

The role of workplace rehabilitation and return to work coordinators

Rehabilitation and Return to Work Coordinators (RRTWCs) play an important role in coordinating support for employees during their recovery from illness or injury. The RRTWC can assist principals and managers in meeting their legislated and procedural responsibilities to provide workplace rehabilitation.

Legislative requirements

- The [Workers' Compensation and Rehabilitation Act 2003 \(Qld\)](#) requires that a RRTWC be appointed to a workplace and rehabilitation be provided to a suitable [standard](#).
- An employee must complete the Department's RRTWC online course to be appropriately qualified to perform the role.
- The principal/manager has a range of responsibilities to ensure the 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 RRTWCs name on staff noticeboards and provide rehabilitation information in inductions for new staff.
<input type="checkbox"/>	Include the RRTWC in meetings about health, safety and wellbeing issues e.g. Workplace Health and Safety Committee meetings.
<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"> • Access to a networked computer to manage cases in MyHR WHS system. • 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 e.g. locked filing cabinet or drawer. • 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 in a timely manner to prevent the creation of over or under payments of 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 five or more days due to injury or illness.
<input type="checkbox"/>	Ensure all workplace injuries are reported, recorded in MyHR WHS and investigated.
<input type="checkbox"/>	Provide the employer response for workers' compensation claims lodged by staff as quickly as possible.



Checklist for RRTWCs

<input type="checkbox"/>	Coordinate the rehabilitation and return to work of injured/ill employees, in accordance with the legislative 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 two 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 rehabilitation, develop a rehabilitation plan which clearly identifies a rehabilitation goal, specific actions, objectives and timeframes. <i>Maintain at work</i> and <i>return to work</i> plans must be guided by medical advice and approved by a medical practitioner.
<input type="checkbox"/>	Use the Injury Management module in the MyHR WHS system to manage cases and save all rehabilitation records. Keep original signed hardcopy documents secure in a locked filing cabinet or drawer.
<input type="checkbox"/>	Keep case notes for each rehabilitation case and detail all communications, actions, decisions and reasons for decisions.
<input type="checkbox"/>	Liaise with injured employees, the employee's supervisor, medical practitioners and relevant insurers (e.g. WorkCover, QSuper) regarding return to work planning.
<input type="checkbox"/>	Regularly monitor the progress of each rehabilitation case.
<input type="checkbox"/>	Where required, liaise with the regional Senior Injury Management Consultant 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 fit to perform their 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 e.g. 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 .