Insurer) are included in the Claims Pack.

5.1.3 Claims Pack

The Claims Pack provides our injured workers with access to relevant information and assists Programmed in obtaining the required information to respond to a workplace injury in a timely manner.

Once an injury is reported the workers compensation team (Insurer), an email is sent to both worker and supervisor acknowledging the injury and providing access to the Claims Pack. The Programmed supervisor should where possible meet with the injured worker and complete the requirements of the Claims Pack.

The Claims Pack is required to be completed and sent to the Workers' Compensation Team within 24 hours of notification of the injury. This will ensure that the claim is submitted/created within the Worker's Compensation legislative timeframes.

Documents contained in the claims pack include:

- Injury Response Checklist (NSW)
- Initial Notification of Injury Form
- Injured Workers Consent Form
- Doctor Consultation Notes
- Offer of Suitable Duties and Agreement for Injured Workers to attend suitable duties and confirmation of understanding of obligations (where required)
- Recovery at Work Plan (where applicable)

- [Incident Statement Form](#)
- [Medical & Like Expense Claim Form](#)
- [Travel Expense Claim Form](#)
- [Key Contacts List \(NSW\)](#)
- Information for Injured Workers – SIRA Brochure
- EAP brochure

5.2 Recovery at Work Process

Research affirms that the best place to rehabilitate most injured workers is in the workplace. It is important for all stakeholders to be aware that: the longer someone is off work, the less chance they have of ever returning. Good work is therapeutic intervention, it is part of treatment. Waiting can delay recovery and staying away from work and may lead to depression, isolation, and poorer health. Employer-supported early recovery at work helps with recovery, prevents de-conditioning, and helps provide workers with appropriate social contacts and support mechanisms.

Safe and healthy work practices, understanding and accommodating cultural and social beliefs, a healthy workplace culture, effective and equitable injury management programs and positive relationships within workplaces are key determinants of individual health, wellbeing, engagement, and productivity.

Good outcomes are more likely when individuals understand and are supported to access the benefits of good work.

5.2.1 Provision of Suitable Duties

Suitable duties will be provided by Programmed where it is reasonably practical to do so, on a temporary basis in line with our legislative requirements.

Suitable duties must be consulted and communicated to all parties involved via the [Recovery at Work Plan](#). The inability or unwillingness of a worker to attend appropriately provided suitable duties without prior notice and/or certification may result in the non-payment of weekly benefits.

Suitable duties shall be time-limited, consistent with the injured workers capacity and certified medical restrictions and include regular reviews, representing a graded return to normal duties/hours. The duties shall be meaningful, productive, and not token in nature and should be reviewed regularly.

Any changes to suitable duties or the [Recovery at Work Plan](#), will be done in consultation with the injured worker, their supervisor and medical practitioners and be developed consistent with medical advice.

Suitable duties will be offered either directly and/or in conjunction with clients of Programmed in line with the prevailing business operating conditions.

5.2.2 Recovery at Work

Programmed will focus on the following strategies to help workers recover at work:

- A person-centred approach, so they can actively participate in their own recovery at work planning
- Focus on what they can do, rather than what they can't
- Talking with the doctor and supervisor about what they can do safely at work

- Consider the nature of their capacity, age, education, skills, and work experience when identifying suitable duties
- Making a plan to get back to work and seeking support from professionals if needed.
- Staying in touch with the workplace and the people they work with if they are not able to recover at work
- Encouraging them to talk to their doctor about pain so they can understand that some increase in pain during activity does not mean that the injury is being made worse.
- Ensuring that psychological risks have been considered in ensuring a safe recovery at work.

5.2.3 Alternative Employment

Should it become apparent that an injured worker will be unable to return to their pre-injury duties, Programmed 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.

Should Programmed 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 and the designated Rehabilitation Provider.

Programmed and Programmed's insurers are committed to supporting injured workers return to meaningful employment, whether this is at Programmed or another employer.

5.2.4 Workplace Rehabilitation Services

Programmed where required utilise the services of workplace rehabilitation providers to help address risk factors which may impact the workers' ability to recover at work whether due to physical or psychological injuries. These factors may include difficulty identifying suitable work, assistance with equipment and workplace modification needs, complex injury, or communication breakdown.

The Workers' Compensation Team or case manager will contact workers to discuss organising a referral to a Workplace Rehabilitation Provider when relevant. The worker should contact their case manager to discuss any concerns regarding their workplace rehabilitation provider.

The workplace rehabilitation provider will appoint a rehabilitation consultant who will work with the employer, worker, doctor, and insurer to achieve a positive recovery at work outcome. The rehabilitation consultant will be a health professional such as an occupational therapist, physiotherapist, exercise physiologist, rehabilitation counsellor or psychologist.

Workplace rehabilitation services are usually delivered at the workplace in consultation with all parties. These may involve:

- assessing a worker's capacity to perform duties safely
- identifying duties that will support improvements in a worker's capacity
- identifying options to help reduce work demands (including providing advice on equipment, job or workplace modifications)

Most workers are able to recover and remain with their pre-injury employer. However, where this is not possible, workplace rehabilitation providers can help a worker obtain work with a new employer. This may involve:

- assessing the worker's skills, education and experience

- identifying suitable work options, providing job seeking assistance and organising training (where appropriate)
- assessing appropriate programs and services that support the worker to secure employment.

Workplace rehabilitation providers are approved by SIRA under the nationally consistent approval framework for workplace rehabilitation providers. The framework and the NSW Supplement outline the requirements workplace rehabilitation providers must meet to deliver services in NSW.

Where applicable, workers will have the opportunity to elect their own workplace rehabilitation provider, or request a change in workplace rehabilitation provider, following consulting with Programmed and the insurer. The involvement of a workplace rehabilitation provider will be bound by the reasonable and necessary test as per the legislation.

Programmed collaborates with its workers compensation insurers to select providers that have achieved a track record of providing good recovery at work outcomes for the worker and insurer.

Programmed have nominated WorkFocus Australia as their main approved workplace rehabilitation provider.

WorkFocus Australia can be contacted:

- by phone on 1300 570 181
- by email at help@workfocus.com
- or via their webpage at: <https://www.workfocus.com/> a list of 30 office locations is also available

5.2.5 Recovery at Work Plans

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 Recovery at Work Plans will be upgraded in line with medical restrictions until the injured worker achieves their pre-injury capacity.

- The Injury Management Advisor will review and ensure that the Recover at Work Plan is developed and upgraded in consultation with the injured worker, the Programmed supervisor and nominated doctor.
- The Programmed Supervisor will investigate suitable duties options available within the current medical capacity.
- The Programmed Supervisor will create a Recovery at Work Plan (with the support of the Injury Management Advisor / RTW Coordinator) that is consistent 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.

5.2.6 Conclusion of the Recovery at Work Process

The recovery at work process aims to restore our injured workers to their pre-injury status. The Recovery at work process will conclude when the injured worker:

- 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 / self-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.

5.2.7 Informed Consent

Programmed provides in the claims pack an Injured Workers Consent Form to gather and exchange information about the work-related injury and recovery at work.

Programmed will ensure the worker knows and understands:

- their rights and obligations.
- what type of information will be exchanged
- who will be authorised to exchange and release information
- the importance and benefits of the support team (Programmed, Insurer and Nominated Treating Doctor) being able to exchange information.
- the possible impact of not providing their consent.

The worker will be advised that refusal to provide written consent to the release of personal information related to the workplace injury could jeopardise the progression of the workers' compensation claim.

5.3 Administration and Support

5.3.1 Payment of Wages

- All appropriate payments are to commence within 7 days unless Reasonable Excuse has been applied.
- Payments are calculated in accordance with the NSW Workers' Compensation Act 1987, full calculations are provided with liability communication.
- 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.

5.3.2 Authorisation to Pay Compensation

Programmed branches are responsible for confirming, using electronic systems or Programmed timesheets, the hours worked on suitable duties following workplace injury weekly. It is the branch's responsibility to provide a timesheet to payroll with a copy to the Group Workers' Compensation team via e-mail to NEWCT@Programmed.com.au no later than 12.00 noon each Tuesday.

Once Group Workers' Compensation have determined the amount of Workers Compensation to be paid, an authority by way of an upload file is then emailed to the Programmed business unit payroll team. One day after the injured workers usual pay cycle.

5.3.3 Alterations to Payments

At certain stages throughout the Workers' Compensation process, weekly payment amount changes due to legislative requirements. The Group Workers Compensation team (Insurer) clarify the workers entitlement within provisional and/or claim liability acceptance letters.

If changes are to occur to a worker's benefit, the Group Workers' Compensation team will notify (where required) the injured worker and the branch in writing. Workers will be advised when the change is to occur and the new weekly compensation rate to be paid. Rate reductions may relate to statutory requirements or dispute, these reductions will be advised via relevant dispute notice. Reductions will be explained in detail to ensure workers understanding.

5.3.4 Accessing Leave Entitlements Whilst Waiting for Claim Determination

A permanent worker who is waiting for their claim to be determined and has lost time due to their injury, can apply for another form of payment, such as sick or annual leave. A worker should be given the option to take annual or sick leave if they have such leave entitlements. The worker must complete a Programmed Leave Application Form and have it approved and signed by their manager and the branch.

If the claim is later accepted the leave entitlements will be reinstated.

5.3.5 Taking Annual Leave Whilst on Workers' Compensation

A worker may be entitled to take annual leave whilst receiving weekly payments for workers compensation, or on a Programmed Recovery at Work Plan. A Leave Application Form must be approved and signed by the worker's manager as additional liability maybe created without consideration of all issues.

5.3.6 Complaints

Programmed acknowledges that workplace injuries and the subsequent recovery at work process may be the source of disagreement between the stakeholders which can lead to disputes. Successful injury management in the workplace requires co-operation between all parties. Conflicts and disputes should be resolved as quickly as possible in order to ensure continued effective injury management. Programmed is committed to making all efforts to resolve disputes and effectively manage conflicts whenever they arise.

- Where a dispute results from a recovery at work situation, Programmed will make an effort to resolve any disagreement immediately and efficiently in order to ensure the injured worker continues to receive the appropriate injury management.
- Programmed's dispute process will involve discussions and negotiation between the key stakeholders who include:
 - Group Self Insurance Manager NSW
 - Injured Worker
 - Nominated Treating Doctor
 - Case Manager
 - Union Representative
 - Independent Representative
 - Direct manager/supervisor

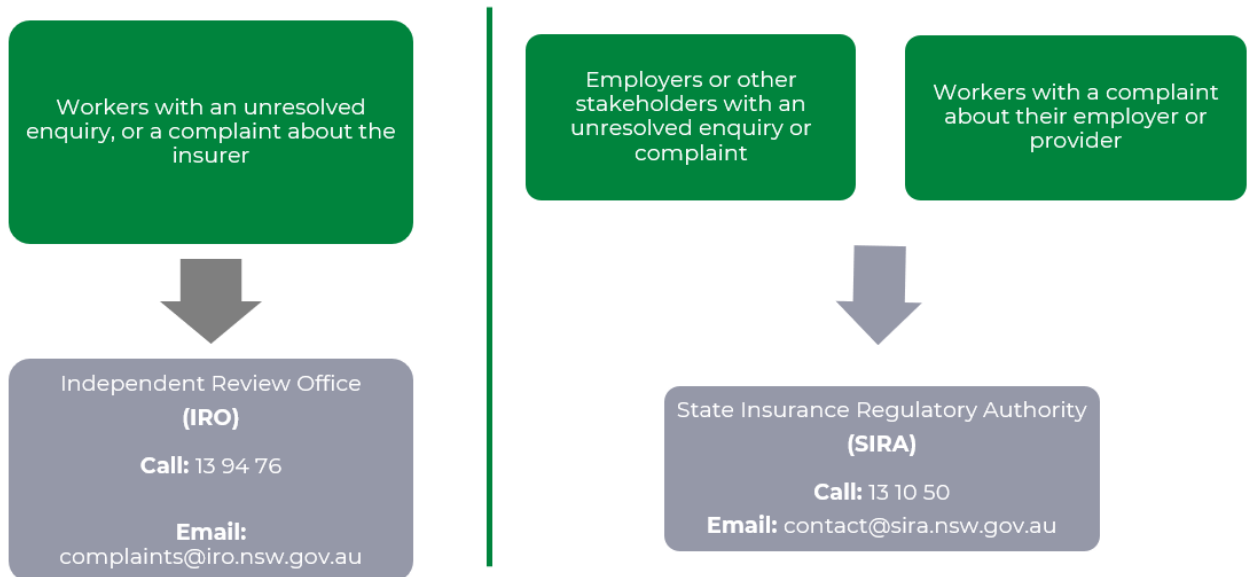
RETURN TO WORK (RTW) PROGRAM - NSW

Where required an approved Workplace Rehabilitation Provider or Independent Medical Consultant may be utilised to assist in resolving disagreements.

If all reasonable attempts have failed to resolve a complaint/dispute then refer to the below.

5.3.7 Complaint Pathway

If injured workers are unable to resolve their recovery at work issue within Programmed and/or the Workers Compensation Team (Insurer) in the first instance they should follow the below complaints pathway:



This information is also contained within the claims pack.

5.3.8 Worker Dismissal

Programmed 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 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.

5.3.9 Injury Management Files

All injury management files will be maintained by in the secure online injury and claims management system, [Solvinjury](#). These files contain:

- a signed authority to exchange medical information

- copies of prescribed medical certificates
- medical and other reports
- rehabilitation programs and/or rehabilitation Recovery at Work Plans
- injury management plans
- correspondence
- any other relevant information
- all communication between the worker, Injury Management Advisor / RTW Coordinator, insurer, manager/leader, treating practitioners and key parties
- claim forms
- insurer documentation
- actions and decisions
- reasons for actions and decisions

5.3.10 Confidentiality

Information gathered through the claims, recovery at work or injury management process is treated with sensitivity and confidentiality. All workers handling such confidential information are responsible for ensuring this occurs.

An injured worker is required to provide consent to the Worker's Compensation team (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 the claims pack.

The Worker's Compensation team 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.

The Worker's Compensation team (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 queries or concerns regarding the confidentiality of information collected, please contact the Workers' Compensation Team.

5.3.11 Interpreters

If a Worker's first language is not English or for those who are hearing impaired, access to a qualified and culturally appropriate interpreter service in the worker's nominated language will be engaged.

Communication assistance can be accessed through Department of Immigration and Citizenship, Translating and Interpreting Services (Phone: 13 14 50) or through state-based agencies.

5.3.12 Consultation and Communication

Programmed 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 extends (where requested) to the use of interpreter services.

Effective consultation leads to an improved ability to ensure health and safety through Worker cooperation, which in turn helps to develop a safety culture in the workplace. Specific to injury management, recovery at work and ongoing claims management, Programmed consults with its Workers through the following mechanisms:

- This Return to Work Program has been developed in consultation with Unions NSW. Programmed is committed to work with Unions NSW in further development of meaningful and effective consultation arrangements with our workers in relation to WHS and workers compensation.
- To ensure understanding following workplace injury and prior to the arrangement of suitable duties, Programmed will consult with the injured worker, supervisor/manager and, where applicable, the worker representative(s).
- Worker consultation will be ongoing throughout the injury management process.
- Consultation will include the provision of reasons and rationale to both the worker and Programmed staff regarding the requirements for particular duties in consideration of the circumstances of the worker, their condition, and the opportunities available within the workplace.
- Programmed's Return to Work 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 the Workers' Compensation team via email (NEWCT@Programmed.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.

6 Document Management

6.1 Associated Documents

Document Number	Name
PRG-IMC-FO-0358	Doctor's Consultation Notes
PRG-HSE-PO-0001	Group Health and Safety and Wellbeing Policy
PRG-IMC-PO-0004	Group Injury Management Policy
PSD-HSE-PR-0078-OE4	HSEQ Consultation and Communication Procedure
PRG-HSE-GU-0398	Incident Classification Guide
PRG-HSE-PR-0368	Incident Reporting and Investigation Procedure
PRG-IMC-FO-0367	Incident Statement Form
PRG-IMC-FO-0359	Initial Notification of Injury
PRG-IMC-FO-0360	Injured Worker Consent Form
PRG-IMNSW-L023	Injury Management Plan
PRG-IMC-FO-0361	Injury Response Checklist
PRG-IMC-GU-0362	Key Contacts List (NSW)
PSD-PAY-FO-0352	Leave Application Form
PRG-IMC-FO-0363	Medical & Like Expense Claim Form (NSW)
PRG-IMC-FO-0364	Offer of Suitable Duties and Agreement
PRG-RAL-PO-0245	Privacy Policy
PRG-IMC-FO-0365	Recovery at Work Plan
PRG-IMC-FO-0366	Travel Expense Claim Form (NSW)

6.2 Version Control / Revision History

Authorisation		General Manager Insurances
Revision	Date	Significant Changes
1.0	14/11/2022	New Program / Procedure for NSW
1.1	28/06/2023	Updated 4.2 NSW Return to Work Coordinators and Appendix One: NSW Contacts List, for changes to Group Injury Management Advisor Removal of all references to AMR
1.2	21/12/2023	Updated key contacts and Noggin to ProSafe
1.3	03/09/2024	Updated initial contact to early contact, review of entities and key contacts updated
1.4	02/06/2025	Updated Scott Buckingham's job title on pages 8 & 22
1.5	31/07/2025	Updated branding to PERSOL Programmed and removed Polly White
1.6	15/12/2025	Updated Appendix One: NSW Contacts List

Appendix One: NSW Contacts List

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Gia Vincent – Senior Case Manager
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Leo Cisternas – Case Manager
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Marie Van Zyl – Case Manager
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Cherelle Austin-Chambers – Senior Group Injury Management Advisor (RTW Coordinator)
0417 321 549, cherelle.austin-chambers@programmed.com.au

Scott Buckingham – Injury Management Advisor
0407 193 156, scott.buckingham@programmed.com.au

Susan Huynh – Group Injury Management Administrator
02 8337 9436, susan.huynh@programmed.com.au

Appendix Two: Programmed National Insurer List

NEW SOUTH WALES

Persol Australia Holdings Pty Limited - Group Self Insurance
Coal Mines Insurance

WESTERN AUSTRALIA / TASMANIA / ACT / NORTHERN TERRITORY:

QBE Insurance (Australia) Limited

SOUTH AUSTRALIA:

Programmed Maintenance Services Limited – Self Insurance

QUEENSLAND

Workcover Queensland

VICTORIA

EML Mutual

Appendix Three: Included Programmed Companies

Company	ABN
Allied Technologies Australia Pty Ltd	54 052 011 631
BTI Executive Search Pty Ltd	85 069 181 059
Catalyst Recruitment Systems Pty Ltd	17 050 243 251
HVA Technical Services Pty Ltd	51 072 703 596
Kelly Services Australia Pty Ltd	92 608 767 979
PeopleCo. Pty Limited	37 111 231 022
Programmed Building Services Pty Ltd	36 098 626 807
Programmed Electrical Technologies Ltd	66 089 479 676
Programmed Essential Services Pty Ltd	55 637 081 602
Programmed Facility Management Pty Ltd	23 001 382 010
Programmed Industrial Maintenance Pty Ltd	89 133 892 350
Programmed Integrated Workforce Ltd	29 085 701 962
Programmed Maintenance Services Ltd	61 054 742 264
PersolKelly Australia Pty Limited	40 124 764 245
Programmed Property Services Pty Ltd	66 106 015 632
Programmed Skilled Workforce Pty Ltd	66 005 585 811
Programmed Turnpoint Pty Ltd	53 156 503 338
Skilled Rail Services Pty Ltd	49 093 222 443
Skilled Workforce Solutions (NSW) Pty Ltd	56 104 811 565
T & C Services Pty Ltd	61 166 540 905
The TESA Group Pty Limited	43 107 606 833
Urban Maintenance Services Pty Ltd	38 005 251 954
Waycon Services Pty Ltd	96 117 830 001
Waycon Services (NSW) Pty Ltd	74 133 052 221