

Recovering at work

If one of your employees has been injured at work, getting them back to work is an important step in their recovery. We promote **'stay at work'**, which can involve getting the worker back to the same job or another job. **Get your worker back to work in a quick and sustainable** way. Do this by:

- Working with us, your worker and medical provider to develop a suitable duties plan, which may include reduced hours or lighter duties.
- Keeping in contact with your worker; letting them know they're still part of the team. Failing to communicate with an injured worker can make them feel isolated, and may also lead to them seeking common law.
- Focusing on what the worker **can** do, not what they can't. There may be tasks the worker can perform, and they may have other skills you didn't know they had.
- Supporting them during their rehabilitation and return to work.



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Support their rehabilitation

Benefits of RTW

Following these steps can:

- avoid the need to rehire or retrain staff, which can save you time and money
- result in fewer disruptions to their personal life
- result in fewer disruptions to your workplace and overall productivity
- reduce your claim and premium costs; the longer the worker is off work, the more this will affect workers' compensation costs
- improve staff morale and workplace industrial relations.

The stats

Injured workers offered suitable duties are twice as likely to return to work. Research shows if a person is off work for:

- 20 days, the chance of them returning is 70 percent
- 45 days the chance of ever getting back to work is 50 percent
- 70 days off work and the chances of them returning is just 35 percent.

- *Realising the Health Benefits of Work*, April 2010, Australasian Faculty of Occupational and Environmental Medicine.

Safe business is good business: Common law do's and don'ts

Common law claims occur when your injured worker sues you for damages. To minimise the chance of your worker seeking common law, you should:

- prevent injuries in the first place
- make sure you train and induct your staff
- make positive and regular contact with your injured worker
- involve them in the development of their suitable duties plan and facilitate a quick, safe and sustainable return to work
- be flexible
- encourage them to return to work on suitable duties by focusing on what they can do
- review the incident and take necessary action to reduce the risk of further injury – show the worker and their colleagues you are serious about safety and that you care for your staff
- educate and promote the benefits of suitable duties, early return to work and build a supportive RTW culture.

What can you do if a common law claim happens?

- give us all information about both the event and the injured worker
- keep the worker at work and maintain a good relationship with them
- keep communicating with us (don't wait for us to contact you)
- if we appoint investigators, co-operate with them
- make sure you appoint a single person to work with us (where possible).

What we're doing to better service the timber industry

As part of our commitment to delivering the best customer service outcomes and continually making it easier to do business with us, we've moved to industry alignment. We've merged our three main areas of business - claims determination, claims management/return to work, and common law – to ensure streamlined processing of all claims. Now all processes will take place in the one region, depending on what industry the business is a part of.

The changes will:

- provide a more holistic and improved service for you and your workers
- enhance claim management outcomes and deliver a better service
- enable us to better understand an employer's business and the roles workers perform within an industry.

The timber industry will be managed by our North region at Brendale. If you have any queries about this, please do not hesitate to contact your relationship manager or call us on 1300 362 128.

For more information on any of these topics, speak to your relationship manager directly, go to www.workcoverqld.com.au or call 1300 362 128.



Keep positive communication



Support your worker



Enhanced claim management