



# The ecoDynamics recovery/return to work (RTW) procedure for NSW, SA and Victorian workers

## Contents

Background .....	2
Purpose .....	2
Scope and Application .....	2
Definitions .....	2
Procedure .....	3
Roles and Responsibilities .....	8
Employer .....	8
Workers.....	8
Records Management .....	9
Relevant Legislation.....	9

## Background

ecoDynamics is committed to supporting “remaining at” or “return to work” outcomes. Our focus is on early intervention to support our employees to recover from injury and realise the health benefits of returning to work.

## Purpose

This procedure describes the processes for supporting and managing a sustainable recovery and return to work at ecoDynamics.

## Scope and Application

This procedure applies to ecoDynamics employees for work related or non-work-related injury.

## Definitions

For **Victorian Employees** the RTW Injury service agent is **OccCorp**. Occcorp’s RTW injury consultant is Jan Edwards. Occcorp is responsible for assisting in the RTW coordination in accordance with the requirements of the Workplace Injury Rehabilitation and Compensation Act 2013 and Workplace Injury Rehabilitation & Compensation Regulations 2024.

For **NSW Employees** the RTW Injury service agent is **OccCorp**. OccCorp’s RTW injury Consultant is **Jan Edwards**. Jan Edwards is responsible for assisting in the RTW coordination in accordance with the requirements of the Workplace Injury Management and Workers Compensation Act 1998 & Workers Compensation Regulation 2016.

For **South Australian Employees** the Recovery & RTW service agency is **NB&A Group**. **Hailey Robinson** is NB&A Group’s consultant and is responsible for assisting in the RTW process in accordance with the requirements of the Return-to-Work Act 2014 and Return to Work Regulations 2015.

**Incident:** is any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

**Injury Pack:** provided by RTW injury Coordinator to an injured worker with all relevant documentation and information required.

**Work Capacity Certificate (WCC):** is a certificate used by a treating medical practitioner to certify the worker’s capacity for work and any applicable restrictions.

**Return to Work Plan (RTWP)** is a structured, written agreement developed collaboratively between the employer, the injured or ill worker, treating health practitioners, and the insurer. It sets out the actions, responsibilities, and supports required to assist the worker’s safe, timely, and sustainable recovery at work.

**Return to Work Service Coordinator (RTWSC):** is the service provider’s appointed individual to perform these functions:

- Provide support for an injured worker to remain at / return to work as soon as medically safe to do so
- Assist with preparation and implementation of recovery/return to work plan
- Liaise with any person(s) involved in the medical treatment and services
- Monitor the progress of the injured worker’s capacity to return to work
- Take steps to prevent the occurrence of re-injury when a worker returns to work

## Procedure

No.	Step	Responsibility	Information
1.	Reporting injuries that occur at work	<p>Worker</p> <p>Line Manager/Supervisor</p> <p>RTWSC</p>	<p>Any injury that occurs at work must be reported as soon as practicable to the worker's Line Manager (within 24 Hours).</p> <p>The Line Manager/Supervisor shall immediately advise the <i>Return-to-Work Service Coordinator</i> (RTWSC) of the injury.</p> <p>If the worker's Line Manager/Supervisor is unavailable, the worker must advise the RTWSC directly on:</p> <p><b>OccCorp, Injury Reporting line 1300 666 303</b> NSW, VIC employees. This service operates 24 hrs a day every day of the year</p> <p><b>NB&amp;A Group, Injury reporting line 08 8352 6344</b> SA employees.</p> <p>An incident report outlining how the injury occurred should be completed as soon as practicable.</p> <p>The RTWSC will provide worker with an Injury pack <b>if applicable</b>.</p>
2.	Reporting an injury to Claims Agent	<p>Worker</p> <p>Line Manager/Supervisor</p> <p>RTWSC</p>	<p>In <b>S.A</b> - The Claims Agent should be contacted once worker has reported the injury to their Line Manager/ Supervisor and/or RTWSC and express their desire to lodge an injury claim. The worker lodges claim via the telephone reporting system by calling the relevant claims agent.</p> <p>In <b>Vic</b> - The employer notifies the Agent via a claim completed by the worker</p> <p>In <b>NSW</b> - The employer needs to make a notification.</p> <p>RTWSC will advise and support the worker with the lodgement of a claim by providing the relevant information that the Claims Agent will require to triage and document worker's claim.</p>
3.	Reporting injuries that occur outside of work	Worker	Workers are to notify their Line Manager/Supervisor of any non-work related injury/illness prior to their return to workplace as soon as practicable.

		Line Manager/Supervisor RTWSC	<p>The Line Manager/Supervisor will notify the RTWSC who will assess any needs and ensure ecoDynamics is able to fulfil its duty of care.</p> <p>Medical clearance to certify worker is fit to undertake the task/role may be required prior to the worker returning to work. The Line Manager/Supervisor will advise the worker of the information that is required in this event.</p>
4.	Medical Treatment	Worker  Line Manager/Supervisor  First Aid Officer RTWSC	<p>First aid will be provided onsite by the authorised First Aid Officer. In the absence of First Aid Officer the Line Manager/Supervisor will provide appropriate first aid.</p> <p><b>If</b> immediate offsite treatment is needed the RTWSC (<b>or nominated person</b>) will accompany the worker to the medical clinic / hospital. At the appointment, support, return to work and suitable duties may be discussed with the doctor if appropriate.</p> <p>Worker is responsible for ensuring treating doctor completes and provides a Work Capacity Certificate, which is be given to employer.</p> <p>If worker is admitted to hospital, SafeWork SA must be informed.</p>
5.	Early Intervention Practices	Worker  Line Manager/Supervisor  RTWSC	<p>Where appropriate early intervention practices may be initiated by the RTWC as soon as symptoms are reported by an employee or a Line Manager/Supervisor.</p> <p>Early intervention practices may include: Injury management plans outlining responsibilities of all parties (Recovery, Return to Work Plans and Arrangements) Contact schedules highlighting where worker is able to access further supports if needed Workstation realignments and adjustments/improvements Temporary adjustment of working hours Ergonomic assessments conducted by appropriate medical professionals Ergonomic hardware such as chairs, sit stand desks, foot rests and lumbar support.</p> <p>All early intervention practices will be recorded in the Injury Management Work plan.</p>
6.	Suitable Duties & Implementing return to work plans	Line Manager/Supervisor  RTWSC	<p>The RTWSC may liaise with treating medical team to clarify the worker's capacity if this is unclear.</p>

		Claims Agent	<p>The RTWSC and Line Manager/Supervisor will meet with worker to identify and agree upon suitable roles and duties.</p> <p>The RTWP is prepared following receipts of medical information and in discussion with the relevant manager.</p> <p>The RTWSC will document the suitable duties and prepare a recovery &amp; return to work plan. The plan will be finalised in consultation with the Claims Agent, Worker and Line Manager/Supervisor.</p> <p>The RTWSC will distribute the completed plan to the worker and Line Manager/Supervisor and the Claims agent. A copy of the plan will be recorded on the worker's personnel file.</p> <p>The Claim Agents in NSW and Vic do not need to be consulted. When plans/arrangements are completed they are forwarded to the respective Agent</p> <p>If specialist expertise is required, and not available in the workplace, the RTWSC will communicate with the Claims Agent around referral/s for return-to-work services. The Claims Agent will process any referral/s required for return to work services.</p> <p>The RTWSC will ensure information provided to workers relating to their return-to-work arrangements is clear and timely. The RTWSC will ensure that the worker receives any necessary training (including work health and safety considerations) prior to undertaking any modified or alternative duties.</p> <p>Copies of plans which are developed in consultation with worker and supervisor will be sent to worker and supervisor for signing and return to work supervisor coordinator.</p> <p>The RTWSC will engage interpreting and translating services if required.</p>
7.	Monitor Progress	RTWSC	<p>The RTWSC will review progress:  When an updated WCC is received  At significant milestones  When the worker provides new information</p>

			<p>This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Communicating with the worker, Line Manager/Supervisor</li> <li>• Convening or attending case conference,</li> <li>• Staying in touch with treating providers where appropriate</li> </ul> <p>The worker's duties and/or hours of work will be adjusted in response to changes in the extent of their capacity for work and any new information available.</p> <p>Workers are to keep their Line Manager/ Supervisor informed of any changes throughout the claim and work in accordance with their Recovery / Return to Work Plan</p> <p>Worker obligation to provide certificates of capacity (work related injuries) or ordinary medical certificate (non work related injuries) to their supervisor/manager</p>
8.	Return to Pre-injury duties	RTWSC	<p>The RTWSC will advise the Claims Agent when a worker who has been in receipt of income support:</p> <ul style="list-style-type: none"> <li>• Has made a return to pre-injury duties</li> <li>• Has experienced a change in earnings</li> <li>• Has experienced a change in the type of work being performed</li> </ul> <p>Workcover certificates which reflect these changes are provided to the Agent With respect to earnings this will need to be completed by the employer and the payroll office.</p> <p>In SA, NSW and Vic workers may be performing PID's but treatment is continuing - files should only be closed once PID is achieved and treatment has ceased</p> <p>The RTWSC will close the recovery / return to work file when a worker has made a return to pre-injury duties.</p>
9.	Unable to Return to Pre-injury duties	RTWSC	<p>The RTWSC may monitor and review progress via the recovery/return to work plan. If it is evident that the worker is unable to return to pre-injury duties in the future the RTWSC may request that the Claims Agent facilitate a determination on whether it is reasonably practicable for ecoDynamics to provide suitable employment.</p>

			<p>The RTWSC may request additional information to assist the process of identifying suitable employment such as functional capacity evaluation, worksite assessment and / or vocational assessment.</p> <p>The needs for such services will be discussed with the worker and their manager.</p>
10	Unable to identify suitable employment	RTWSC Worker	<p>If ecoDynamics is unable to provide suitable employment for the worker, the Claims Agent must be notified promptly, in writing, by the RTWSC.</p> <p>The relevant Claims Agent will consider the evidence because of the above activity, and decide if any further return to work services may be required and review the recovery / return to work goal together with the worker and ecoDynamics</p> <p>A review may also occur under section 25(10) of the Return to Work Act 2014 to consider whether new or other employment options for the worker need to be considered to assist a return to suitable employment.</p> <p>If a worker believes that ecoDynamics is not complying with the requirements in the Act for their retention, employment or re-employment they may request ReturnToWorkSA to investigate or if this were to occur for workers in Vic or NSW the Agent is to be contacted in the first instance</p>
11.	Confidentiality		<p>Information obtained during recovery / return to work will be treated with sensitivity and confidentiality. The worker will be required to sign a Medical Authority to permit the RTWSC to contact the worker's treating medical providers.</p> <p>ecoDynamics will ensure that all personal and medical information relating to the worker is protected against loss and unauthorized access, use, modification or disclosure and against other misuse.</p> <p>Section 185 and 186 of the Act describes these obligations.</p> <p>The RTWC will keep secured, accurate and objective case notes for each worker's return to</p>

			work. Hard copy records will be kept in locked storage, or electronically, to only be accessible by the RTWC.
12.	Information and Training		<p>Information and training regarding recovery / return to work will be available for Line Managers / Supervisors and workers.</p> <p>Injury reporting process, Recovery and return to work information will be included in induction programs for all new workers.</p>
13.	Grievances and Disputes		<p>In the event of any dispute or issue regarded as unfair or against the intent of a successful recovery / return to work the worker will, in the first instance, raise the issue with <i>the ecoDynamics HR Manager</i>.</p> <p>The HSEQ Manager will be responsible for following up and making every effort to resolve the grievance in a spirit of cooperation with the worker, management and Claims Agent.</p> <p>The Ombudsman may also consider issues, refer to <a href="http://www.ombudsman.sa.gov.au/return-to-work/">http://www.ombudsman.sa.gov.au/return-to-work/</a></p> <p>Note: this does not include claim decisions made by the relevant Claims Agent that have review rights through an Employment Tribunal Service.</p> <p>Induction programs for new workers will include recovery and return to work information.</p>

## Roles and Responsibilities

### Employer

- Inform managers/supervisors and workers of their roles in the recovery and return to work process. (Include how you do this eg. within induction, a specific training session, team &/or toolbox meetings)
- Support the return-to-work service program and coordinators in performing their functions
- The RTWSC has the capacity to proactively support injured workers on behalf of ecoDynamics to achieve a safe and sustainable return to work.
- Provide support to injured workers by identifying support processes to facilitate and assist working with Claims Agents, medical treatment team, monitoring progress of injury worker's return to work and capacity and preventing the occurrence of further injury when worker has returned to work.

### Workers

- Exercise reasonable care and adherence to safety policies to prevent injury to themselves or other workers
- Notify the employer of a work injury as soon as possible (within 24 hours if you can)

- Lodge a claim as soon as possible and inform your employer of intention to do so
- Cooperate with all parties to meet recovery / return to work obligations
- Complete all required documentation, including claim forms and incident reports and provide to employer
- Maintain contact with Line Manager / Supervisor and/or RTWC during recovery and return to work
- Notify Line Manager / Supervisor and/or RTWSC of any issues or concerns regarding injury or return to work process Records Management

All records will be retained in accordance with the requirements of the relevant legislation.

## Relevant Legislation

ecoDynamics expects all employees to adhere to its standards of behavior and comply with all requirements of relevant legislation.

Victoria	Workplace Injury Rehabilitation and Compensation Act 2013 and Workplace Injury Rehabilitation and Compensation Regulations 2024.
New South Wales	Workplace Injury Management and Workers Compensation Act 1998 and Workers Compensation Regulation 2016.
South Australia	Return-to-Work Act 2014 and Return to Work Regulations 2015.

## Review of procedure

The HSEQ Manager in consultation with the RTWSC reviews the procedure annually in line with existing information with a view for continual improvement and in consideration of any revised legislative changes, whichever occurs first.