**Workplace Rehabilitation**

**Rehabilitation and Return to Work Coordinators:**

* Promote early reporting and recording of injuries (S108 Workers' Compensation and Rehabilitation Regulation 2003) to enable early employee contact regarding rehabilitation and to comply with Department’s duty to report injuries to WorkCover Queensland (S103 of Workers' Compensation and Rehabilitation Act 2003 ).
* Perform duties of a Rehabilitation and Return to Work Coordinator as specified in the *Workers’ Compensation and Rehabilitation Act 2003,* including meeting the standard for rehabilitation as outline in the *Worker’s Compensation and Rehabilitation Regulations.*
* Maintain confidentiality of information received for purposes of rehabilitation. Refer to the *Workplace Rehabilitation Process in this Procedure* for further details about confidentiality and rehabilitation.
* Regularly inform regional rehabilitation staff of injured employee’s progress throughout their rehabilitation.
* Participate in the local Workplace Health and Safety Committee by reporting injury trends.
* Ensure that Principal/Manager and Health and Safety Committee are aware of all work related injuries at workplace to ensure appropriate steps have been taken to prevent further injuries occurring. Where possible, Rehabilitation and Return to Work Coordinator should be a member of Health and Safety Committee.
* Educate all employees about workplace rehabilitation procedures including what to expect when an injury/illness occurs.
* Advise Principals/Managers on their workplace rehabilitation responsibilities and processes.
* Provide an employee with copies of any documents stored on their rehabilitation file if requested by employee. If there is a concern that information requested may have a detrimental impact upon employee due to its contents, this information should be provide to employee via a treating medical practitioner.

Initial Contact

* Contact injured employee within 2 working days of injury/illness being reported, either face to face (if employee is still at workplace) or over phone.

Initial Interview

* Conduct [initial interview](https://ppr.qed.qld.gov.au/attachment/cm02b-initial-interview-form.docx), preferably during a face-to-face meeting. See the *Workplace Rehabilitation Process in this procedure* for further details about what should occur during this interview.
* Request from the injured employee copies of their ADO Agreement and Timesheet (showing the date of injury)

Rehabilitation Plan

* Develop a Rehabilitation Plan for each employee that is subject of a rehabilitation process. Rehabilitation plan sets rehabilitation goal, and clearly identifies actions, objectives and timeframes required to meet this goal. Form [CM07 - Rehabilitation Plan](https://ppr.qed.qld.gov.au/attachment/cm07-rehabilitation-plan.docx) is used to document rehabilitation plans.

Rehabilitation File

* Maintain a file for each employee undertaking rehabilitation, which contains copies of all relevant documentation and correspondence.
* Keep rehabilitation file in a lockable filing cabinet or drawer that is locked at end of each day to ensure that only rehabilitation staff have access to information gathered during rehabilitation.
* Seal rehabilitation file and place it on employee’s personnel file when rehabilitation process has ceased.

Case Notes

* Keep case notes for every rehabilitation case using form [CM05 - Workplace Rehabilitation Case Notes](https://ppr.qed.qld.gov.au/attachment/cm05-case-note-form.docx). Case notes contain details of all communication between employee, Rehabilitation and Return to Work Coordinator and other relevant parties, and provide details of actions and decisions (including reasons for these actions and decisions) associated with employee’s rehabilitation. Each entry and correction made to an entry are to be dated and initialled.

Contact with Treating Medical Practitioners

* Contact employee’s treating medical practitioners following initial interview with employee to introduce Rehabilitation and Return to Work Coordinator and provide details of rehabilitation options that may be available to employee through the Department. Form [CM06 - Introduction to Doctor](https://ppr.qed.qld.gov.au/attachment/cm06-introduction-to-doctor.docx) can be used for this.
* Send a copy of signed medical authority form to treating medical practitioners to allow them to discuss employee’s case with you.
* Maintain contact with treating medical practitioners throughout employee’s rehabilitation and provide updates on how employee is progressing (with or without an authority).
	+ - If an employee provides a [medical authority](https://ppr.qed.qld.gov.au/attachment/cm04-voluntary-medical-authority.docx), contact includes obtaining guidance when developing rehabilitation and return to work plans
		- If employee does not provide a medical authority, medical practitioners will be unable to discuss details of employee’s case. Contact your Region/Institute/Central Office Organisational Health staff if this occurs.

Maintain at Work and Return to Work Programs

* Develop maintain at work or return to work plans for employees in accordance with medical advice.
* Use form [CM09 - Return to Work Plan](https://ppr.qed.qld.gov.au/attachment/cm09-graduated-return-to-work-plan.docx) to record details of maintain at work or return to work programs.

Review of Rehabilitation Progress

* Regularly monitor progress of each rehabilitation case, in relation to medical prognosis and to determine whether rehabilitation goals are realistic.

Use of Rehabilitation Providers and Independent Specialist Reviews

* Identify whether there is a need for services of a Rehabilitation Provider, or further input from an independent medical specialist, in order to clarify an injured or ill employee’s capacity to work, identify appropriate rehabilitation goals and provide strategies for minimising re-injury risks. Contact your Region/Institute/Central Office Organisational Health staff for assistance with arranging an appropriate referral. Refer to the *Workplace Rehabilitation Process in this procedure* for further details about the use of rehabilitation providers and independent specialist reviews.

Conclusion of Rehabilitation

* Perform a risk assessment to determine whether a clearance certificate from a doctor is required to medically clear an employee to perform all duties of their position.
* Obtain feedback from employee at conclusion of employee's rehabilitation using form [CM19 - Workplace Rehabilitation Survey](https://ppr.qed.qld.gov.au/attachment/cm19-workplace-rehabilitation-survey.pdf)
* Refer to the *Workplace Rehabilitation Process in this* for further details about concluding rehabilitation.

Release of Information

* Release information obtained through rehabilitation process in accordance with the *Workplace Rehabilitation Process in this procedure.*