# Workplace rehabilitation: managers and principals

* Ensure employees are aware of, and have access to, the department’s Organisational Health Policy Statement and Workplace Rehabilitaiton Procedures, and understand their obligations to both.
* Promote a supportive environment amongst staff, particularly during any rehabilitation program.
* Include information on workplace rehabilitation procedures in induction process for new staff.

## Appointing a rehabilitation and return to work coordinator

* Appoint and arrange appropriate training and accreditation for a Rehabilitation and Return to Work Coordinator (RRTWC). Alternatively, a manger/principal may negotiate with another workplace to share services of a RRTWC; however, only if that person has sufficient time to fully discharge responsibilities of this role for both locations.
* Ensure that the RRTWC appointed will not have a conflict of interest with employees they are providing rehabilitation services to.
* Adequately resource RRTWC, including providing sufficient secure storage for confidential files.
* Provide RRTWC with sufficient time to provide rehabilitation services to injured employees and attend Regional/Institute Rehabilitation Network meetings. Sufficient time is determined on a case-by-case basis, taking into consideration injury type and complexity of cases being managed by RRTWC.

## Leave processing

* Complete a [leave schedule](https://ppr.qed.qld.gov.au/pp/employee-leave-procedure) in accordance with expected time lost, and forward to regional office (Injury Management Team for TAFE staff, Central Office staff and EQ cleaners).
* Sign off employee’s application for leave.

## Reporting work related injuries

* Ensure recording, reporting and investigation of all injuries, work-caused illnesses and dangerous events as required in [Part 7 Workplace Health and Safety Regulation 2011 (Qld)](https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0240) and the [Health, safety and wellbeing incident management procedure](https://ppr.qed.qld.gov.au/pp/health-safety-and-wellbeing-incident-management-procedure). This includes recording all incidents into a system within three days of incident happening.
* Complete WorkCover Claim Form within five days after:
  + they know an injury/illness has been sustained at work
  + employee reports work-related injury/illness
  + they receive WorkCover’s written request for information.
* Promptly forward WorkCover Claim form, WorkCover medical certificate, and other relevant documents to regional office. TAFE staff, Central Office staff and EQ cleaners forward above workers’ compensation documentation to the Organisational Health Unit.
* Principals – when notified of a work-related injury that results in a WorkCover claim, collect from the injured employee copies of the injured employee’s ADO Agreement and timesheet.

## Notifying a rehabilitation and return to work coordinator

* Notify your RRTWC if an employee meets any of the following criteria:
  + completes a WorkCover Claim form for their current injury/illness
  + sustains an injury/illness that is likely to result in extended absence i.e. 5 working days or longer
  + sustains an injury/illness that interferes with their ability to carry out their normal duties, but medical advice allows employee to remain at work
  + absent from work as a result of injury/illness, there is no clear date for return to work, and intervention is needed to prevent chronic incapacity developing
  + has had a number of compensation claims, or reopening of claims
  + has an unusually high amount of intermittent sick leave.

## Period of rehabilitation

* Ensure an appropriate representative from the workplace maintains contact with the employee throughout their period of rehabilitation.
* Obtain a medical certificate from all employees absent from work for more than three days. If employee is subject to a process that is monitoring performance, conduct or attendance, a medical certificate for less than three days of absence can be requested.
* Identify and provide appropriate suitable duties and reasonable adjustment where possible. These are developed in conjunction with the RRTWC and are consistent with medical advice. Consult with regional/institute/central office Organisational Health Unit staff if there are no practicable options available to provide suitable duties or reasonable adjustments.
* Ensure that recommended suitable duties are carried out by employee in line with an approved return to work plan.
* Ensure that where additional staff are required, they are used in manner stated on return to work plan.
* Keep RRTWC informed of employee’s progress throughout rehabilitation process. Report any unforeseen problems to RRTWC and document notes regarding performance and attendance.
* Work in partnership with RRTWC throughout rehabilitation process.

## Recreation leave and long service leave while on rehabilitation

* Generally recreation leave and long service leave is not approved for employees while they are participating in a rehabilitation program, as leave can be a disruption to a graduated return to work or work hardening program. If an employee had leave approved prior to suffering an injury/illness, or there is an emergent or compassionate reason (e.g. wedding), approval may be given.
* Should an employee have a non-work related injury/illness, they may choose to utilise their recreation leave and long service leave balances once their sick leave has been exhausted.
* Consult with your Regional/Institute/Central Office Organisational Health Unit staff if you receive a recreation leave or long service leave request from an employee on rehabilitation.

## Unsatisfactory performance, discipline, complaints and investigations

* Ensure that all formal unsatisfactory performance processed are deferred for period of an employee’s rehabilitation, unless the treating or independent doctor provides medical certification that the employee is fit, despite their injury or illness to participate in an unsatisfactory performance process.
* Proceed with any disciplinary, complaints or investigation processes, unless medical evidence shows that employee’s participation will be detrimental to their health or wellbeing.
* Refer to the Workplace Rehabilitation Process in this Procedure for further details about unsatisfactory performance, discipline, complaints and investigations.
* Document and provide supportive feedback to the employee and RRTWC regarding performance during a return to work program.