



Rehabilitation (Revision 4)

Target audience: All workers

Purpose

1. To provide principles and a framework to facilitate the effective workplace rehabilitation of Great Barrier Reef Marine Park Authority (the Authority) employees who suffer a work related injury or work related illness in accordance with the *Safety, Rehabilitation and Compensation Act 1988* (the SRC Act).

Context / scope

2. The Authority is committed to maintaining the highest degree of health, safety and well-being of all workers by:
 - 2.1. Preventing accidents and ill-health caused by working conditions;
 - 2.2. Protecting workers from any hazards which may arise out of their work or the conditions in which it is carried out;
 - 2.3. Placing and maintaining workers in a workplace environment designed to satisfy their needs for health, safety and well-being at work; and
 - 2.4. Providing an effective rehabilitation program with the aim of restoring an injured employee to the same:
 - (a) physical and psychological state; and
 - (b) social and vocational status as prior to the injury.
3. Workplace rehabilitation is the combined and co-ordinated use of medical, social, educational and vocational measures to restore function or achieve the highest possible level of function of a worker at work following injury or illness.

Definitions

4. **Employee** is defined in section 5 of the SRC Act.
5. **Injury** is defined in section 5A(1) of the SRC Act to mean:
 - 5.1. a disease suffered by an employee; or
 - 5.2. an injury (other than a disease), suffered by an employee, that is a physical or mental injury arising out of, or in the course of the employee's employment; or
 - 5.3. an aggravation of a physical or mental injury (other than a disease) suffered by an employee (whether or not that injury arose out of, or in the course of, the employee's employment), that is an aggravation that arose out of, or in the course of, that employment;but does not include a disease, injury or aggravation suffered as a result of reasonable administrative action taken in a reasonable manner in respect of the employee's employment.
6. **Health assessment.** If one or more of the circumstances prescribed in regulation 3.2 of the *Public Service Regulations 1999* arise, the agency may decide that an employee, should undergo a health assessment.
7. **Rehabilitation authority** is, in all cases, the injured employee's current Commonwealth employer who:
 - 7.1. arranges for the employee to be assessed to determine their capability to undertake a rehabilitation program (section 36 of the SRC Act)

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- 7.2. ensures the employee undergoes an examination for assessment purposes (section 36 of the SRC Act)
 - 7.3. determines if the employee should undertake a rehabilitation program (section 37 of the SRC Act)
 - 7.4. arranges with an approved rehabilitation program provider to provide a rehabilitation program (section 37 of the SRC Act)
 - 7.5. takes all reasonable steps to provide an employee who is undertaking, or has completed, the rehabilitation program, with suitable employment or to helps the employee find suitable employment (section 40 the SRC Act).
8. **Rehabilitation program** is defined in section 4 of the SRC Act includes medical, dental, psychiatric and hospital services (whether on an in-patient or out-patient basis), physical training and exercise, physiotherapy, occupational therapy and vocational training.
 9. **Suitable employment**, is defined in section 4 of the SRC Act in relation to an employee who has suffered an injury in respect of which compensation is payable under this Act, means:
 - 9.1. in the case of an employee who was a permanent employee of the Commonwealth or a licensee on the day on which he or she was injured and who continues to be so employed—employment by the Commonwealth or the licensed corporation, as the case may be in work for which the employee is suited having regard to:
 - 9.1.1. the employee's age, experience, training, language and other skills;
 - 9.1.2. the employee's suitability for rehabilitation or vocational retraining;
 - 9.1.3. where employment is available in a place that would require the employee to change his or her place of residence—whether it is reasonable to expect the employee to change his or her place of residence; and
 - 9.1.4. any other relevant matter; and
 - 9.2. in any other case—any employment (including self-employment), having regard to the matters specified in subparagraphs 9.1.1 to 9.1.4 above.
 10. **Workplace rehabilitation providers** are organisations accredited in accordance with section 34D of the SRC Act to deliver workplace rehabilitation services to help injured workers return to work. They have the employees who have the qualifications, experience and expertise appropriate to provide timely intervention, with services based on the assessed need of the worker and the workplace.
 11. **Worker**, is defined in section 7 of the *Work Health and Safety Act 2011*, but for the purposes of this policy a worker excludes a person employed by another person conducting a business or undertaking (PCBU) that has rehabilitation responsibilities for that person.

Related documents/ legislation

12. [Safety, Rehabilitation and Compensation Act 1988.](#)
13. [Public Service Regulations 1999, regulation 3.2.](#)
14. [Disability Discrimination Act 1992](#)
15. [Comcare - Guidelines for Rehabilitation Authorities 2019](#)

Policy statements

16. Consistent with the purpose of this policy, the Authority will provide workplace rehabilitation for all employees who sustain a workplace injury or illness and, in compliance with the Guidelines for Rehabilitation Authorities; the Authority will adopt an overall case management approach.
17. Should an employee acquire a work related injury or work related illness they will be entitled to take part in a workplace rehabilitation program. Participation in any such program should aim to achieve a safe and rapid return to pre injury physical and psychological state as well as pre injury social and vocational status.

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18. An injured employee will be assessed to determine if a rehabilitation program should be provided based on the severity of the injury and any barriers to return to work;
19. The Authority, in its role as a rehabilitation authority will, where deemed necessary, arrange for the assessment of the injured worker's capability of undertaking a work-based workplace rehabilitation program.
20. Workplace rehabilitation commences from the onset of an injury or illness. The Authority will provide workplace rehabilitation for all employees, as required. Rehabilitation programs will be drawn up to support the injured workers reintroduction to the workplace.
21. Workers may seek medical treatment and advice from the health professional of their choice.
22. Workers undertaking a rehabilitation program will be fully consulted and involved with their program, and should be committed to regaining their former workplace status (insofar as their condition permits). This will require support and encouragement from their work colleagues and supervisors/managers.
23. If compensation is required, assistance will be provided to ensure the speedy processing of claims.
24. The Authority recognises its duty to provide suitable employment. It will take all reasonable steps to provide a worker who is undertaking or has completed a rehabilitation program with the opportunity to regain their former workplace status (insofar as their condition permits) or other more suitable employment, or assist that worker to find such employment. Where alternative work is to be provided it should be meaningful and productive. Training for alternative work will be provided, where necessary. Equal Employment Opportunity principles of readjustment will be applied.
25. The Authority may choose to engage a workplace rehabilitation provider to assist in the rehabilitation process.
26. Workers are required to report all work-related injuries/accidents, illnesses and incidents. Corrective action will be taken, as required, to ensure that the working environment is safe and healthy.
27. Medical rehabilitation and compensation information will be treated as confidential.
28. This policy may be applied in circumstances where workers suffer illness or injury that is not work-related as defined by the *SRC Act 1988 Cth*, to enable their effective rehabilitation into the workplace:
 - 28.1. Workers are required to notify line managers of injuries or illness that impacts their ability to safely perform normal duties.
 - 28.2. Medical evidence must be provided if the worker requests workplace rehabilitation assistance
 - 28.3. The Manager and Worker will contact the Manager WHS and advise.
 - 28.4. Manager – WHS will determine whether workplace rehabilitation is appropriate in accordance with the Rehabilitation Authority Determinations procedure (MDL 100488)
 - 28.5. People Service staff may provide Rehabilitation Case Manager (RCM) services.
 - 28.6. If a lengthy rehabilitation process is required, the Worker, Line Manager and RCM will liaise with People Services regarding ongoing work arrangements.

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Accountabilities and responsibilities

Group	Accountabilities / responsibilities
Comcare	<p>29. Approves rehabilitation providers:</p> <p style="padding-left: 20px;">29.1. Determines criteria for approval and operational standards of rehabilitation providers;</p> <p style="padding-left: 20px;">29.2. Approves, renews and revokes approval of rehabilitation providers.</p> <p>30. Prepares and issues guidelines in relation to the performance and exercise by rehabilitation authorities of their rehabilitation functions and powers.</p>
Claims Manager - Comcare	<p>31. Make accurate and timely decisions on compensation claims.</p> <p>32. Effectively manage the injured employee's claim, including making benefit payments and liaising with the employee and their doctor, the employer and the case manager.</p>
Rehabilitation Authority or Delegate	<p>33. Implements the Guidelines for Rehabilitation Authorities 2012 <i>and Public Service Regulations 1999</i>.</p> <p>34. Arranges a rehabilitation assessment of an injured employee's capability to undertake a rehabilitation program or a health assessment, depending on the applicable legislation.</p> <p>35. Requires an injured employee to attend an examination to assess their capability of undertaking a rehabilitation program.</p> <p>36. Decides whether an employee had a reasonable excuse for failing to attend or co-operate in an examination.</p> <p>37. Determines, where the rehabilitation assessment indicates the employee to be capable, that the employee undertake a rehabilitation program.</p> <p>38. Provides the determined rehabilitation program:</p> <p style="padding-left: 20px;">38.1. Using the services of an approved rehabilitation provider in circumstances where that is required by this Policy; or</p> <p style="padding-left: 20px;">38.2. Itself; and</p> <p>39. Decides whether the employee had a reasonable excuse for failing to undertake a rehabilitation program.</p> <p>40. Undertakes quarterly reviews of rehabilitation performance.</p>
Workplace Rehabilitation Provider	<p>41. Provide expert, objective advice to the case manager to assist the timely, safe and durable return to work of an injured employee.</p> <p>42. Provide a prompt response to referrals and other requests.</p> <p>43. Engage the injured employee, treating doctor and supervisor in the development and implementation of a tailored rehabilitation program.</p> <p>44. Implements the rehabilitation program in accordance and deliver rehabilitation services in accordance with the Operational Standards for Rehabilitation Providers (Comcare).</p> <p>45. Actively monitor the return to work and communicate regularly with all parties to ensure the goals are achieved.</p>

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Manager, Work Health and Safety	<p>46. Oversee the investigation of all accidents and ensure that suitable action is taken to prevent any recurrence.</p> <p>47. Ensure recording of incident details</p> <p>48. Perform the role of rehabilitation case manager, where required.</p>
Rehabilitation Case Manager	<p>49. Ensure the rehabilitation process complies with the Guidelines for Rehabilitation Authorities 2012 and the Rehabilitation Handbook, Comcare, 2017</p> <p>50. Let workers know about rehabilitation, your role and how to contact you.</p> <p>51. Initiate, co-ordinate and monitor the rehabilitation process in consultation with all parties.</p> <p>52. Decide if an assessment for a rehabilitation program is required, based on:</p> <ul style="list-style-type: none"> • the injury reported; • any request from the employee; • the impact on the employee’s ability to perform their duties; • if the employee is likely to be away from work for more than three days; • evidence about the severity of the injury or that indicates the possibility of re-injury; and • any other potential barrier to return to work. <p>53. Organise a rehabilitation program if necessary or engage a workplace rehabilitation provider to develop a rehabilitation program, in accordance with the Guidelines for Rehabilitation Authorities.</p> <p>54. Actively manage the workplace rehabilitation provider to ensure a quality and cost effective program, including the quality of service delivery, costs, progress report and outcomes.</p> <p>55. Put any decisions you make about a rehabilitation assessment or rehabilitation program in writing to the employee.</p> <p>56. Actively manage the rehabilitation program to ensure a successful return to work.</p> <p>57. Work with the supervisor and workplace rehabilitation provider to make sure the injured employee is given suitable employment.</p>
Injured Worker	<p>58. Report any injury immediately.</p> <p>59. Be aware of any work restrictions, the significance of these restrictions and the importance of adhering to them.</p> <p>60. Take an active role in treatment and workplace rehabilitation and return to work.</p> <p>61. Maintain a close and regular contact with their treating health professionals and rehabilitation case manager.</p> <p>62. Ensure copies of medical certificates, medical reports, suitable duties plans, return to work plans, expense claim forms and invoices for reimbursement are provided to your rehabilitation case manager as well as Comcare (for SRC Act matters).</p>

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Group	Accountabilities / responsibilities
Manager/ Supervisor	<p>63. Report any injury or significant health condition that affects a worker's ability to undertake their role.</p> <p>64. Work with the injured employee, rehabilitation case manager, treating practitioners and workplace rehabilitation providers to implement rehabilitation programs and safely return employees to work.</p> <p>65. Ensure that, wherever possible, employees undertaking rehabilitation programs remain in their nominal work areas.</p> <p>66. Provide support and encouragement to injured workers and ensure that they are provided with a supportive and encouraging work environment.</p>
Union Representatives	<p>67. Be aware of the agency rehabilitation policy.</p> <p>68. Encourage and support a worker undertaking workplace rehabilitation. When requested by a worker, union representatives should participate actively in the workplace rehabilitation process.</p>

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