

Injury Management Fact Sheet

The role of Workplace Rehabilitation and Return to Work Coordinators Information for Principals/Managers and RRTWCs

Rehabilitation and Return to Work Coordinators (RRTWCs) play an important role in coordinating the support provided by the Department to employees during their recovery from injury or illness. The RRTWC can assist Principals and Managers in meeting their legislated and procedural responsibilities in relation to workplace rehabilitation.

Legislative Requirements

- The [Workers' Compensation and Rehabilitation Act 2003](#) requires that a RRTWC be appointed to a workplace and rehabilitation be provided to a [suitable standard](#).
- In order to become a RRTWC, an accredited RRTWC course must be completed and registration maintained thereafter according to Q-COMP's requirements. A link to Q-COMP's list of registered training providers can be found on the [Creating Healthier Workplaces](#) website or you can visit the [Q-COMP](#) website directly. Alternatively speak to relevant Organisational Health staff within your Regional Office/TAFE Institute or Central Office.
- The Principal/Manager has a range of responsibilities to ensure a RRTWC is able to fulfil the functions of the role as stipulated by legislation.

Checklist for Principals/Managers

<input type="checkbox"/>	Discuss with your RRTWC their role and the support that you will provide to them.
<input type="checkbox"/>	Promote and support the RRTWC role within the school community or workplace, e.g. display the RRTWC's name on staff notice boards and provide rehabilitation information in inductions for new staff.
<input type="checkbox"/>	Include the RRTWC in meetings about health, safety and wellbeing issues, eg. The Health & Safety committee
<input type="checkbox"/>	Schedule regular meetings with your RRTWC to discuss progress with current rehabilitation programs, plan for future programs and identify workplace injury trends.
<input type="checkbox"/>	Identify and provide appropriate suitable duties and reasonable adjustments where appropriate and monitor employees to ensure that they comply with these arrangements.
<input type="checkbox"/>	For school based staff, where an additional staff member is provided to support a rehabilitation program, ensure they are used in accordance with the approved return to work plan.
<input type="checkbox"/>	Provide resources to the RRTWC to allow them to properly fulfil their functions, including: <ul style="list-style-type: none"> • Regular, dedicated time to organise and monitor return to work plans; • Time to liaise with injured/ill employees, doctors, WorkCover, QSuper, departmental staff etc • Sufficient secure storage for confidential rehabilitation files, eg. locked filing cabinet or drawer; and • Access to continued training and professional development e.g. RRTWC network meetings.
<input type="checkbox"/>	Obtain a medical certificate from all employees who are absent from work for more than three (3) consecutive working days.
<input type="checkbox"/>	Ensure leave is entered according to standard local practice in a timely manner sufficient to prevent the creation of over or under payments of salaries/wages.
<input type="checkbox"/>	Notify the RRTWC as soon as you become aware a staff member has sustained a workplace injury or is likely to be absent from work for 5 or more days due to injury or illness.
<input type="checkbox"/>	Ensure all workplace injuries are reported, recorded and investigated.
<input type="checkbox"/>	Complete a WorkCover Employer's Report for all workers' compensation claims lodged by staff and ensure it is promptly forwarded with all relevant paperwork to your appropriate regional/corporate office.



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Checklist for RRTWCs

<input type="checkbox"/>	Coordinate the rehabilitation and return to work of injured/ill employees, in accordance with the legislated standard of rehabilitation and the Department's Workplace Rehabilitation Procedure .
<input type="checkbox"/>	Promote early recording and reporting of workplace injuries/illnesses.
<input type="checkbox"/>	Ensure the Principal/Manager is informed of all workplace injuries/illness and staff absences.
<input type="checkbox"/>	Make contact with injured/ill employees within 2 working days of the injury/illness being reported.
<input type="checkbox"/>	Conduct an initial interview with the injured/ill employee.
<input type="checkbox"/>	If an employee requires a rehabilitation program, develop a rehabilitation plan which clearly identifies a rehabilitation goal, specific actions, objectives and timeframes. <i>Maintain at work</i> and <i>graduated return to work</i> programs must be guided by medical advice and approved by a medical practitioner.
<input type="checkbox"/>	Maintain a confidential rehabilitation file for each employee undertaking rehabilitation and keep it secured in a locked filing cabinet or drawer.
<input type="checkbox"/>	Keep case notes for each rehabilitation case and detail all communication, actions and decisions.
<input type="checkbox"/>	Liaise with injured employees, the employee's supervisor, medical practitioners, WorkCover, QSuper, your relevant regional/corporate office and payroll regarding return to work planning and payments as required.
<input type="checkbox"/>	Regularly monitor the progress of each rehabilitation case.
<input type="checkbox"/>	Where required, liaise with the regional Senior Injury Management Consultant/HR Officer/Organisational Health Unit for specialist rehabilitation advice to ensure appropriate case management.
<input type="checkbox"/>	At the conclusion of rehabilitation, obtain a medical certificate or documentation to ensure the employee has been medically cleared as being fit to perform their full duties.
<input type="checkbox"/>	Obtain feedback from employees at the conclusion of rehabilitation, using the rehabilitation survey form.
<input type="checkbox"/>	Participate in meetings about staff health, safety and wellbeing, eg. Identify injury trends.
<input type="checkbox"/>	Provide information on workplace rehabilitation during employee inductions.
<input type="checkbox"/>	Access information and resources on the Creating Healthier Workplaces website: http://education.qld.gov.au/health/injury/rehab.html .