



Does your business need to appoint a Return to Work Coordinator?

A Return to Work Coordinator is pivotal in supporting workers and employers following a work injury. You may have a legal obligation to appoint a Return to Work Coordinator.

When you need to appoint a Return to Work Coordinator

If you have employed 30 or more staff (in South Australia) for a continuous period of three months or more, you are legally required to appoint a Return to Work Coordinator. They must be based in South Australia and have completed the Return to Work Coordinator certification training with an approved training provider within six months of reaching the 30 employee threshold and within three months of a vacancy occurring.

Benefits of having a Return to Work Coordinator

There are many benefits to having a Return to Work Coordinator. As a workplace contact they:

- have an understanding of the return to work process and what to do following a workplace injury
- are a dedicated resource for supporting workers and employers
- can assist with early intervention and minimise time off due to injury
- contribute to positive workplace culture by educating staff and reducing stigma
- are a dedicated resource for communication with the claims agent leading to improved partnership and outcomes.

An employer can choose to appoint an internal staff member or outsource the role to an external third party Return to Work Coordinator.

Your chosen Return to Work Coordinator should have:

- good knowledge of the workplace and the work undertaken
- access to staff and supervisors with whom they need to discuss suitable duties
- ability to communicate effectively and positively influence people
- authority to make decisions about return to work on behalf of the employer
- capacity to effectively perform the role as legislatively required.

How to appoint a Return to Work Coordinator

1. Identify an appropriate person to fulfil the Return to Work Coordinator function at your workplace.
2. Notify ReturnToWorkSA of your nominated Return to Work Coordinator by emailing coordinators@rtwsa.com, including a copy of their certificate if they have undergone the required training.
3. If the nominated person has not undertaken the Return to Work Coordinator certification training, visit www.rtwsa.com/insurance/return-to-work-coordinators/training to arrange with an approved provider.

If you are unsure whether you are required to appoint a Return to Work Coordinator and would like some assistance, contact our Employer Education Advisor team on **(08) 8238 5958** or email coordinators@rtwsa.com.

If an appropriate Return to Work Coordinator is not appointed in your workplace, financial penalties may be imposed.

Support

ReturnToWorkSA provides all Return to Work Coordinators with access to a range of free services to help them successfully perform in the role, including phone and email support, and a skill building workshop program.



To find out more about the role and responsibilities of a Return to Work Coordinator, refer to the Employer Guidelines, or contact the Employer Education Advisor team on **(08) 8238 5958** or email coordinators@rtwsa.com.