



Supporting Return to Work Plans

Policies & Procedures

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SUPPORTING RETURN TO WORK PLANS

This memo is sent to teams who have a worker returning to the workforce on a return-to-work plan (RTWP) through a workers compensation claim.

RTWP's are carefully devised with the worker in consultation with a GP, the insurance company, and the Rehabilitation Provider. 123 Support Services must implement the plan.

A RTWP is usually gradual towards the pre-injury workload.

It is critical for teams to acknowledge the importance of this process and follow supportive directions.

- Maintain a sensitive and supportive contribution to the plan
- Don't judge, assess, or confront the worker on performance issues
- Employees in RTWP's have a right to confidentiality that must be honoured
- REPORT ANY CONCERNS TO THE SERVICE COORDINATOR WHO WILL IMMEDIATELY CONSULT THE LEADERSHIP TEAM

123 Support Services must report back to the GP, the insurance company and the Rehabilitation Provider on progress and the need for any adjustment to the plan.

Please remember, that if you ever find yourself subject to a workers compensation claim and rehabilitation you can expect the same supportive approach that is outlined in this memo.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.