

Fact sheet: 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 recovery from injury or illness. The RRTWC can assist principals/managers in meeting their responsibilities to provide reasonable workplace rehabilitation.

Legislative requirements

- The [Workers' Compensation and Rehabilitation Act 2003](#) requires that a RRTWC be appointed to a workplace and that a [suitable standard of rehabilitation](#) is provided.
- It is a departmental requirement that all RRTWCs complete the department's online Rehabilitation and Return to Work Coordinator training available through [QLearn](#).
- The [Workers' Compensation and Rehabilitation Act 2003](#) requires the department to report RRTWC contact details and their training qualification to WorkCover Queensland each year (30 June).
- Full responsibilities of the Principal/Manager are listed in the [Workplace Rehabilitation procedure](#).

Checklist for Principals/Managers

- Appoint a member of staff to the RRTWC role, update the [MyHR WHS location page](#) and ensure they complete the online RRTWC course (including passing the course assessment)
- Discuss with your RRTWC their role and the support that you will provide to enable them to properly fulfil their functions, including:
 - Regular dedicated time to organise and monitor return to work plans
 - Time to liaise with injured/ill employees, doctors, WorkCover, QSuper, departmental staff etc.
 - Access to confidential rehabilitation records in the secure MyHR WHS system and
 - Access to continued training and professional development, e.g. RRTWC network meetings
- Notify the RRTWC as soon as you become aware that 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
- Obtain a medical certificate from all employees who are absent from work for more than three (3) consecutive working days
- Approve leave in a timely manner to prevent over or under payment of wages.

NOTE: All leave for WorkCover, QSuper income protection and RTW plans is entered by regional [Claims Management Officers](#).
- Maintain regular contact with injured/ill employees and keep a record in OIC/DOIC Notes in the Injury Management record in [MyHR WHS](#).
- Ensure all workplace injuries are reported, recorded in [MyHR WHS](#) and investigated.
- Provide a workplace response to new workers' compensation claims lodged by employees, when requested
- Encourage prompt lodging of workers' compensation claims by employees who sustain injuries at work
- Identify and provide appropriate suitable duties and reasonable adjustments where appropriate, and monitor employees to ensure that they comply with these arrangements
- 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.
- Include the RRTWC in Workplace Health, Safety and Wellbeing Committee meetings
- Schedule regular meetings with your RRTWC to discuss progress with current rehabilitation programs, identify early supports available, plan for future programs and identify workplace injury trends
- For schools, where a rehabilitation additional staffing allocation is approved by the region, ensure the extra resource is used in accordance with the approved return to work plan

Checklist for RRTWCs

- Complete the department's online [Rehabilitation and Return to Work Coordinator Training](#) and pass the RRTWC course assessment
- 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](#).
- Save all information regarding rehabilitation cases into the electronic Injury Management record in the [MyHR WHS](#) system for each employee, including uploading medical certificates, RTW plans and RTW timesheets
- Promote early recording and reporting of workplace injuries/illnesses/incidents
- Ensure the Principal/Manager is informed of all workplace injuries/illness and staff absences
- Promote early interventions and reasonable adjustments to keep employees safely at work
- Make contact with injured/ill employees within 2 working days of the injury/illness being reported and conduct an initial interview with the injured/ill employee
- If an employee requires a rehabilitation program, develop a rehabilitation plan which clearly identifies a rehabilitation goal, specific actions, objectives and timeframes. *Maintain at work* and *graduated return to work* programs must be guided by medical advice and approved by a medical practitioner
- Maintain confidential and secure rehabilitation records for each employee undertaking rehabilitation by saving all records electronically in the Injury Management records in [MyHR WHS](#)
- Keep case notes for each rehabilitation case and detail all communications, actions and decisions, ie. enter Case Notes into the employee's Injury Management record in [MyHR WHS](#)
- Liaise with injured employees, supervisors, medical practitioners, WorkCover, QSuper (or other income protection insurer) and your regional office regarding return to work planning and processing of correct leave and wages
- Regularly monitor the progress of each rehabilitation case and ensure that weekly Return to Work Timesheets are completed and uploaded to [MyHR WHS](#)
- Where required, liaise with the regional [Senior Injury Management Consultant](#) for specialist rehabilitation advice to ensure appropriate case management
- 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 and close the Injury Management record in [MyHR WHS](#)
- Participate in meetings about staff health, safety and wellbeing, e.g. discuss de-identified workplace injury trends at Health, Safety and Wellbeing Committee meetings
- Provide information on workplace rehabilitation during employee inductions
- Access information and resources on the Creating Healthier Workplaces website: <https://education.qld.gov.au/initiatives-and-strategies/health-and-wellbeing/workplaces/injury-management>
- Access training resources for using the Injury Management module in MyHR WHS: <https://intranet.qed.qld.gov.au/Services/HumanResources/payrollhr/trainingdevelopment/myhrtrainingsupport/Pages/myhrworkplacehealthsafety.aspx>.

Further information and support

Refer to the department's [Workplace Rehabilitation procedure](#) and [Reasonable Adjustments procedure](#).

For complex staff health and workplace issues, an [Early Intervention Program](#) may assist.

Seek assistance with complicated staff health issues from your region's [Senior Injury Management Consultant](#).

Refer to the [Creating Healthier Workplaces website](#) for further information.