

BR09-GU01

Return to Work Guideline

Let's all work together and take an active, diligent and competent approach to the conduct of our business every day. Use this guideline to help you manage specific tasks and hazards to identify and mitigate risks.

What must I do immediately after an injury?



- Seek first aid treatment
- Notify your Supervisor / Manager as soon as possible so they can arrange your medical appointment through InjuryNet
- Your Supervisor / Manager must arrange for a representative to accompany you to the doctor to discuss suitable duties and advise the Return to Work Coordinator on your capacity
- Obtain a certificate of capacity from the doctor



Tools and Forms

Nil



Where to for more information?

BR09 Incident Management Procedure

What is involved in managing my injury?



- A claim will be lodged by your Return to Work Coordinator with the Workers Compensation insurer if necessary
- The insurer will contact you regarding the claim and compensation
- A Return to Work Plan will be developed by your Return to Work Coordinator in consultation with you, your Supervisor / Manager and treating doctor



Tools and Forms

BR09-GU01-TOOL02, BR09-GU01-TOOL03



Where to for more information?

Section 5.4

What are my obligations?



- Make reasonable efforts to return to work
- Make reasonable efforts to actively participate and cooperate in planning for return to work
- Actively use an occupational rehabilitation service, if provided, and cooperate with the provider of that service
- Make sure you work within your medical restrictions and perform only the approved suitable duties



Tools and Forms

BR09-GU01-TOOL01, BR09-GU01-TOOL02



Where to for more information?

Section 5.3

When is the management of my injury complete?



- When you return to your pre-injury duties or, if that is not possible, alternative means of deployment



Tools and Forms

BR09-GU01-TOOL01, BR09-GU01-TOOL02

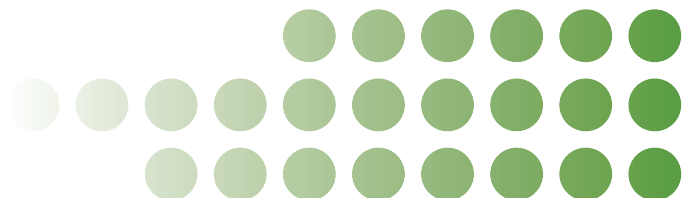


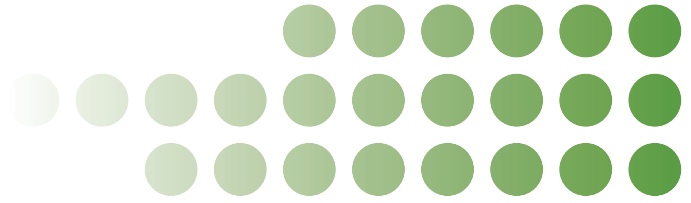
Where to for more information?

Section 5.9

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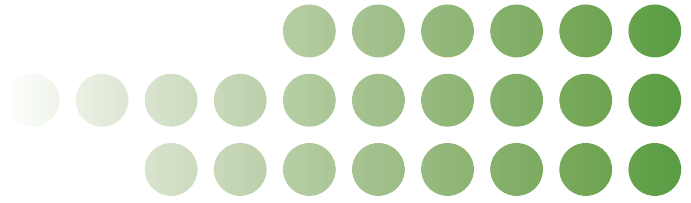




1. Key Compliance Requirements

The following table provides a summary of key compliance requirements for this Guideline. Refer to the Guideline in full for all requirements.

Topic Title	Relevant compliance statement.	Page #
Lodging a claim	Return to Work Coordinators shall report work injuries to the Workers Compensation insurer to ensure the injury is managed immediately and medical treatment and payments can be made	6
Worker's Obligation	Injured workers shall participate and cooperate with the Return to Work Plan	6
Return to Work Plan	Where practicable, a Return to Work Plan (<i>BR09-GU01-TOOL02</i>) must be developed before a worker returns to work on suitable duties	8
Suitable duties	Suitable duties must be consistent with medical restrictions, meaningful and productive	9
Information for workers	The Return to Work Coordinators shall ensure workers are aware of their rights and responsibilities	11
Work Program	Managers shall ensure that <i>BR09-GU01-TOOL01 Return to Work Program Template</i> is displayed in all fixed locations	11
Training	Return to Work Coordinators shall be appropriately trained	14



2. Purpose

To provide a documented process for returning injured workers to the workforce following a workplace injury / illness and where specified non-work related injuries / illnesses as soon as possible.

Veolia Water Technologies is committed to:

- Preventing injury and illness by providing a safe and healthy working environment
- Ensuring that when an injury occurs, the injured worker returns to work as soon as practicable by providing suitable duties and access to rehabilitation services
- Supporting workers who have a work-related injury or illness and providing appropriate rehabilitation
- Ensuring that injured workers (and their representatives) are aware of their rights and responsibilities - including the right to choose their own doctor / rehabilitation provider and the responsibility to provide accurate information about the injury
- Consulting with workers representatives and relevant stakeholders in the development, implementation and operation of this guideline
- Ensuring that participation in return to work arrangements will not disadvantage workers who are injured in the course of their employment
- Developing a workplace environment where the benefits of early return to work interventions are promoted
- Ensuring early medical diagnosis and immediate commencement of treatment in order to facilitate management of the injury
- Respecting confidentiality of workers' medical, personal and rehabilitation information
- Assigning and training Return to Work Coordinators

3. Scope

This guideline applies to all Veolia Water Technologies workers and workplaces following an injury / illness and non-work related injuries / illnesses.

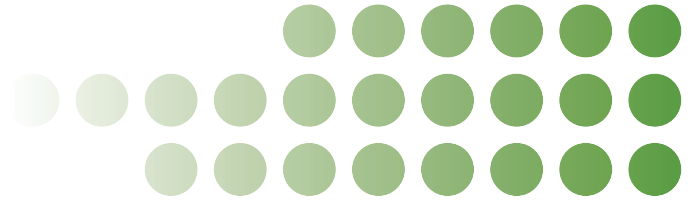
This guideline does not cover the reporting of work related injury / illness which is part of *BR09 Incident Management Procedure*.

4. Background

This guideline is consistent with the insurer's injury management program and will be reviewed every two years.

Veolia Water Technologies recognises the workplace as an appropriate setting to rehabilitate injured workers and is committed to workplace based rehabilitation. As a demonstration of this commitment, Veolia Water Technologies has trained Return to Work Coordinators who are responsible for return to work planning and the co-ordination of associated activities.

A major part of the Return to Work Coordinator's role is communication with all involved parties in the Return to Work process for a worker.



5. Process

5.1 Lodging a claim

As per BR09 Incident Management Procedure, the initial report of work related injury / illness must consist of the following minimum information:

- Injured workers name, address, contact phone number and date of birth
- Date of accident / incident
- Injury sustained by the worker
- How the injury happened
- Name of the doctor or hospital who / that treated the injury

Once the injury / illness has been notified to the Return to Work Coordinator by the Supervisor / Manager, it is his / her responsibility to lodge the claim with the insurer if necessary. The Return to Work Coordinator will then continue to forward all relevant information to the insurer such as Certificates of Capacity or Pre-Injury Average Weekly Earning forms.

5.2 Consultation and Communication

For the return to work process to achieve optimal results, continuous communication and consultation must occur between the relevant parties.

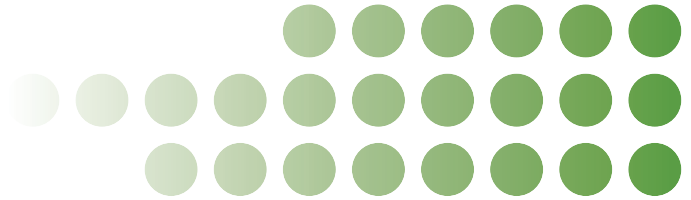
The Return to Work Coordinator is the focal point for all contact relating to the injured worker. Most contact will be with the injured worker, the Supervisor / Manager, the treating doctor and the workplace rehabilitation provider.

For some jurisdictions Veolia Water Technologies is required to obtain from the injured worker consent to disclose confidential medical information to the Return to Work Coordinator. This can be done by using *BR09-GU01-TOOL03 Consent to Disclose Medical Information*.

5.3 Return to Work Obligations

VEOLIA WATER TECHNOLOGIES OBLIGATIONS

- Plan for the worker's return to work:
 - Obtain relevant information about the worker's capacity for work
 - Consider reasonable workplace support, aids or modifications to assist in the worker's return to work
 - Assess and propose options for suitable or pre-injury duties to the worker
 - Provide the worker with clear, accurate and current details of their return to work arrangements
 - Monitor the worker's progress
 - Review the Return to Work Plan



- Consult directly with the worker about their return to work, with the treating doctor and occupational rehabilitation provider (if involved) with consent from the injured worker
- Provide the injured worker with suitable duties if they have an incapacity for work and / or pre-injury duties or equivalent when they have returned to full capacity
- Appoint a trained Return to Work Coordinator
- Make information about return to work available to all workers
- As a host, cooperate with the labour hire employer's efforts to meet their return to work obligations and facilitate the worker's return to work
- Participate and cooperate in the establishment of an injury management plan for an injured worker and comply with the obligations imposed on the employer in the injury management plan written by the insurer

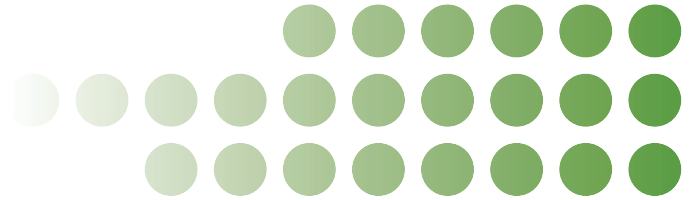
WORKER'S OBLIGATIONS

- Make reasonable efforts to return to work
- Make reasonable efforts to actively participate and cooperate in planning for return to work
- Actively use an occupational rehabilitation service, if provided, and cooperate with the provider of that service
- Actively participate and cooperate in assessments of their capacity for work, rehabilitation progress or future employment prospects
- Attend treatment outside of work hours where possible
- Have a current certificate of capacity at all times
- Ensure treatments have received pre-approval from the insurer when necessary

INSURER'S OBLIGATIONS

- Ensure that employers are made aware of their legislative obligations in relation to the insurer's Injury Management Program
- Within seven days of being notified that a worker has sustained a significant injury, begin provisional payments of weekly payments and medical expenses, or advise the worker of why they will not make payments
- Consult with the injured worker, employer and treating doctor in the management of the injury
- Inform the worker that entitlements to weekly payments can be suspended if the worker does not reasonably comply with the injury management plan
- Consult with the injured worker, employer and treating doctor when referring to a workplace rehabilitation provider
- Ensure vocational retraining is provided or arranged for an injured worker where appropriate, i.e. when a return to pre-injury duties at the worker's place of employment is no longer possible
- Determine liability for all treatment requests not exempt from pre-approval

Appropriate early intervention can have a direct effect on the successful return to work of the injured worker.



5.4 Return to work Process

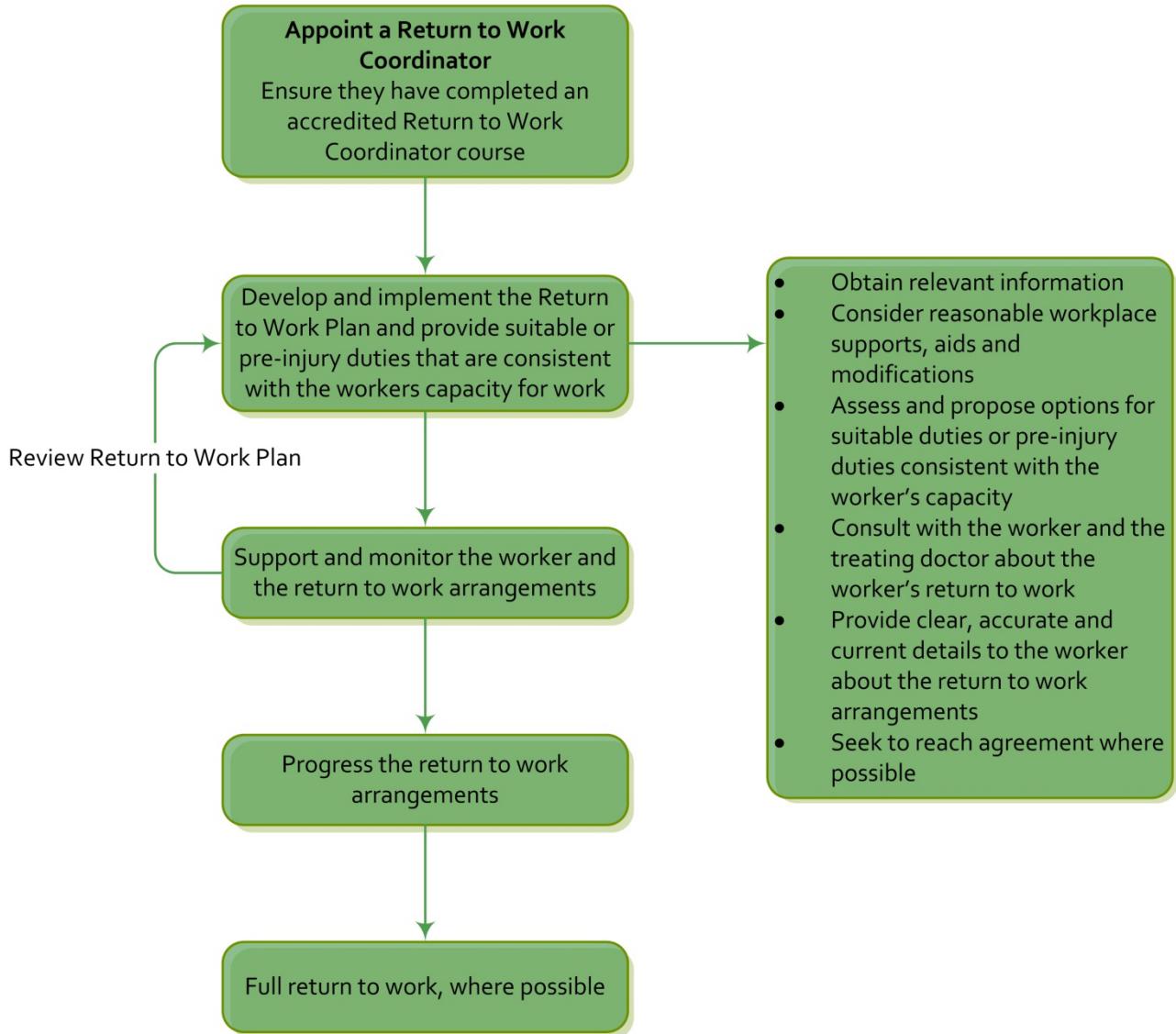


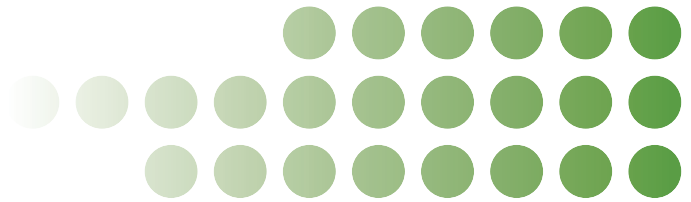
Figure 1: Return to Work Process

5.5 Planning for Return to Work

Return to Work planning involves working out how to help the injured worker stay at work while they recover, or safely return to work as soon as possible.

Planning for the injured worker's return to work shall start as soon as the Certificate of Capacity is received from the treating doctor. It commences when the worker has an incapacity for their pre-injury duties. Planning is a continuous process to ensure that the return to work arrangements remain consistent with the worker's capacity for work.

A Return to Work Plan will be prepared for all injured workers when they become unfit to resume their pre-injury duties. In this case the Return to Work Coordinator in conjunction with the injured worker, the Supervisor / Manager and the treating doctor will develop a Return to Work Plan (refer *BR09-TOOL-002 Return to Work Plan*).



A Return to Work Plan includes:

- Worker's details
- Supervisor / manager's details
- Return to work goal with anticipated timeframes for return to pre-injury duties
- Duties the injured worker is required to perform
- Physical restrictions to be observed whilst at work
- Work hours of the injured worker
- Commencement and review date of the plan
- Signatures

The injured worker and the Return to Work Coordinator are required to sign a copy of this plan. The Return to Work Coordinator is also required to obtain signed approval for the plan from the treating doctor.

Copies of each version of this plan will be forwarded to involved parties such as the injured worker, his supervisor / manager etc.

Workers are required to ensure that they work within their restrictions and perform only the duties approved by the Return to Work Coordinator and treating doctor at any time while at work.

Workers must provide a Certificate of Capacity to their Supervisor / Manager for all periods of incapacity and prior to resuming pre-injury duties. Workers must inform their Supervisor / Manager and Return to Work Coordinator of any changes that may affect the Return to Work Plan. Changes to the Return to Work Plan are to be agreed with all parties. Where practicable, the worker is responsible for scheduling appointments for treatment outside of working hours,

5.6 Non Work related Injury

Due to the benefits a Return to Work Plan provides, Veolia Water Technologies encourages Return to Work Plans to be developed for workers with significant non-work related injuries or illnesses. Any plan should be developed in consultation with the worker, Supervisor / Manager, Return to Work Coordinator and relevant medical personnel.

5.7 Suitable Duties

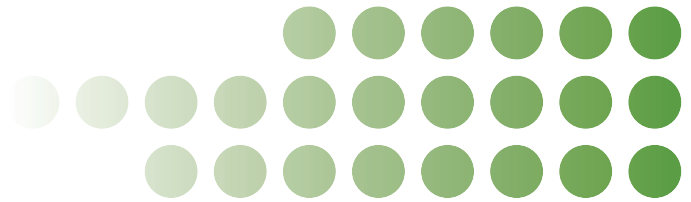
The fact that a worker is injured does not mean that he / she cannot work at all. Veolia Water Technologies is committed to providing suitable duties wherever practicable at the earliest opportunity.

Before commencing suitable duties, the worker is required to provide a Certificate of Capacity stating current medical restrictions. Veolia Water Technologies may be required to forward details of the worker's position and the physical requirements of the proposed duties to the treating doctor for consultation in planning the worker's return to work.

The injured worker, Return to Work Coordinator, treating doctor and the injured worker's Supervisor / Manager should be consulted prior to the commencement or change in duties. When suitable duties are agreed upon, the duties will be specified in a Return to Work Plan. Any amendments to suitable duties should be documented in the Return to Work Plan.

Managers and supervisors are responsible for providing suitable duties, so far as is reasonable practicable, in accordance with the medical restrictions.

Suitable duties have to be consistent with the medical restrictions of the injured worker.



Suitable duties will be:

- Time limited
- Consistent with the injured worker's capacity and medical restrictions
- Meaningful and productive
- Monitored closely
- Regularly upgraded, representing a graded return to pre-injury hours / duties

The aim of suitable duties is to return the injured worker to pre-injury duties as soon as possible.

Suitable duties are meant to be short-term while the worker recovers, having regard to the nature of the injury. Suitable duties are not to be detrimental to the injured worker recovery and will only be provided during periods covered by a Certificate of Capacity.

An injured worker shall not be disadvantaged while undertaking suitable duties. The employer and the injured worker shall collaborate to ensure the success of the return to work process.

5.8 Injured Employee Unable to Return to Pre-Injury Duties

If an injury prevents a worker on a permanent basis from returning to pre-injury duties, Veolia Water Technologies shall determine if the pre-injury duties can be permanently modified to accommodate the restrictions imposed by the treating without risk to further injury.

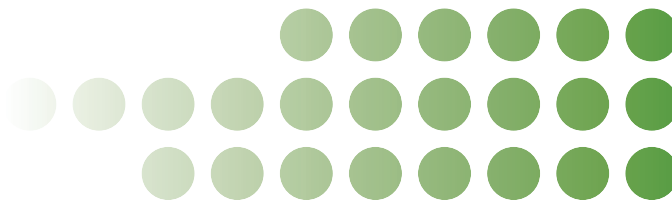
Where permanent modification of duties is not possible, Veolia Water Technologies will cooperate with the insurer in providing retraining or different job opportunities. This process will involve an assessment of the worker's transferable skills, their aptitude for available work and their preference for this work. Rehabilitation providers are of particular assistance in the assessment of the worker's skills, proposed duties and the transition to the new field of employment.

The permanent modification of an injured worker's duties or redeployment to another role must be carried out with the assistance of the Return to Work Coordinator, the Human Resources department and the insurer.

5.9 Completion of Return to Work

The Return to Work process is completed when:

- Injured worker returns to work in their pre-injury position, returns to work with permanent restrictions, or is redeployed into another role within Veolia Water Technologies
- Injured worker is redeployed into a similar, modified or alternative role with another employer
- It is determined that the injured worker is permanently unfit for work
- Injured worker fails to, or elects not to, participate in injury management
- Injured worker retires or is deceased



5.10 Information for Worker

Information regarding Return to Work is initially provided to workers through the induction process and access to this guideline can be requested by the workers to their Supervisor / Manager via the intranet.

Throughout Veolia Water Technology worksites information about Return to Work shall be displayed on notice boards using *BR09-GU01-TOOL01 Return to Work Program Template*. It provides all workers with a snapshot of the Return to Work process as well as key contact details such as Return to Work Coordinators and the insurer phone numbers.

Site managers are responsible for ensuring that *BR09-GU01-TOOL01 Return to Work Program Template* is displayed in all depots.

Communication assistance for workers who speak languages other than English is through:

TRANSLATING AND INTERPRETING SERVICE (TIS NATIONAL) Phone: 13 14 50

5.11 Dispute Resolution

Where Return to Work problems arise, all parties will work towards resolution and a mutually acceptable outcome using strategies such as:

- Negotiation between the Return to Work Coordinator, injured worker, their Supervisor / Manager, worker's representatives, treating doctor and insurer
- Contact with the insurer for advice on other available resources such as injury management consultant, workplace rehabilitation provider
- Involvement of an external person e.g. injury management consultant, workplace rehabilitation provider, mediator

Where resolution cannot be achieved the worker and employer may seek further assistance by contacting the state authority that administers the Workers Compensation legislation.

5.12 Other Requirements

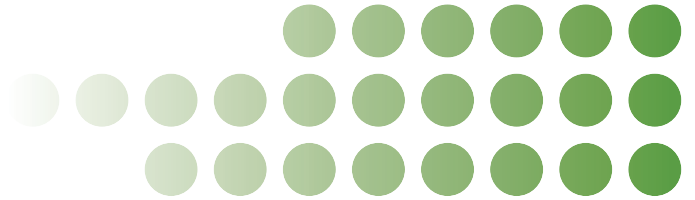
PROTECTION FOR INJURED WORKERS

- Workers must not suffer any disadvantage by participating in return to work arrangements
- All attempts will be made to achieve a successful return to work, and separation will not be considered until such time as all of these efforts have taken place. This protection does not apply for dismissals due to reasons other than the injured worker's work injury i.e. misconduct
- Workers are not to be treated less favourably than other workers because of their injury

CONFIDENTIALITY AND RECORD MANAGEMENT

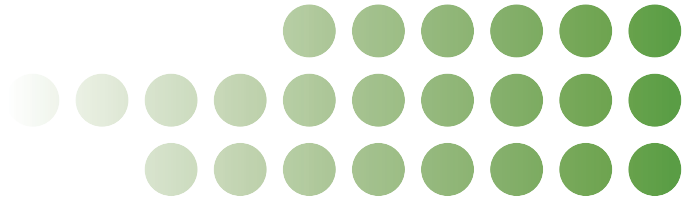
All injury management information concerning an injured worker is confidential. Workers with access to such information are to be made aware that it is confidential and should not be discussed with, shown to or read by anyone who is not directly involved in the worker's return to work.

The Return to Work Coordinator is responsible for maintaining confidential records of rehabilitation cases including timely, accurate, comprehensive and up-to-date file notes in respect to all return to work and follow up activities for all periods of total and / or partial incapacity.



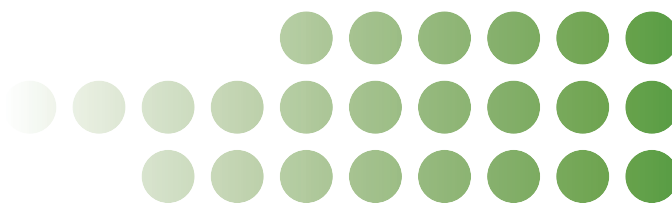
Veolia Water Technologies will ensure that:

- Any information regarding the worker's injury is obtained only with the worker's written consent. The Workers Compensation medical certificate gives consent for the treating doctor to be contacted in relation to the injured worker's injury management and/or compensation claim. The Claim for Workers Compensation or *BR09-GU01-TOOL03 Consent to Disclose Medical Information* provides a similar authority to obtain information about the injured worker
- All information is kept in strictest confidence and stored securely, with access limited to workers who have a genuine need to know
- Information is disclosed to third party (i.e. Workers Compensation insurer) only with the worker's written consent



6. Responsible, Accountable, Consulted and Informed

R	The person RESPONSIBLE for doing or delegating the action	Managing Director	General Managers	General Counsel	Managers / Supervisors	Return to Work Coordinator	Injured worker	Workers
A	The person who has ultimate responsibility and will be held ACCOUNTABLE for the action							
C	The person who must be CONSULTED during the action							
I	The person who must be INFORMED of the action and / or outcomes							
	Provide information, support and resources to implement this guideline	I	I	R	I	A	I	I
	Ensure the responsibilities of injured workers are made clear to them	I	I	R	I	A	C	I
	Nominate a doctor who will participate in the injury management and return to work process	I	I	R	I	C	A	I
	A Certificate of Capacity is provided for all periods of incapacity and prior to resuming pre-injury duties	I	I	I	I	R	A	I
	Identify suitable duties, within defined medical restrictions, to achieve safe return to work	I	I	R	A	C	C	I
	Support and assist injured worker to return to work as soon as practicable, in accordance with a Return to Work Plan	I	I	R	C	A	C	I
	Participate in the development of Return to Work Plans	I	I	R	C	A	C	I
	Review this Return to Work Guideline and the Return To Work Program at least every two years or when legislative changes occur	I	I	R	I	A	C	C
	Report incident to the insurer	I	I	R	I	A	C	I
	Make reasonable efforts to participate in return to work	I	I	I	C	R	A	I
	Consult and communicate with all relevant parties regarding the Return to Work activities	I	I	R	I	A	C	I

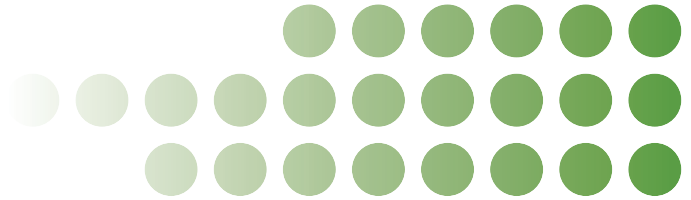


7. Training, Skills and Competency

It is the responsibility of the General Counsel to appoint a suitably qualified Return to Work Coordinator who has completed an accredited Return to Work Coordinator course.

8. Acronyms, Definitions and Abbreviations

TERM	DEFINITION
Suitable duties	Suitable duties are short-term work duties agreed between the employer and the injured worker to assist the injured worker's rehabilitation. Suitable duties must be consistent with medical restrictions, meaningful and productive.
Return to Work Coordinator	The Return to Work Coordinator is a person who has satisfactorily completed an approved Return to Work course that meets with regulatory requirements. The Return to Work Coordinator is the link between the injured worker, treating doctor, Supervisor / Manager, the insurer and any other relevant parties.
Return to Work Plan	A Return to Work Plan is developed when a worker is able to return to work on suitable duties with medical restrictions. The physical restrictions, suitable duties, hours worked, supervision arrangements, and treatment times and dates are clearly outlined within the plan. The plan is developed with the worker and with the advice of the treating doctor.
Work Type Duties form	A form that describes information about tasks, work environment, function and activities that are broadly required for water and waste water plant operators. The form provides the treating doctor with information about the work Veolia's workers perform.
Workers Compensation	It is the insurance process that provides support to the injured worker for the rehabilitation process.
Accredited Rehabilitation Provider	An organisation accredited by WorkCover or similar authorities to provide workers with specific rehabilitation services to assist them in return to work.
WorkCover Authorities (or similar)	Authorities in each Australian State and Territory responsible for administering Workers Compensation legislation and include the following: <ul style="list-style-type: none"> • WorkCover NSW http://www.workcover.nsw.gov.au • Victorian WorkCover Authority www.workcover.vic.gov.au • WorkCover Corporation of South Australia www.workcover.com • WorkCover Queensland http://www.workcoverqld.com.au • WorkCover Western Australia www.workcover.wa.gov.au • New Zealand Accident Compensation Corporation http://www.acc.co.nz
External Administrator	This is the organisation or entity that administers the claims. This varies from state to state. This includes insurers and also government entities.
Certificate of Capacity	A certificate required under legislation that certifies the worker's incapacity for work and



TERM	DEFINITION
	whether the worker has current or no current work capacity.

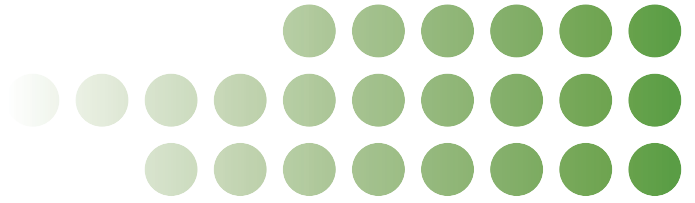
9. References

LEGISLATION

- Workplace Injury Management and Workers Compensation Act 1998 and Workers Compensation Regulation 2010 (NSW)
- Workers' Compensation and Rehabilitation Act 2003 and Workers' Compensation and Rehabilitation Regulation 2014 (QLD)
- Workplace Injury, Rehabilitation and Compensation Act 2013 and Accident Compensation Regulations 2012 (VIC)
- Workers' Compensation and Injury Management Act 1981 and Workers' Compensation and Injury Management Regulations 1982 (WA)
- Return to Work Act 2014 and Return to Work Regulations 2015 (SA)
- Accident Compensation Act 2001 and related regulations (NZ)

BMS DOCUMENTATIONS

- BR03 Risk Management Procedure
- BR06 Records Management Procedure
- BR09 Incident Management Procedure
- BR17 WHS Participation and Consultation Procedure



10. Version History

DOCUMENT CONTROL		
Document Custodian:	National WHSEQ Manager	
Document Authoriser:	General Counsel	
REVISIONS		
#	Date	Amendment
0.1	April 2014	Draft for Consultation
0.2	September 2014	Draft incorporating WHSEQ team feedback BR09-GU01-TOOL03 created
1.0	October 2014	Published
1.1	October 2016	Due for review. Update to reflect organisational changes.
1.2	October 2018	Document Review Cycle

11. Tools

NUMBER	NAME
BR09-GU01-TOOL01	Return to Work Program Template
BR09-GU01-TOOL02	Return To Work Plan
BR09-GU01-TOOL03	Consent to Disclose Medical Information

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