Return to WorkSA

WORK INJURY TOOLKIT

A toolkit for Return to Work Coordinators, Managers and Leaders to help guide and facilitate early intervention and support for workers following notification of a work injury or illness.

Government of South Australia

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For assistance with this toolkit, contact the Employer Education team on **(08) 8238 5958** or **coordinators@rtwsa.com**

Introduction

Developed for Return to Work Coordinators, Managers and Leaders, the Work Injury Toolkit is a collection of documents, templates and resources designed to guide and support the early management of workplace injuries.

The toolkit helps employers:

- respond effectively to workplace injuries
- communicate clearly with injured workers and medical providers
- meet legal and procedural obligations
- facilitate a safe, timely, and sustainable return to work for workers following workplace injury or illness.

For assistance with this toolkit,
contact the Employer Education team
on **(08) 8238 5958**
or **coordinators@rtwsa.com**

Instructions for use

Return to Work Coordinators can utilise the toolkit in a variety of ways to suit their needs. This includes downloading the entire toolkit, a specific section or an individual document. Each section provides an explanation of its purpose, and many documents include helpful guidance notes.

It's important to note that while some documents can be customised with a business logo, others, such as *Information for a worker* must remain as official ReturnToWorkSA documents.

Editable documents are intended as guides and should be tailored to meet organisational requirements. The toolkit can also be expanded to include other organisational documents such as incident report templates, injury management procedures or travel and pharmacy reimbursement forms which can be obtained from your Claims Agent.

Guidance tools for Return to Work Coordinators, Managers and Leaders

These support tools are intended to guide the Return to Work Coordinator, Manager or Leader to deliver effective early intervention after a work injury or illness occurs. Information and resources have been included to help Return to Work Coordinators navigate the recovery and return to work process, in particular the initial stages following injury.

Your role as a Return to Work Coordinator

You play a pivotal role in supporting workers, Managers and Leaders following a work injury or illness. As the designated contact for the workplace, you are responsible for ensuring workers feel supported following an injury and receive the assistance needed to recover and return to work. Building effective relationships with workers, Managers, claims Managers and the worker's treating team is critical to a successful outcome.

As the organisation's Return to Work Coordinator, you are required to perform key legislative functions. This includes assisting in the preparation and implementation of a Recovery and Return to Work Plan, liaising with persons involved in the treatment and delivery of return to work services with the worker and monitoring progress and capacity.

Guidelines for employers

ReturnToWorkSA has developed comprehensive guidelines for employers regarding the Return to Work Coordinator functions. For further information, please refer to:

www.rtwsa.com/media/documents/Return-to-work-coordinator-guidelines-for-employers.pdf

To support you in undertaking your role, ReturnToWorkSA provides free supports including:

Return to Work Matters

Subscription to RTW Matters after completion of the Return to Work Coordinator certification training - an online resource that provides articles, templates, webinars and e-learning modules.
www.rtwmatters.org/sa

Tools and resources

For more information, tools and resources, refer to our tools and resources page. This includes Return to Work Coordinator details poster and *Managing workplace psychological injury guide: A resource for employers*, Managers and Return to Work Coordinators to assist in the prevention, early intervention and recovery and return to work management of work-related psychological injuries.
www.rtwsa.com/insurance/return-to-work-coordinators/tools-and-resources

Mentally Healthy Workplaces Service

ReturnToWorkSA's Mentally Healthy Workplaces Service provides tailored guidance, advice and education for businesses to manage psychosocial hazards and risks and create healthy, thriving workplaces.
Phone: (08) 8233 2310
Email: mentallyhealthy@rtwsa.com
www.rtwsa.com/insurance/injury-prevention/mentally-healthy-workplaces

Employer Education Service

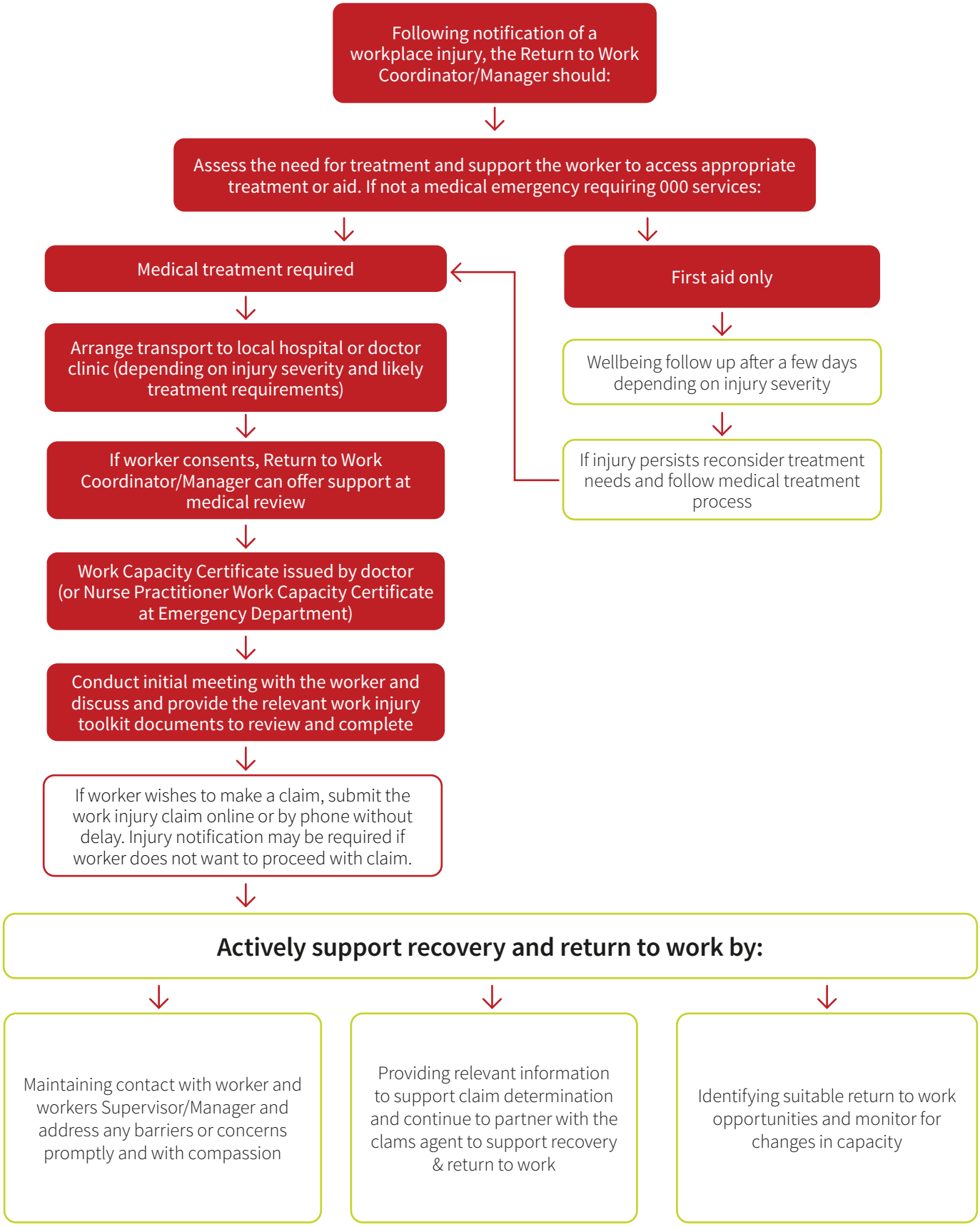
The Employer Education team provides employers and Return to Work Coordinators with:

- assistance in preparing the workplace to effectively manage recovery & return to work
- information and guidance regarding legislative obligations
- tailored advice and support about strategies to achieve better outcomes in recovery and return to work.

Email **coordinators@rtwsa.com** or call **(08) 8238 5958.**

After an injury occurs

Prompt intervention following a work injury is critical to achieving the best recovery outcomes for the worker.



Support the worker to make a claim

Once notified that a worker wishes to make a claim, the Return to Work Coordinator should support the worker to do this promptly, and within five business days. Lodging a claim early ensures the worker receives access to necessary supports. It also ensures the employer is eligible for the financial incentive which waives the premium impact and cost of the first two weeks of income support.

To find the Claims Agent allocated to your organisation, you can scan this QR code to use the Claims Agent look up tool:

There are different ways to make a claim:

Online reporting

ReturnToWorkSA
Online services portal

Online

For employers, the quickest and easiest way to report an injury or make a claim is via the online services portal.

https://auth.rtwsa.com/my.policy

Need help logging into online services?
Call ReturnToWorkSA on **13 18 55.**

Phone reporting

By phone

Contact your Claims Agent via phone to start the claim lodgement process. The Claims Agent will contact the worker to confirm their intent to proceed with the claim and the details provided.

EML: 1800 688 825
GB: 1800 774 177

Information you will need to support a worker to make a claim:

- your business details, employer registration number, location number, and a contact person for the claim (usually the Return to Work Coordinator)
- worker details including their name, date of birth, mobile phone number and email
- details of the injury as well as where and how the injury occurred
- information relating to the worker's employment, including their start date, job role and usual hours worked
- if the worker has lost time as a result of the injury, you will also be asked to provide information relating to the workers wages and payslips for the last 12 months - this can be provided following claims lodgement.

Communicating with the worker

When a worker first reports their injury or illness

Early and supportive communication is key. Workers who are contacted by their Return to Work Coordinator, Manager or Supervisor within the first few days are twice as likely to return to work without requiring additional time off, compared to those who were contacted after two weeks.

- The priority for your initial contact with the worker is their wellbeing. Ask how they are and show genuine care and concern
- Open-ended questions are better e.g.

"How are you feeling generally?"

"Are you getting the help you need?"

- During your initial contact with the worker, ask how they would like you to check-in e.g.

"Do you prefer phone, text or email?"

While the worker is away, keep in regular contact with them

The main aim of these conversations is to stay in touch. Make it clear that the worker's return to good health is the priority and that you are available for support. Some examples are:

"I can imagine this must be challenging for you, how are you coping with everything?"

"We're all here for you and looking forward to your return.

Is there anything that I or the team can do to support you?"

When the worker is improving and preparing to return to work, welcome them back gradually

Injured or ill workers really value efforts by their Return to Work Coordinator and Supervisor to discuss changes that could be made to the worker's workplace, or to their duties, for their safe return.

"I'd like to help you return to work gradually."

"You don't have to be 100% well to come back, we'll support you to do the work you feel able to do."

"We want to make sure that your return goes smoothly.

Let's discuss if there are ways that we can make changes to the work you do."

When the worker returns, check in with them regularly. They may need more support to start off with.

"We want you to successfully return to work, my main aim is to support you to make that happen."

"How have you been coping with the changes in your work life?"

This resource has been adapted from the Safe Work Australia guide:
Managing the relationship with an injured or ill worker during return to work

R U OK?
How to have a conversation

Work Injury Checklist

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Notification of Injury

Is the injury of a nature that needs to be reported to SafeWork SA?	Yes ☐ No ☐
If yes, has this been reported by the organisation? **TIP!** – *Information on **SafeWork SA** website*	Yes ☐ No ☐ NA ☐
Has an incident report been completed?	Yes ☐ No ☐
Does the worker require treatment off-site? If yes, support the worker to make an appointment to see a doctor or access hospital treatment. If no, report as First Aid in accordance with your internal process. **TIP!** – *Worker has the right to choose their doctor, but an employer can recommend (see 'Choosing your treatment team' sheet)*	Yes ☐ No ☐
If the worker attended for treatment with a doctor or hospital was a Work Capacity Certificate issued? **TIP!** – *A Work Capacity Certificate is required to proceed with a claim.*	Yes ☐ No ☐

Reporting an injury & lodging a claim

Does the worker want to make a claim? If yes, you will need to lodge the claim within 5 business days. If no, you may still need to notify the agent of the injury. **TIP!** – *It's important that if the worker has restrictions and doesn't want to lodge a claim, that the organisation still provides safe work duties where reasonably able to do so.*	Yes make claim ☐ Notify only ☐
Was the claim lodged within 5 working days of the worker advising of their intention to claim? **TIP!** – *Claims can be lodged online or via phone with or on behalf of the worker.*	Yes ☐ No ☐ Date:

If the worker chooses to make a claim, complete the necessary documentation and provide relevant documents within the work injury toolkit to help the worker feel informed and supported:

Is an interpreter required?	Yes ☐ No ☐
Was the Medical Authority completed?	Yes ☐ No ☐
Did you go through documents for a worker and explain accordingly?	Yes ☐ No ☐
Did you explain processes, procedures and timeframes for claims communications and decisions?	Yes ☐ No ☐
Are there any concerns or potential barriers that need to be addressed? **TIP!** – *Note down any concerns raised by the worker that require follow up or any services recommended (See 'Health & Wellbeing Supports & Services?')*	Yes ☐ No ☐

Is the worker likely to lose time because of the injury and require income support? If yes, worker's payslips will need to be provided to Claims Agent. **TIP!** – *This can be provided at time of lodgement or after when requested by Claims Manager.*	Yes ☐	No ☐
Does the worker have any pre-planned annual leave? If yes, notify your Claims Agent at lodgement or as soon as possible.	Yes ☐	No ☐
Has the worker been advised of the need for current Work Capacity Certificates throughout their claim?	Yes ☐	No ☐
Have you engaged with the worker's treating doctor? **TIP!** – *You can attend at the end of the medical review, at a case conference or send a letter (See 'Letter to treating doctor')*	Yes ☐	No ☐

Supporting return to work

Does the worker have transport restrictions? If yes, speak with the Claims Manager to discuss possible solutions.	Yes ☐	No ☐
Can you identify suitable duties based on the Work Capacity Certificate? If no, seek help from your Claims Manager or clarity from the GP.	Yes ☐	No ☐
Has there been a discussion with the worker's Supervisor/Manager regarding the identification of potential suitable duties for the worker?	Yes ☐	No ☐
Are you a labour hire organisation? If Yes, host employer involvement is crucial to RTW outcomes - work with the host employer to source suitable duties for the worker. **TIP!** – *The Host employer may have obligations to support your worker return to work. For more information visit ReturnToWorkSA website or contact Employer Education team for support.*	Yes ☐	No ☐
Have you set expectations around communication with the worker? **TIP!** – *Refer to 'Communicating with the worker' sheet.*	Yes ☐	No ☐

Notes

Documents to discuss and share with the worker

These documents are intended to be discussed and shared with the worker to inform them about the process and how they will be supported following a work injury or illness. They help the worker understand the role of the Return to Work Coordinator, their rights and responsibilities, and where they can seek support if they are struggling. These documents can be printed and provided to the worker after an injury has occurred. Taking this information away allows the worker to read it at their own pace, digest the information and seek clarity if needed.

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My role as your Return to Work Coordinator

As your Return to Work Coordinator, I will play an active role in supporting you following your work injury or illness.

I will support you by:

- helping you lodge a claim and any other paperwork required
- maintaining regular contact with you and helping you access supports and services that can assist you throughout your recovery
- helping your Manager understand their role and consulting with your Supervisors and Manager(s) regarding your return to work plan and duties within the plan
- meeting with you and your Claims Manager and keeping your Claims Manager informed of how the workplace is supporting you
- liaising with your treating team including participating in some of your medical reviews with you (with your consent) to discuss your recovery and return to work
- assisting you to remain at, or return to, safe and sustainable work and monitoring your progress
- contributing to the development of your recovery and return to work plan
- maintaining confidentiality regarding your injury or illness, treatment and rehabilitation.

As your Return to Work Coordinator, my role is to support you through your recovery and help you ease back into work safely. Research shows that being at work is generally good for your health and wellbeing, with benefits like physical activity, social contact, daily structure, and financial security.

You don't need to be fully recovered before returning to work—starting with suitable duties can actually help you get better sooner.

If you have any concerns relating to your recovery or return to work, please let me know. Staying in touch and keeping me updated on your condition will help us plan the best approach together.

Here are my contact details:

Name:	
Email:	
Phone:	

Information for a Worker

How will I be supported in my recovery and return to work?

What happens after I report a work injury or illness?

- Your Manager or Return to Work Coordinator can help arrange the necessary medical treatment and assist with transport if required
- Your doctor will assess your injury or illness and will provide you with a Work Capacity Certificate. A Work Capacity Certificate should contain information regarding recommended treatment and your capacity for work which you provide to your employer
- If you choose to make a claim, your Manager or Return to Work Coordinator can assist you to lodge the claim
- Your Manager, Return to Work Coordinator and Claims Manager will assist you and coordinate supports and services to aid your recovery and return to work.

What is the role of the Claims Agent/ Claims Manager?

Your employer has insurance with ReturnToWorkSA.

Your work injury claim will be managed by the Claims Agent allocated to your employer which will be either Employers Mutual (EML) or Gallagher Basset (GB).

The Claims Agent is responsible for all claims decisions and for supporting access to identified supports and services to assist you during your recovery and return to work. If you are unlikely to make a full return to work within two weeks, a mobile Claims Manager may be allocated to provide further support and will meet with you and your employer as soon as possible. Your Claims Manager will also:

- liaise with you and your treatment team to understand what supports and services you may need
- help monitor your capacity for work and work closely with you, your Return to Work Coordinator and/or Manager to identify suitable return to work options
- assess the need for more complex treatment, such as surgery, and approve appropriate treatment options.

Self-Insured employers have their own claims management processes for managing workplace injuries and illnesses. If you work for a self-insured employer, speak to your Manager or Return to Work Coordinator for clarity about these processes.

What is the role of my Manager or Supervisor?

Your Manager or Supervisor has an important role in your recovery and return to work and should:

- Participate in meetings with you, your Return to Work Coordinator and/or Claims Manager to identify workplace supports that may be appropriate during your recovery and return to work
- Identify safe and suitable duties that you can perform during your recovery
- Help you continue to feel connected to the workplace through regular contact and support.

What benefits may I receive if I have an accepted claim?

- Income support to cover your wages when you cannot return to work.
- Reasonable and necessary medical treatment and expenses.
- Access to a wide range of supports and services designed to assist you throughout your recovery and return to work, which includes the Low Intensity Mental Health Coaching program and ReCONNECT. Both these services are available whilst your claim is being determined, ensuring you receive support early to help keep you on track with your recovery.

What obligations does my employer have?

Your employer has key obligations to support your recovery and return to work, which include:

- reporting your work injury claim to the Claims Agent / self-insured employer within five business days of receiving notification that you wish to make a claim
- assisting in the development of your recovery/return to work plan and complying with any obligations outlined in the plan
- providing a safe and supportive return to work environment
- providing you with suitable employment that you are fit to perform whilst you recover. This includes alternate duties or work arrangements if you cannot return to your pre-injury work
- provide you and the Claims Agent/ReturnToWorkSA with at least 28 days notice of termination of your employment, where applicable, and include details of the reason for termination.

What if I am a labour hire employee?

If you are a labour hire employee, your employer remains responsible for employing and supporting you after your injury. To support your return to work, your labour hire employer should also:

- collaborate with the pre-injury host employer or other host employers to find suitable employment opportunities for you
- continue to pay your remuneration and support you if you have an accepted claim.

Information for a Worker

What can i do for my recovery and return to work?

Supporting you to recover and return to work and life is a priority for your Claims Manager and your employer, but we need your active engagement to ensure we are getting it right.

Here are some ways you can take an active role in your recovery and return to work.

Help identify suitable duties

There are many health benefits to work. It helps keep us physically fit, maintain routine, connected socially and has a positive impact on our mental health. Participating in conversations about return to work and continuing to engage with your Claims Manager and Return to Work Coordinator about suitable work options can help you return to meaningful work sooner.

Continue to engage in normal activities that are safe

Continue with usual physical and social activities as much as possible. It's important to seek advice from your doctor and treating team about what activity is safe and appropriate for various stages of your recovery.

Stay in touch

Recovering from injury or illness can be difficult. Staying connected with family, friends, your Manager and your workmates can improve your wellbeing during your recovery.

Raise your concerns

If something is worrying you about your claim or your recovery and return to work, it's important to raise this early so that your Manager, Return to Work Coordinator or Claims Manager can address these concerns. Asking for and accepting help is a positive step in recovery.

Celebrate the little wins and focus on your goals

Recognise that recovery can sometimes be slow, and everybody's recovery and return to work journey is different.

Provide access to information that can support your recovery and return to work

Your Claims Manager and Return to Work Coordinator may need to share and discuss relevant information about your work injury, recovery and return to work with your treatment providers as well as some other people like your Manager or host employer to best support you. Completing a medical authority helps your employer to understand what you need to safely recover and return to work. This information will only be shared with those engaged in supporting your claim.

Understand your responsibilities

Workers who sustain a work injury also have some key responsibilities:

- notify your employer of your work injury or illness as soon as possible (within 24 hours if you can)
- tell your employer if you wish to make a claim as soon as possible. The sooner you make a claim, the quicker you can begin accessing necessary treatment and support. The easiest way to lodge a claim is through your employer. Alternatively, you can lodge your claim directly with your relevant Claims Agent.
- participate in activities identified to assist your recovery and return to work
- assist in the development of any recovery/return to work plan and comply with any obligations in the plan
- provide current Work Capacity Certificates and follow any restrictions both at work and at home
- undertake suitable duties that are in accordance with your medical capacity.

Understand your rights

A worker who sustains a work injury or illness can expect:

- **Privacy during medical appointments.** Your Claims Manager or employer are prohibited from attending in person while you are being physically or clinically examined, treated, or undergoing a diagnostic examination or test by a health practitioner without your voluntary written consent. Your employer or Claims Manager can attend following this part of the appointment or during scheduled case conferences to discuss recovery and return to work without this written consent.
- **Access to an interpreter.** You can request this when lodging your claim or ring the Interpreting and Translating Centre on **1800 280 203** and ask them to contact the Claims Agent at no cost to you.
- ReturnToWorkSA, its Claims Agents and a self-insured employer to act in accordance with service commitments. If you feel a service commitment has not been met, your concern can be raised with a person providing the service, the Claims Agent, ReturnToWorkSA or the Ombudsman to help resolve the concern or complaint.
- To be able to reasonably request ReturnToWorkSA to investigate any circumstance where it appears your employer is not complying with any requirement of this Act relating to your retention, employment or re-employment. If you believe your employer has failed to make reasonable efforts to identify and offer you suitable employment, you can:
    - raise this concern with your Claims Manager or Claims Agent; or
    - submit a fraud and non-compliance referral form to ReturnToWorkSA via the website; or
    - seek guidance from your Union or legal representative; or
    - apply to your employer in writing seeking suitable employment under section18 (3) of the *Return to Work Act 2014*; and if that fails,
    - apply to the South Australian Employment Tribunal for an order that your employer provide suitable employment.

Workplace health and wellbeing supports and services

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Taking care of your wellbeing during your recovery is important. There are a range of supports and services available to you during your recovery and return to work.

(Insert Business name here) **offer these services:**

Employee Assistance Program
(Remove if not applicable)

Our Employee Assistance Program (EAP) provides a free and confidential support service for staff (and their immediate family members) to assist with both work and non-work related issues that are impacting mental health such as trauma, substance use, relationship issues, work-related stress and the management of change.

Phone:

Hours of operation:

Mental Health First Aiders
(Remove if not applicable)

Mental Health First Aiders (MHFA's) are trained to respond to someone experiencing a mental health problem. For a current list of our MHFA'S, please refer to the intranet and/or Safety Notice Board.

Onsite Physio Services and/or Onsite Gym
(Remove if not applicable)

Our workplace provides staff with access to Physio services and/or on-site gym to support your health and wellbeing.

Location:

Hours/Days services available:

Booking process:

Health and wellbeing supports and services

After a claim is lodged, ReturnToWorkSA provides workers with the following support services:

Mental Health Support Service (low intensity) provides workers with access to a mental health coach for pending or accepted claims where mild to moderate anxiety, depression, or stress symptoms are present, and the worker is not regularly seeing a psychologist or psychiatrist for treatment. The service is also available to immediate family members. Speak with your Return to Work Coordinator or Claims Manager for more information or to make a referral.

ReCONNECT supports workers with pending, accepted or rejected claims who are facing barriers beyond their work injury -such as housing, relationship and financial challenges. The service connects workers to free or low-cost community support services. To speak with a ReCONNECT Advisor, contact ReturnToWorkSA on **8238 5959** or reconnect@rtwsa.com

Community Services

Speak to your GP – if you require more extensive Mental Health support, your GP can be a valuable resource.

Beyondblue	Online telephone helpline for people with depression, anxiety or other mental health issues 24hrs/7 days	1300 22 4636
Lifeline	Crisis support line available 24hrs/7 days	13 11 14
Medicare Mental Health	Funded by the Australian government and free to access, this service helps you access the mental health and wellbeing resources and services that are right for you.	1800 595 212
13 YARN	National Crisis support line for mob who are feeling overwhelmed or having difficulty coping. 24hrs/7 days	13 92 76
Mental Health Triage Service	The main point of access to state funded mental health services and can provide advice and information in a mental health emergency	13 14 65
MindSpot	Mental Health Care services delivered online or via telephone free of charge, including confidential psychological assessments and clinically proven treatments	contact@mindspot.org.au

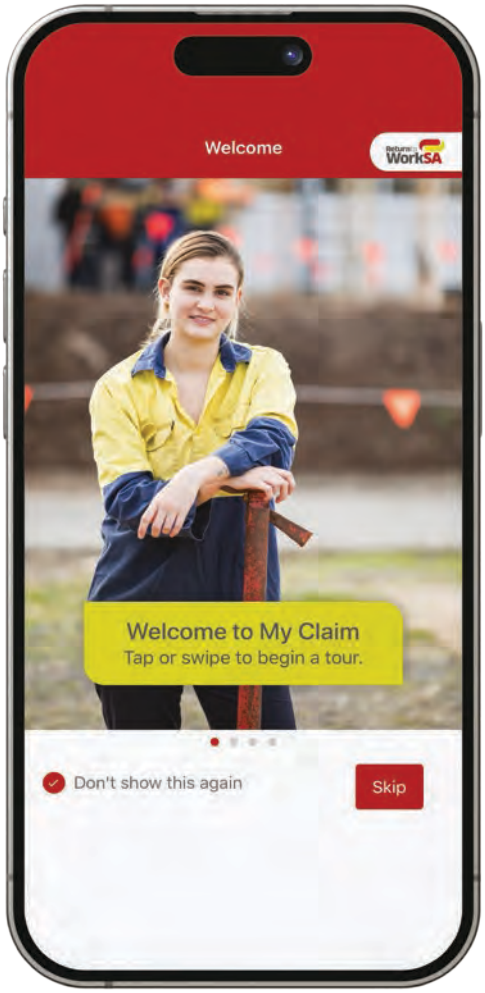
My Claim app

Features

The My Claim app helps you manage your work injury claim information.

Through the My Claim app you can:

- see claim details and switch between claims if you have multiple claims
- submit receipts and see your payment history
- submit documents including Work Capacity Certificates and payslips
- view information about recovering and returning to work
- contact your Claims Manager
- see your claim information in one place
- update your contact and bank details.



How to download the app

- The My Claim app is available to download from the App Store and Google Play.
- Search for 'RTWSA' or 'my claim' to find the My Claim app and download the app onto your device.

How to login to the app

- Login using your 10 digit mobile number with no spaces.

More information

- For more information about the My Claim app, speak to your Claims Manager.

Getting started

- Click 'Login'
- Enter your mobile number to receive a unique access code
- Click the 'Send code' button
- Enter the unique code and then create your security access.

Welcome

- View all of the app features
- Tap or swipe to begin a tour
- To skip the tour, tick 'Don't show this again' and click the 'Skip' button.

Select claim

- Click the 'Select claim' button to see your claim information and receive notifications about your claim.

Submit a receipt

- Click the 'Submit a receipt' button to submit a receipt for reimbursement and see your payment history
- Click the 'Take photo' button or 'Select photo' button or 'Select PDF" button to take a photo of your receipt or send us a PDF through the app.

Submit a document

- Click the 'Submit a document' button to submit a document to your Claims Manager
- Select document type from the list
- Check what you have sent through the submission log and click 'OK'.

Recovery and return to work support

- Click the 'Recovery & return to work support' button to view helpful recovery and return to work support information
- Click the 'Contact Claims Agent button' to contact your claims. agent by or email through the app.

Manage personal details and see claim details

Click the person icon on the top right of the screen to:

- update your personal and bank details
- view your claim details
- log off.

Choosing your treatment team

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If you sustain a workplace injury or illness, you have the right to choose your own treatment team.

However, if you do not have a regular doctor or would like to see someone with experience in work injuries, (name of organisation) recommend the providers below.

These providers *(edit as appropriate):*

- are local and close to the workplace
- understand the return to work scheme and documentation required
- have experience managing and treating work-related injuries
- are aware of the tasks and duties performed in our workplace
- provide a range of medical and allied health services helping you access necessary treatment quickly.

Delete This Box

This is a great opportunity to highlight why you are recommending these providers.
What are the benefits? Highlight these for the worker!

Medical Centre/Hospital/Physio/Psychologist

Name: **Phone number:**

Address:

Medical Centre/Hospital/Physio/Psychologist

Name: **Phone number:**

Address:

Medical Centre/Hospital/Physio/Psychologist

Name: **Phone number:**

Address:

For any assistance, please contact (name of organisation) Return to Work Coordinator

Name of RTW Coordinator:

Phone:

Email:

Documents for completion

The documents within this section help ensure that all relevant parties are informed, aligned and able to contribute effectively to the worker's recovery and safe return to work.

Important notes about this section:

Medical Authority

A signed medical authority should be requested from the worker at the **start of the injury management process**, even if it's not immediately required. This document enables the Return to Work Coordinator to receive and share medical information relevant to the work injury with the treating team. Please note:

While the Claims Agent will also obtain a medical authority, that authority only applies to the Claims Agent and does not extend to the employer or Return to Work Coordinator.

In person attendance consent

The worker's employer and ReturnToWorkSA (including its Claims Agents, Employers Mutual and Gallagher Bassett) are not permitted to be present while an injured worker is being examined or treated by a health practitioner or undergoing any diagnostic examinations or tests. If the injured worker wants their employer or claims agent to be present during such appointments, they will need to provide written consent using the ReturnToWorkSA form.

Letter to Treating Doctor

This letter may not be necessary if you are regularly engaging in meetings with the worker's doctor. However, it can be a useful tool to formally communicate the employer's support, provide job information, and request relevant medical input.

Medical authority to obtain/release information

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To support your recovery and assist with your safe and timely return to work, we may require medical information that helps us understand the nature of your work-related injury or illness, your current capacity, and your prognosis.

This authority allows your treating health care providers to share relevant information with your employer's appointed Return to Work Coordinator or representative. All information will be handled in accordance with the *Return to Work* Act and applicable privacy laws.

If you have any concerns about confidentiality, please speak with your Return to Work Coordinator.

Worker Authority

I, (insert worker's full name), hereby authorise my treating doctor(s) and/or other relevant medical professionals.
You can choose to specify your treating providers, but this is optional. If you would like to specify your treating providers, please list their names below:

to release information relevant to my work-related injury or illness to my employer's appointed Return to Work Coordinator or representative,
(insert name of coordinator or representative such as Manager/Leader/other relevant persons)

This information may include, but is not limited to:

- Diagnosis and nature of the injury or illness
- Your treatment and progress
- Functional capacity and work restrictions
- Prognosis for recovery and return to work.

I understand that this information will be used solely for the purpose of managing my recovery and facilitating my return to work.

Worker's full name:

Worker's signature:

Date:

****IMPORTANT:** This authority does not provide consent for your employer/Return to Work Coordinator to be present whilst you are being examined or treated by your health practitioner or where you are undergoing diagnostic examinations or tests required for treatment purposes.

Delete This Box

- Provide a copy of this authority when communicating with the worker's treating provider(s)
- Identify the way the doctor/physiotherapist/other would like to communicate with you and adapt your approach
- Make sure the provider is aware of your role to assist and support their patient to recover and return to work
- Refer to Section 186 of the Return to Work Act 2014 for more detail.

Instructions and guidance - letter to the treating doctor

This letter is a communication tool designed to help you, as the Return to Work Coordinator, engage with the treating doctor regarding your support for the worker's recovery and return to work. It can be provided **before or after the initial appointment,** especially if you are unable to attend in person.

You may also give this letter to the worker to present during their initial or follow-up medical review. This ensures the doctor is aware of your role and the workplace's commitment to supporting the worker's recovery.

It's important that you tailor the letter and remove sections that are not relevant.

Purpose of the Letter

- To introduce yourself and your role in supporting the worker's recovery and return to work.
- To provide relevant workplace information, such as job duties and available suitable tasks.
- To request medical input that will help identify safe and appropriate duties for the worker.

Tips for engagement with the doctor

Be clear and supportive: Highlight that your role is to help the worker return to work safely, in line with medical advice.

Respect the doctor's focus: Their priority is the worker's health and recovery.

Clarify communication preferences: Ask the doctor how they prefer to be contacted (e.g., email, phone).

Provide the medical authority: Attach the signed medical authority form as part of your letter or forward a copy to the clinic (if one has been provided) so the doctor can share relevant information with you.

Encourage collaboration: Where possible, meet with the doctor and the worker together - ideally in person and be available for case conferences.

Discuss capacity at home and work: When discussing capacity, ensure you address any capacity concerns for home then identify suitable duties at work.

Tips for working with GP's and work capacity certificates

https://www.rtwsa.com/insurance/return-to-work-coordinators/workplace-advisory-services/tips-for-working-with-gps-and-work-capacity-certificates

Editable
Business logo

(Date)

(Doctor's Name)

(Medical Practice Name)
(Address)

(Your Name)
Return to Work Coordinator

(Employer's Name)
(Email Address)
(Phone Number)

Dear Dr. (Doctor's name),

Re: (Injured Worker's Full Name) – Work Injury on (Date of Injury)

Thank you for treating (injured worker's name) in relation to their work-related injury or illness (description of injury) which occurred on (date injury occurred or was estimated to have occurred).

As the Return to Work Coordinator for (employer's name), my role is to support our employees throughout their recovery and facilitate a safe and sustainable return to work. We are committed to providing suitable duties during the recovery period and are flexible in accommodating medical restrictions, including adjustments to hours, tasks and the work environment.

To assist you in understanding the physical and functional requirements of (Injured Worker's Name)'s pre-injury role I have attached a copy of their (Job Description/Job Dictionary). Should you wish to arrange a worksite visit or require further details about specific tasks or the work environment, please don't hesitate to contact me.

Also enclosed is a signed Medical Authority from (injured worker's name) authorising you to share relevant information regarding their injury or illness, treatment, and work capacity with me.

To help us in identify appropriate and safe duties, we kindly request that you complete a detailed Work Capacity Certificate (WCC).

If you are unfamiliar with the ReturnToWorkSA WCC format, I have included a guide for your reference. The 'Functional Ability' section is particularly valuable in helping us tailor duties that support recovery without risk of aggravation.

We appreciate your collaboration in supporting (injured worker's name)'s recovery and return to work. Please feel free to contact me directly if you have any questions or require further information.

Thank you for your time and support

Yours sincerely
(Coordinator full name)
Return to Work Coordinator
(Employers name)

Graduated return to work schedule - example

Stage	Start Date	Days/Hours	Work activities	Considerations/Restrictions	Treatment
1	10/3/2025	3 days/week 4 hours/day	- Benchwork in tool shop - General cleaning duties - Stocktake	- No lifting over 5kg - Sit/stand workstation - unable to drive truck	Physio - Mon and Wed Hydro - Friday
2	24/3/2025	4 days/week 6 hours/day	- Benchwork in tool shop - General cleaning duties - Stocktake	- No lifting over 5kg - Sit/stand workstation - unable to drive truck	Physio - Mon and Wed Hydro - Friday
3	7/4/2025	5 days/week 8 hours/day	- local delivery driving - yard duties - workshop duties	No lifting over 10kg - Sit/stand workstation - no long-distance driving for longer than 1 hour	Physio – every second Monday
4	28/4/2025	Full days/hours	Trial of full duties	No lifting over 20kg	Home exercise and gym strengthening program

Description & Guidance – Graduated Return to Work Schedule

This Graduated Return to Work Schedule is a practical tool for employers and Return to Work Coordinators to monitor and support a worker's progress as they resume duties following a work-related injury or illness. This is particularly helpful in the absence of a formal recovery and return to work plan or provider developed Graduated Return to Work Schedule, which is often the case when a worker has a medical expenses only claim and a mobile Claims Manager has not been allocated.

The Graduated Return to Work Schedule can be shared with all members of the worker's support team, including their Manager, treating doctor and allied health providers. It outlines a staged approach to returning to work, ensuring that duties and hours align with the worker's current medical capacity

The Graduated Return to Work Schedule should be developed in consultation with the workers treating doctor and relevant allied health professionals to ensure it is safe, appropriate and tailored to the worker's recovery needs. The treating doctor may also reference the Graduated Return to Work Schedule on the Work Capacity Certificate - for example, when approving a transition to a new stage increased capacity (e.g. "Stage 3").

Graduated Return to Work Schedule

Worker name:

Date of injury:

Pre-injury position:

Treating doctor:

Injury description:

Return to Work Coordinator:

Stage	Start Date	Days/Hours	Work activities	Considerations/Restrictions	Treatment
1	--/--/--	<insert text>	<insert text>	<insert text>	<insert text>
2	--/--/--	<insert text>	<insert text>	<insert text>	<insert text>
3	--/--/--	<insert text>	<insert text>	<insert text>	<insert text>
4	--/--/--	<insert text>	<insert text>	<insert text>	<insert text>

Review and Sign-off

Employee signature:

Date:

Return to Work Coordinator signature:

Date:

Supervisor signature:

Date:

Treating doctor signature:

Date:

For assistance with this toolkit, contact the Employer Education team on **(08) 8238 5958** or **coordinators@rtwsa.com**

Return to Work SA

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