

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 section 18 (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.