



# RETURN TO WORK ISSUES RESOLUTION POLICY

## **POLICY STATEMENT**

This company encourages all workers who suffer a work-related injury, illness or disability to return to work through the process of occupational rehabilitation, and, as part of this commitment, will expedite this process by adopting appropriate rehabilitation and return to work procedures including the adoption of return to work issues resolution procedures where a return to work issue exists between the company and a worker.

## **AIMS AND OBJECTIVES**

We will develop or adopt procedures for dealing with issues raised during the return to work process. The aim of the issues resolution procedure is to provide guidance to parties involved in the return to work process on how to resolve return to work related issues and to provide a clear escalation pathway where the issue remains unresolved.

## **RESPONSIBILITIES**

The success of the return to work process relies on cooperation between the company, the injured worker and other parties involved in the return to work process. If a return to work issue arises, the company and the worker must attempt to resolve it by using the company's agreed issue resolution procedure, or, in the absence of an agreed procedure, by using an approved relevant procedure.

The agreed procedure will outline the steps involved in resolving the return to work issue. The procedure will be available in a written form and available to all parties who may potentially be affected by a return to work issue. The procedure must be agreed to by the company and all workers, and the agreement must be genuinely consensual and incorporate genuine consultation. The agreement may be withdrawn by the company or a majority of workers if concerns are held regarding the agreed procedure, which will remain in force unless or until a new issues resolution procedure is agreed on.

Workers who wish to raise a return to work issue for resolution in accordance with the agreed procedure may do so by reporting the issue to the company, the worker's manager or supervisor, or the return to work coordinator. A worker's representative, treating health practitioner, return to work coordinator, manager, supervisor, or provider of occupational rehabilitation services may raise an issue on behalf of the worker by reporting the issue to the company.

In resolving the issue, the company representative and the return to work coordinator will liaise directly with the worker. A worker may be supported during the issue resolution process, and if the issue has been raised by another person, then that person must also be invited to participate in the issue resolution process. The issue resolution process will be conducted in a manner and in a language that is agreed to be appropriate by persons who can raise a return to work issue.

**AUTHORISED BY:** Name: Bobby Milicevic

Date: 12th September 2013

Position: Director

Signature:

A handwritten signature in black ink, appearing to read 'Bobby Milicevic', is written over a horizontal line.