

RETURN TO WORK PROGRAM

Effective from 5 March 2024.

To be reviewed and updated prior to 5 March 2026.

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1 Introduction

MAP Recruitment is committed to the safety, welfare and return to work of our workers in the event that an injury or illness is sustained. At MAP Recruitment we are committed to the framework that governs our Return to Work Program. We are committed to operating our businesses in a manner which ensures that workers who have sustained an injury or illnesses are provided with suitable duties whilst they recover. The duties provided will be aligned and commensurate with the workers skills and abilities whilst taking into account the capacity for work.

This Return to Work Program has been developed in consultation with the company's management and its workers. MAP Recruitment is required to provide access to this Return to Work Program to all workers and is committed to:

- review of the Return to Work Program every 2 years as a minimum or as legislation or business changes occur;
- reviewing the implementation of this program to ensure compliance and legislative requirements;
- ensuring the safety committee consultation procedures are followed in the implementation and continuous review of the Return to Work Program.

This Return to Work Program has been developed in line with and should be considered in conjunction with MAP Recruitment's Organisational Health & Safety Management plan, and MAP Recruitment's Work Health & Safety policies. These policies clearly articulate the principals of this program relating to incident and injury prevention, reporting of all incidents and supporting injured workers in their recovery.

The Directors of MAP Recruitment recognise that the health and safety of all workers is of the utmost importance and vital to the success of our workers and business. MAP Recruitment aims to continuously improve health and safety in the workplace through consultation, and promotes the continuous awareness of the importance of safe practices throughout its workforce. Through regular communication with our workers, MAP Recruitment is committed to ensuring that safety is the number one priority above all else, and remains "front of mind" for all of our employees.

Through the co-operative efforts of the Directors, workers and Host Employers, MAP Recruitment is committed to;

- working closely with our Host Employers to provide a safe environment for all workers at all sites;
- Working in conjunction with the Host Employers to identify what risks are associated with the operation and activities our workers are involved in;
- ensuring a safe environment for workers and visitors at our own workplace;
- developing, implementing and monitoring our safe work practices which acts as a minimum requirement, in conjunction with our Host Employers, who may have more stringent requirements and practices;
- continuously educate our workers on the importance of good health and safety practices on all work sites, in conjunction with our Host Employers;
- Ensuring our host employers are providing adequate information, instruction and supervision to our Workers;
- Ensuring that all workers understand who the clear point of contact is when raising safety issues or concerns;

MAP Recruitment understands the importance of having a positive and supportive culture for a worker to recover at work after an injury due to the following reasons.

- There is a decreased risk of long-term disability if the time away from work is minimised;
- Remaining engaged with the workplace has the therapeutic benefits that maintaining social connectivity is known to have;

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- Extended periods away from the workplace and the work environment may increase the risk of negative impacts on mental health and poorer health outcomes;

It is a priority of the MAP Recruitment Organisation to ensure that any worker that has sustained an injury feels that their care is of the upmost importance. MAP Recruitment will do everything in its powers to ensure that a worker receives the best medical care at the earliest possible time, and receive the same care and support we would like any of our family members to receive. MAP Recruitment aims to achieve this through implementing the following strategies, through discussion with the injured worker;

- a person-centred approach to ensure that the worker is a collaborator in their own recovery and return to work;
- focusing on what a worker can do rather than what they cannot do;
- helping workers understand the nature of good work and the health benefits associated with it;
- supporting workers and encouraging them to access the health benefits of good work;
- actively engaging with the workers' health practitioners to clearly understand what work is reasonably safe based on the workers current capacity;
- considering the person in their entirety when identifying suitable work, such as age, education, skills and experience;
- MAP Recruitment Director and Return to Work Coordinator will remain in regular contact with the worker even during periods when they are unable to be at work;
- Encouraging all employers to support workplace health, and;
- engaging with external assistance such as a workplace rehabilitation provider as soon as the need is identified.

2 Obligations and Commitments

MAP Recruitment has developed this Return to Work Program in accordance with the NSW legislative obligations and makes the following commitments to develop a positive culture that promotes recovery at work. MAP Recruitment will communicate the presence and content of this Return to Work Program, good work, and the health benefits associated with it (refer to links outlined in the References and Resources), to all workers upon commencement of employment via the induction program. Workers are required to complete refresher training on an annual basis. Further communication will occur in the event that the Return to Work Program requires updating. Through implementing this Program the company will:

- work to ensure the health, safety and welfare of all workers, visitors and contractors;
- develop, implement and review this Return to Work Program in consultation with its workers and their representatives;
- educate and provide access to this Return to Work Program and any related materials to all workers, including reference material relating to the health benefits associated with good work;
- ensure all workers understand the requirement and the process for reporting a work-related injury or illness;
- provide all injured workers with adequate information in relation to rehabilitation and compensation;
- notify the Regulator of all "serious incidents" immediately as required by the legislation;
- provide suitable duties for all injured workers wherever practicable;
- participate and cooperate in the establishment of a Recover at Work Plan for an injured worker;
- respect the privacy and confidentiality of medical examinations by arranging a separate discussion between the parties by way of case conferences;

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- ensure all incidents and injuries are recorded in the register of injuries located in the MAP Recruitment shared drive, which will, in turn, be investigated and reviewed to identify any potential gaps in MAP Recruitment's safety processes, policies and procedures.
 - maintain confidentiality of worker information throughout the return to work process and/or any Workplace Rehabilitation in accordance with legal requirements;
 - display, at minimum, a summary of the Return to Work Program in all workplaces;
 - assess where a worker cannot return to pre-injury duties what roles are available within the organisation, taking into account the workers capacity and not to put them at risk for further injury or illness;
 - provide injured workers with access to an external Workplace Rehabilitation Provider where required;
 - ensure appropriate assistance will be given to workers from non-English speaking backgrounds including the use of interpreters.

3 Roles and Responsibilities

3.1 MAP Recruitment Responsibilities

- Preventing injury and illnesses by providing a safe and healthy working environment.
- Developing and maintaining a Return to Work Program, which includes:
 - ensuring that the Return to Work Program is compliant with relevant Guidelines where applicable, and updated where required to reflect legislative and regulatory changes, and
 - reviewing the Return to Work Program with workers and relevant unions when significant changes occur to the operating model.
 - Reviewing and updating the Program at a minimum every two years.
- Displaying and informing staff about the Return to Work Program, their obligations and related procedures.
 - The Program is available and on display in hard copy at the MAP Recruitment head office worksites.
 - A soft copy of the Program is saved electronically and available upon request from head office by either calling 02 4942 1154 or emailing admin@maprecruit.net.
- Supporting the injured worker and ensuring that early return to work is a normal expectation.
- Providing suitable duties to the injured worker as soon as possible.
- Informing workers of their rights and responsibilities. This includes advising the injured worker:
 - of the procedures to be followed should injured workers wish to change their nominated treating doctor, and
 - that a worker who has current work capacity must make reasonable efforts to return to work in suitable employment or pre-injury employment.
- Coordinate the development of a safe and durable return to work plan including the provision of suitable duties in line with the certified functional capacity.
- Maintaining a register of injuries for all work-related injuries.
- Maintaining confidentiality of the injured workers records.
- Work to resolve any disagreements about return to work and suitable duties.
- Appoint trained Return to Work Coordinators.

3.2 Director's responsibilities

- Participate collaboratively in the return to work planning stage to facilitate in the establishment of a Return to Work Plan for an injured worker and give effect to that Plan in the workplace.
- Consulting with injured workers and to assist in the recovery at work through the provision of suitable duties.
- Identifying suitable duties that comply with the relevant legislation which are aligned to the current restrictions, workers skills and medical condition.
- Complying with MAP Recruitment's obligations (as employer) in the Return to Work Plan.
- Provide authorisation to the Return to Work Coordinator to negotiate, develop and implement plans.
- Monitoring of the duties being undertaken by injured workers under the agreed Return to Work Plan.

3.3 Return to Work Coordinators responsibilities

- Having appropriate qualifications, experience and/or accreditation from the Regulator where required.
- notify the insurer of all incidents and injuries within a 48 hour timeframe.
- Following authorisation from the MAP Recruitment Director, identify and design suitable duties for the injured worker to assist the employer to meet their obligations in providing suitable employment.
- Identify barriers to the injured workers return to work and develop strategies to address these.
- Identify and coordinate rehabilitation strategies that ensure the injured worker is able to safely perform their duties.
- Develop, coordinate and monitor workplace Return to Work Plans for injured workers.
- Ensure that the injured workers and their manager understand their rights, roles and responsibilities. The injured worker will be provided with a copy of the SIRA "Injured at work – A recovery at work guide for workers" upon notification of injury. The worker will also be directed to a copy of this Return to Work Program for review either electronically or in hard copy.
- Maintain (in accordance with privacy and confidentiality requirements) an electronic file for each injured worker that includes all relevant documents including medical certificates, Return to Work Plans and other relevant correspondence.
- Keep record and retain accurate and objective file notes of all communications, actions and decisions regarding a workers return to work.

Details of the person responsible for the Return to Work for MAP Recruitment is listed below:

NSW	Name: Shaun Cronin	
	Phone: 0477 959 549	Email: scronin@pscinsurance.com.au

MAP Recruitment has engaged the support of an external organisation, PSC Workers Compensation Services Pty Ltd (PSC WCS) to provide specialised injury management services. The support of this organisation or any other third party engaged in the delivery of our Return to Work Program will be reviewed every 2 years as part of the scheduled review.

PSC WCS have been engaged to provide specialist support to MAP Recruitment and act as an extension of MAP Recruitment and are held accountable to the policies and procedures that apply to our workers. PSC WCS has been working with MAP Recruitment since 2022 on a broad range of matters relating to safety, workers compensation, injury management and return to work. This working relationship has allowed PSC WCS to develop a thorough understanding of MAP Recruitments working environment, operations and workforce.

Shaun Cronin, Return to Work Coordinator for has completed Return to Work Coordinator training and has over 12 years of workers compensation experience. Shaun has a thorough understanding of NSW workers compensation legislation and guidelines.

3.4 Insurer's Responsibilities

- Advise the injured worker of their obligations and responsibilities.
- Inform the injured worker and MAP Recruitment of the worker's entitlements.
- Contact MAP Recruitment, the injured worker and (if appropriate) the nominated treating doctor within three working days of being notified of a significant injury to ensure prompt action of a new claim.
- Work in collaboration with all stakeholders to assist an injured worker achieve the earliest possible recovery and durable return to work.
- Make claim decisions and approve medical treatment, where applicable.
- Commence provisional payments of weekly benefits and medical expenses or advise the injured worker why payments will not be made, within seven days of being notified of a significant injury.
- Develop an Injury Management Plan for all injured worker with a significant injury that outlines:
 - A return to work goal
 - Treatment program actions
 - Obligations of all stakeholders
- Develop the Injury Management Plan in consultation with the injured worker, MAP Recruitment and the nominated treating doctor, and provide ongoing availability/support.
- Supply a copy of the Injury Management Plan to all relevant stakeholders.
- Regularly review and update the Injury Management Plan in consultation with stakeholders.

3.5 The Worker's Responsibilities

- If injured:
 - notify of a workplace injury as soon as possible after the injury happens;
 - seek medical assistance as required and in a timely manner;
 - nominate a treating doctor who is prepared to participate in the development and implementation of a Return to work Plan;
 - give consent for the Nominated Treating Doctor via the certificate of capacity to provide information for the purpose of injury management and return to work;
 - actively participate in the return to work process and return to work as soon as possible;
 - comply with the activities detailed in the Injury Management and Recover at Work Plans, and
 - notify MAP Recruitment if an interpreter is necessary.
- Cooperate in any workplace changes designed to assist to return to work of fellow workers.
- Advise the Nominated Treating Doctor of the availability of suitable duties in the workplace.
- Provide continuing and up-to-date Certificates of Capacity whilst continuing to recover from a work related injury or illness.
- Communicate regularly with the MAP Recruitment's Claims Agent, direct Manager, and the Return to Work Coordinator about relevant issues and their progress.
- Comply with the restrictions specified by the Nominated Treating Doctor and as detailed in the Recover at Work Plan.

3.6 Nominated Treating Doctor responsibilities

- Arrange and monitor appropriate treatment.
- Complete a Certificate of Capacity for any injury or illness that is work related.
- Certify time off only if it is medically necessary.
- Provide information to MAP Recruitment and MAP Recruitment's Claims Agent, in relation to injury management and Recover at Work Planning for the injured worker.
- Review the injured workers progress of recovery regularly and liaise with MAP Recruitment and MAP Recruitment's Claims Agent, with regards to suitable duties and the development of the recover at work and injury management plan.

3.7 Workplace Rehabilitation Provider Responsibilities

- Deliver services to injured workers, MAP Recruitment and MAP Recruitment Claims Agent, in a cost effective, timely and proactive manner to achieve a safe and durable return to work.
- Promote an early and safe return to work by developing return to work strategies taking into consideration the injured workers' capacity and the suitable duties available.
- Identify barriers to injured workers return to work and develop strategies to address these.
- Identify and coordinate rehabilitation strategies that ensure the injured worker is able to perform their duties.
- Provide regular consultation and communication with MAP Recruitment, MAP Recruitment's Claims Agent and the Nominated Treating Doctor to ensure progress towards the return to work goal.
- Consider the workplace industrial relations and human resources matters that may affect the injured workers return to work.

3.8 Any Unions Representing Workers Responsibilities

At this stage, there are no workers employed by MAP Recruitment who are represented by any Unions. However, in the event of workers having Union representation, the Union will:

- Participate in the Return to Work Program consultation phase;
- Liaise with the workers they are representing, regarding the consultation process; and
- Advise the MAP Recruitment Director of any concerns raised by the workers they are representing.

4 When an Incident Occurs

MAP Recruitment will inform workers of how to notify the workplace of an incident or injury during the initial induction process. Any required changes to the notification procedure will be communicated through consultation with our workers. Workers will also have access to the notification process.

Workers will be provided training on the incident reporting process as part of their induction and scheduled refresher training or tool box talks.

In the case of an injury the worker will be provided first aid by the Host Employer, in line with MAP Recruitment's policies. MAP Recruitment will ensure that Workers on our Host Employer sites have access to an appropriate level first aid kit and appropriately trained first aid officers. First aid facilities and appropriately trained first aid officers will have been established when determining the initial suitability of each Host Employer.

In the event of an incident involving one of our workers, the following process should be followed:

- MAP Recruitment is to be advised of the incident, injury as soon as practicable after the incident occurs;
- If medical attention is required a MAP Recruitment representative will be available to take the injured worker to a doctor or hospital;

- MAP Recruitment Director or Field Operations Manager will attend site and complete an Incident and Injury Report form in consultation with the injured worker and the Host Employer's Supervisor;
- MAP Recruitment will work in conjunction with the Host Employer, where reasonably practicable, to undertake an investigation into the incident;
- MAP Recruitment will request a copy of the Incident Investigation report, once completed, from our Host Employer, to monitor and identify appropriate corrective actions and their implementation.

MAP Recruitment will ensure that workers who suffer a work related illness or injury, receive optimal management to protect their health and safety and to facilitate a timely, safe and sustainable return to work, as far as reasonably practicable. To achieve this, MAP Recruitment will commence the Return to Work program as soon as possible after injury, in a manner consistent with medical judgement and SafeWork NSW guidelines, and in consultation with the injured worker.

4.1 Reporting of Notifiable Incidents

A notifiable incident is where a death, serious injury or illness, or dangerous incident has occurred. All such events must be notified to the MAP Recruitment's Director, Mark Phippen, or Field Operations Manager, Murray Christie, who will notify the relevant Regulator immediately.

State	Regulatory Body	Contact Number
NSW	SafeWork NSW	13 10 50

4.2 Weekly Payments

Weekly payments may be made to a worker to compensate for loss of earnings as a result of a work related injury. In order to commence weekly payments of compensation.

MAP Recruitment will ensure:

- All appropriate information regarding the workers pre-injury earnings is provided to the claims manager.
- Once the earnings are confirmed by the claims manager, the Weekly payments of compensation are commenced, where appropriate within:
 - Legislative timeframes;
 - As part of the workers' usual weekly pay cycle.

All other payments to be passed onto the workers, such as reimbursements for various expenses, will also be paid as part of the workers' usual weekly pay cycle.

All appropriate information regarding the workers pre-injury earnings is provided to the claims manager.

In the event that liability of a claim is disputed workers' compensation will not be paid. If authorised by the injured worker, MAP Recruitment payroll will continue to pay the worker using sick leave and accrued annual leave entitlements until these entitlements have been exhausted.

If a worker has any questions relating to the payment of entitlements MAP Recruitment will assist where possible. It should be noted however that the insurer makes decisions relating to entitlements paid through a workers compensation claim. Should a worker be unable to obtain the required information or assistance from the insurer relating to benefits then they should contact the Independent Review Office either via phone on 13 94 76 or via their website at <https://iro.nsw.gov.au/>

4.3 Obtaining Informed Consent

When an injury is initially notified to MAP Recruitment, the MAP Recruitment Director or Field Operations Manager will request informed consent from the injured worker and the time of injury. This will allow for communication to occur immediately with treating parties, and to facilitate a collaborative approach to the recovery at work process. This will be established by completing the "Release of Information Consent Form",

where the worker will be informed of the benefits of information consent, and their associated rights. These rights include a section for the worker that states, "I understand that my consent is voluntary, and I may change or cancel this authority at any time, or not agree to release this information. I am, however, aware that my injury management and/or return to pre-injury duties may be impacted/prolonged as a result of this decision".

Any exchange of information will be contained to what is relevant to the workers injury/illness or may need to be considered in developing a return to work plan.

Following authorisation from the MAP Recruitment Director, the Return to Work Coordinator will ensure the respect, confidentiality and protection of a workers personal and health information and ensure a workers consent is obtained before providing, obtaining or using information about a workers injury and recovery.

A workers' personal and health information will only be dealt with in accordance with their consent. When requesting a workers consent, the Return to Work Coordinator will advise the worker:

- Of their rights and obligations, including the right to withdraw or modify consent at any time throughout the claims process by providing such request in writing to the Return to Work Coordinator.
- Of the types of information that may be released, obtained or used and who is authorised to release, obtain or use the information.
- That providing consent is on voluntary basis.

When a request is made to MAP Recruitment from a third party seeking release of information relating to a workers injury or claim, the Return to Work Coordinator is to consider whether existing worker consent is sufficient to enable release the information.

The Return to Work Coordinator will keep the workers health information in a secure place and ask only the doctor, allied health provider or the worker about information relevant to the claimed injury or illness.

5 Recovery at Work

MAP Recruitment will undertake return to work planning for all workers where they have sustained a significant injury, that being, where a worker has reduced capacity for more than 7 days as defined by the insurers Injury Management Plan MAP Recruitment will offer injured workers suitable work, where reasonably practicable, so they have the opportunity to recover at worker.

MAP Recruitment will ensure that:

- Where practicable suitable duties that are aligned to and commensurate with the workers skills and abilities are provided;
- Suitable duties are identified in consultation between the appropriate Operations Manager, the Return to Work Coordinator and the injured worker.
- The injured worker does not perform duties outside those identified and agreed whilst they recover from a work related injury or illness, and
- The injured worker is not subjected to harassment or is adversely affected in terms of workplace development or promotion as a result of a work-related injury or illness.
- If the worker requires further support, consideration will be given to engagement of an external rehabilitation provider to assist MAP Recruitment in the process of:
 - providing appropriate suitable duties,
 - providing a graduated return to pre-injury duties, and
 - Assessing the workers current and likely capacity to return to their pre-injury duties.

The Return to Work Coordinator will be responsible for advising the Claims Agent of the need to engage an external rehabilitation provider and will liaise with the Claims Agent as to the most appropriate rehabilitation provider for the individual case.

The Case Manager from the claims agent will instigate the development of an Injury Management Plan in line with claims management guidelines where there is an incapacity greater than 7 calendar days. MAP Recruitment acknowledges the importance of participating in the development of Injury Management Plans through open communication and commits to working with all key stakeholder during its development. The Return to Work Coordinator will be responsible for coordinating involvement of MAP Recruitment in the development of the Injury Management Plan including advising what suitable duties have been identified and on offer. The Return to Work Coordinator is authorised to review and sign the Injury Management Plan on behalf of MAP Recruitment, and advise all key stakeholders of any changes to the plan. The Return to Work Coordinator will be responsible for ensuring MAP Recruitment adheres to the commitment and obligations outlined in the Injury Management Plan.

5.1 Recovery at Work Plans

In most circumstances injured workers will be assessed by their Nominated Treating Doctor as being capable of remaining at work in 'suitable' or 'modified' duties whilst they recover from the work-related injury. In these circumstances the Return to Work Coordinator must ensure that a Recovery at Work Plan is documented. The Plan will be developed in consultation with the injured worker and their Manager.

The Recovery at Work Plan will include:

- The days and hours that the worker will work during the period of the Plan;
- The restrictions that the worker and MAP Recruitment must adhere to.
- The treatment required during the period of the Plan noting that where possible treatment should be undertaken outside of employment time;
- The workers period of recovery from their work-related injury or illness and should generally mirror periods as detailed on the Certificates of Capacity.

It is preferred that the Plan is signed by all parties involved in its development, that is: the injured worker; the supervisor; the Nominated Treating Doctor; and the Return to Work Coordinator.

The worker, Manager and Nominated Treating Doctor should be provided with a signed copy of the Plan. This will ensure that the Manager can easily recall the types of duties that the worker is able to perform, and it will enable the worker to refer to the plan should they be asked to perform a task outside the agreed restrictions.

If a worker is unable to perform their usual duties, they may have an entitlement to make up pay for any duration of their partial incapacity. This entitlement may exist even if the worker is working their base hours.

6 Suitable Duties Review

The Return to Work Coordinator will maintain regular and appropriate contact with the injured worker in order to confirm how the injured worker is coping with the suitable duties and if they are experiencing any problems related to:

- Their compensable condition i.e. is the condition getting worse rather than improving as expected?
- The provision of duties within the agreed restrictions i.e. is the worker being asked to perform tasks either not listed on the Recover at Work Plan or duties outside the agreed restrictions?
- Medical treatment. Is the medical treatment recommended assisting with an improvement in their symptoms? Have they attended all their scheduled appointments?
- Discuss any other issues that the worker or their line manager may wish to raise.
- If a worker disputes, disagrees, or has concerns with regard to suitable work, they may raise this with the MAP Recruitment Director (Mark Pippen), who will then liaise with the relevant key stakeholders, such as the Return to Work Coordinator, Insurer, SIRA, and/or Nominated Treating Doctor.

6.1 Where suitable duties are not offered

In certain situations, it may not be feasible for an injured worker to attend work and perform suitable duties. This may be due to the following:

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- Duties cannot be identified at the workplace that adhere to the workers medical capacity;
 - The Nominated Treating Doctor does not agree to any suitable duties identified by the Return to Work Coordinator;
 - Duties identified may potentially cause further aggravation to the injured workers injury or illness, or, may cause a different injury.

In circumstances where MAP Recruitment cannot provide suitable duties, the Return to Work Coordinator will discuss the specific issues that preclude the injured worker being offered suitable duties with the relevant manager to determine if there are any strategies that may overcome the barrier to return to work. The Return to Work Coordinator will consider whether there are suitable duties available for the worker at another workplace located within a reasonable distance from either the workers usual place of employment or their residence?

In situations where suitable duties are not available it may be agreed between all key stakeholders that assistance should be provided in locating suitable employment with a different employer whether that be on a short term or permanent basis. In these situations, the services of a Workplace Rehabilitation Provider will be engaged.

In circumstances where MAP Recruitment is unable to provide suitable duties the injured workers' entitlement to weekly compensation will be calculated in accordance with the relevant legislation to the jurisdiction.

7 Alternative employment

For injured workers who are unable to return to work at their pre-injury workplace there are several vocational rehabilitation programs to assist injured workers to find alternative employment. Alternative employment programs include:

- Work Trials - A short period of work experience with a host employer designed to assist workers to upgrade their physical capacity and/or learn new skills on the job;
- Formal retraining - When workers cannot return to their pre-injury duties and do not have sufficient skills to find new employment, they may be sponsored to undertake a short period of formal retraining.
- Aids/Equipment/Modifications - Workplace aids/equipment or modifications can be funded where these are necessary to overcome the injured workers' restrictions and will allow the worker to safely perform new or pre-injury duties.
- Job Placement Program - These programs provide incentives for a new employer to engage an injured worker who is fit and ready to work in a limited capacity.

The Claims Agent, in consultation with MAP Recruitment, the injured worker, and the Nominated Treating Doctor, will determine the appropriateness of these programs.

The injured worker will also be advised by the Return to Work Coordinator of their rights with regards to dismissal under the relevant workers compensation law.

Should the worker be dismissed after the first six months of being unfit for employment, the worker may apply for reinstatement within two years of the dismissal should they become medically certified to complete the role for which they are requesting reinstatement too.

7.1 Termination of employment

Under Section 248 of the Workers Compensation Act 1987, MAP Recruitment cannot terminate an injured worker due to the work-related injury within the first six months from the date of the worker becoming unfit and the claim being lodged with the claims agent.

The injured worker will also be advised by the Return to Work Coordinator of their rights with regards to dismissal under the relevant workers compensation law at the time of notification. The SIRA "Injured at work – A recovery at work guide for workers" will be provided to the worker at the time of notification of injury which also highlights the restrictions regarding termination due to the injury.

Should the worker be dismissed after the first six months of being unfit for employment, the worker may apply for reinstatement within two years of the dismissal should they become medically certified to complete the role for which they are requesting reinstatement too.

MAP Recruitment will inform any worker employed in a dismissed workers role that the dismissed worker may be entitled to be reinstated to the role within two years of being dismissed if medically cleared to return.

8 Use of a Rehabilitation Provider

If the worker requires increased support, consideration will be given to engagement of an external rehabilitation provider to assist MAP Recruitment in the process of:

- providing appropriate suitable duties,
- providing a graduated return to pre-injury duties, and
- Assessing the workers current and likely capacity to return to their pre-injury duties.

The Return to Work Coordinator will be responsible for advising the applicable insurer of the need to engage an external rehabilitation provider and will liaise with the insurer as to the most appropriate rehabilitation provider. The injured worker will be actively consulted with during the determination as to the need to engage a Rehabilitation Provider.

MAP Recruitment's preferred approved workplace rehabilitation provider is outlined in the following table:

State	Provider	Contact Details
New South Wales	Procare	(02) 9086 8000

An injured worker has the opportunity to refuse or request a change in provider at any stage of their involvement. This is also true for any provider of services to the injured worker. The worker is able to communicate this verbally to the Return to Work Coordinator or agent Case Manager. A request however may be asked to be put in writing for record keeping purposes. This will be advised to the injured worker by the Return to Work Coordinator upon commencement of the rehabilitation or other provider's involvement.

MAP Recruitment will cooperate with the rehabilitation provider by:

- Providing access to any relevant staff (including the injured worker), materials, and sites as required;
- Meeting with the rehabilitation provider as needed to discuss progress and relay the unique needs and arrangements of the workplace or site.

9 Consultation

MAP Recruitment representatives, Return to Work Coordinator and MAP Recruitment Director will consult with all workers and any industrial union representing those workers (if applicable) during the development of this Return to Work Program. This will be conducted by emailing the Workers and any applicable Unions the draft Return to Work Program, where feedback will be requested within a reasonable timeframe. The feedback will then be correlated, a final version developed, and emailed back to the Workers and applicable Unions.

It is the responsibility of the MAP Recruitment Director (Mark Pippen) to notify all of the relevant parties of any changes to the Return to Work Program.

All workers will be regularly informed of their rights and responsibilities and of company policies in relation to return to work through induction, training and staff meetings.

In addition to this, a copy of the Return to Work Program is available in the MAP Recruitment folder located at our client's worksites.

An interpreter will be provided to all workers from non-English speaking backgrounds and assistance will be provided to workers who have literacy and numeracy limitations.

This Return to Work Program will be reviewed every 2 years with the next review to be completed in November 2025 if not before.

10 Disputes

MAP Recruitment will endeavour to prevent disputes through effective consultation and communication. However, where return to work disputes arise, MAP Recruitment will endeavour to quickly resolve any disagreement in order to ensure continued effective injury management for the injured worker. This will involve discussions and negotiation amongst the key parties such as the Return to Work Coordinator, the injured worker, the Nominated Treating Doctor, the Claims Agent, the Manager and the People and Culture Business Partner to ensure cooperation between all parties. An approved Workplace Rehabilitation Provider may be utilised to assist in resolving disagreements.

Workers will be advised of the dispute resolution through:

- Induction programs for internal and on-hired employees;
- Toolbox Talks;
- Off-site meeting/Site visits;
- Staff Meetings with Dispute Resolution as an agenda item
- Electronic communication via phone calls, SMS, emails and web site postings

If all reasonable attempts have failed resolve a dispute, then the matter may be referred to:

State	Agencies available for Contact
NSW	SIRA Customer Service Centre Phone 13 10 50 or visit www.sira.nsw.gov.au Personal Injury Commission (PIC) Phone 1 800 742 679 or visit www.pi.nsw.gov.au

11 Privacy & Record Keeping

All return to work information concerning an injured worker is confidential. The confidentiality of an injured workers medical records is to be observed in accordance with the *Federal Privacy Act 1988*, the National Privacy Principles and the *NSW Health Records and Information Privacy Act 2002*, Retention of Return to Work records states that; *'the records are to be kept indefinitely and is the responsibility of the Return to Work Coordinator to do so, they are to be kept separate to other files'*.

All records are stored securely in a locked filing cabinet, and only the MAP Recruitment Director (Mark Pippen) has access to these records. Only staff authorised by the MAP Recruitment Director will be permitted to access this information.

Any staff with access to such information will be made aware that the information is confidential and should not be discussed with or shown read by anyone who is not directly involved in the workers return to work.

REFERENCES AND RESOURCES

State Resources		
NSW	icare	https://www.icare.nsw.gov.au/
	State Insurance Regulatory Authority	https://www.sira.nsw.gov.au/
	Independent Review Officer (IRO)	www.iro.nsw.gov.au

State	Relevant Act	Link
NSW	Workers Compensation Act 1987	http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol_act/wca1987255/
	Workplace Injury Management & Workers Compensation ACT 1998	http://www.austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol_act/wimawca1998540/

Other Resources		
NSW	Icare – Health Benefits of Good Work	https://www.icare.nsw.gov.au/practitioners-and-providers/gps-and-treating-doctors/treatment-and-recovery/health-benefits-of-good-work - gref
	RACP – Health Benefits of Good Work Consensus Statement	https://www.racp.edu.au/docs/default-source/advocacy-library/afoem-realising-the-health-benefits-of-work-consensus-statement.pdf?sfvrsn=baab321a_16