

Background

Sunkids recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace. We recognise that the *Workers' Compensation and Rehabilitation Act 2003* and the *Workers' Compensation and Rehabilitation Regulation 2003* provide legislative support for workplace rehabilitation activities.

Experience has shown that workplace rehabilitation assists the healing process and helps restore the worker's normal function sooner. Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to: -

- Maintain injured or ill workers at work
- Ensure the worker's earliest possible return to work
- Maximize the worker's independent functioning
- Provide for durable employment

Policy statement

The aim of this policy is to ensure: -

- That a culture of acceptance for workplace rehabilitation exists.
- We have a process to support an early safe return of any worker who has an injury/illness.
- The position of the rehabilitation and return to work coordinator is adequately resourced.
- Adequate storage is provided for rehabilitation files to maintain confidentiality of this information.

Strategies and practices

Sunkids is committed to: -

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice.
- Ensuring appropriate suitable duties are made available to injured or ill workers to facilitate their safe and early return to work. These duties must be consistent with the current medical certificate and will be time limited.
- Respecting the confidential nature of medical and rehabilitation information and ensuring there will be both verbal and written confidentiality.
- Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them.
- Complying with legislative obligations with respect to the standard for rehabilitation.
- Adopting a multidisciplinary approach to rehabilitation as required.

- Reviewing this policy and procedures at least annually to ensure it continues to meet legislative requirements and the needs of all parties.
- Workplace rehabilitation procedures have been developed to support this policy. The procedures define key terms, describe key roles and outline steps in the return-to-work process. A copy of the procedures is attached to this policy.
- Our rehabilitation and return to work coordinator is Amy Davis.

DEFINITIONS

- *Rehabilitation* - Rehabilitation of a worker is a process designed to ensure the worker's earliest possible return to work or to maximize the worker's independent functioning. Rehabilitation involves the provision of approved services, services provided by a registered person, suitable duties programs or necessary and reasonable aids or equipment to an injured worker. All Queensland employers must take all reasonable steps to assist or provide their injured workers with rehabilitation for the period for which the worker is entitled to compensation.
- *Standard for Rehabilitation* - The rehabilitation provided to our workers will meet the standard outlined in the *Workers' Compensation and Rehabilitation Regulation 2003*.
- *Rehabilitation and Return to Work Coordinator (RRTWC)* - The RRTWC is a person who has satisfactorily completed a workplace rehabilitation course approved by Q-COMP. The RRTWC is the link between the injured worker, treating doctor, management, supervisors, WorkCover Queensland, rehabilitation providers and any other relevant parties.
- *Suitable Duties Programs* - These specially selected duties at the workplace are a means of providing a monitored and graduated return to normal duties. They are: -
 - Matched to the capabilities of the worker.
 - Time limited and regularly upgraded according to his/her level of recovery and treating medical doctor advice.
- The following issues must be considered when choosing suitable duties: -
 - The worker's pre-injury duties, age, education, skills and work experience and nature of the incapacity
 - Any restrictions and limitations specified by the treating doctor, who must also document approval for all plans and amendments.
 - The duties must be meaningful and have regard for the objectives of the worker's rehabilitation.
 - The duties will be reviewed on a regular basis and the program progressively upgraded, consistent with the worker's recovery.
- A copy of each worker's suitable duties program will be provided to the insurer.
- Suitable Duties Programs may be: -
 - Fully funded by WorkCover Queensland. WorkCover Queensland continues to pay ongoing compensation to the worker at the rate they would receive if totally incapacitated.
 - Partially funded by both the employer and WorkCover Queensland. Employer pays the worker at the normal rate for work performed and WorkCover Queensland pays a top up amount.

ROLES

The Role of the Injured Employee

Responsibilities: -

- To apply for workers' compensation
- To advise their doctor of the availability of workplace rehabilitation
- To ask their doctor to complete the *Work Capabilities Checklist* (if required)
- To actively participate in workplace rehabilitation
- To maintain communication with the employer/Rehabilitation and Return to Work Coordinator about relevant issues related to their compensation claim

Rights: -

- To workers' compensation for work-related injuries accepted by the insurer
- To choose their own doctor
- To authorize Rehabilitation and Return to Work Coordinator to contact their doctor for advice on suitable duties.
- To confidential, safe keeping of this personal information
- To be provided with suitable duties, if practicable
- To be consulted in the development of a suitable duties plan
- To union representation if so desired
- To ask for a Q-COMP review of certain insurer's decisions with which they do not agree (Act s540)
- To have access to an impartial grievance mechanism, which is accessed in the first instance by raising the grievance with the Rehabilitation and Return to Work Coordinator for resolution or escalation.
- To actively assist the Rehabilitation and Return to Work Coordinator in identifying and coordinating suitable duties.
- To adjust workplace procedures and rosters to enable successful implementation of the suitable duties plan.
- To monitor the injured worker's progress in relation to suitable duties
- To generally offer support and encouragement to any injured employee

The Role of the Rehabilitation and Return to Work Coordinator (RRTWC)

- To contact the injured employee as soon as possible after the injury and offer to accompany them to the doctor.
- To ensure an efficient system exists for immediate reporting of injuries to enable early employee contact regarding rehabilitation, to comply with employer's duty to report injury to the insurer and to ensure confidentiality of information received.
- To develop, coordinate and monitor workplace rehabilitation strategies for injured workers, including developing suitable duties plans in consultation with injured workers undertaking rehabilitation. Continue open communications with the staff member.
- To educate all staff about the *Workplace Rehabilitation policy* and procedures and what to expect when an injury occurs. To educate all staff regarding their role and responsibilities for rehabilitation. To ensure education is part of the staff induction process.
- Where possible and on behalf of the employer, to ensure rehabilitation for an employee is coordinated with and understood by Nominated Supervisor.
- To promote Sunkids workplace rehabilitation program internally to maintain staff's commitment, and externally, to local doctors to build a good working relationship and gain their trust and assistance.

- To keep a file for each employee undertaking rehabilitation and to ensure confidentiality of both verbal and written information.
- To keep accurate and objective case notes of all communications, actions and decisions, and reasons for actions and decisions and to sign and date each notation.
- To ensure currency of the *Workplace Rehabilitation policy* and procedures and their own Rehabilitation and Return to Work Coordinator accreditation.
- To provide injured employees with the opportunity to give feedback on the rehabilitation system and to document this feedback.

The Role of the Nominated Supervisor

- To actively assist the Rehabilitation and Return to Work Coordinator in identifying and coordinating suitable duties.
- To adjust workplace procedures and rosters to enable successful implementation of the suitable duties plan.
- To monitor the injured employee's progress in relation to suitable duties.
- To generally offer support and encouragement to any injured worker.

The Role of Staff

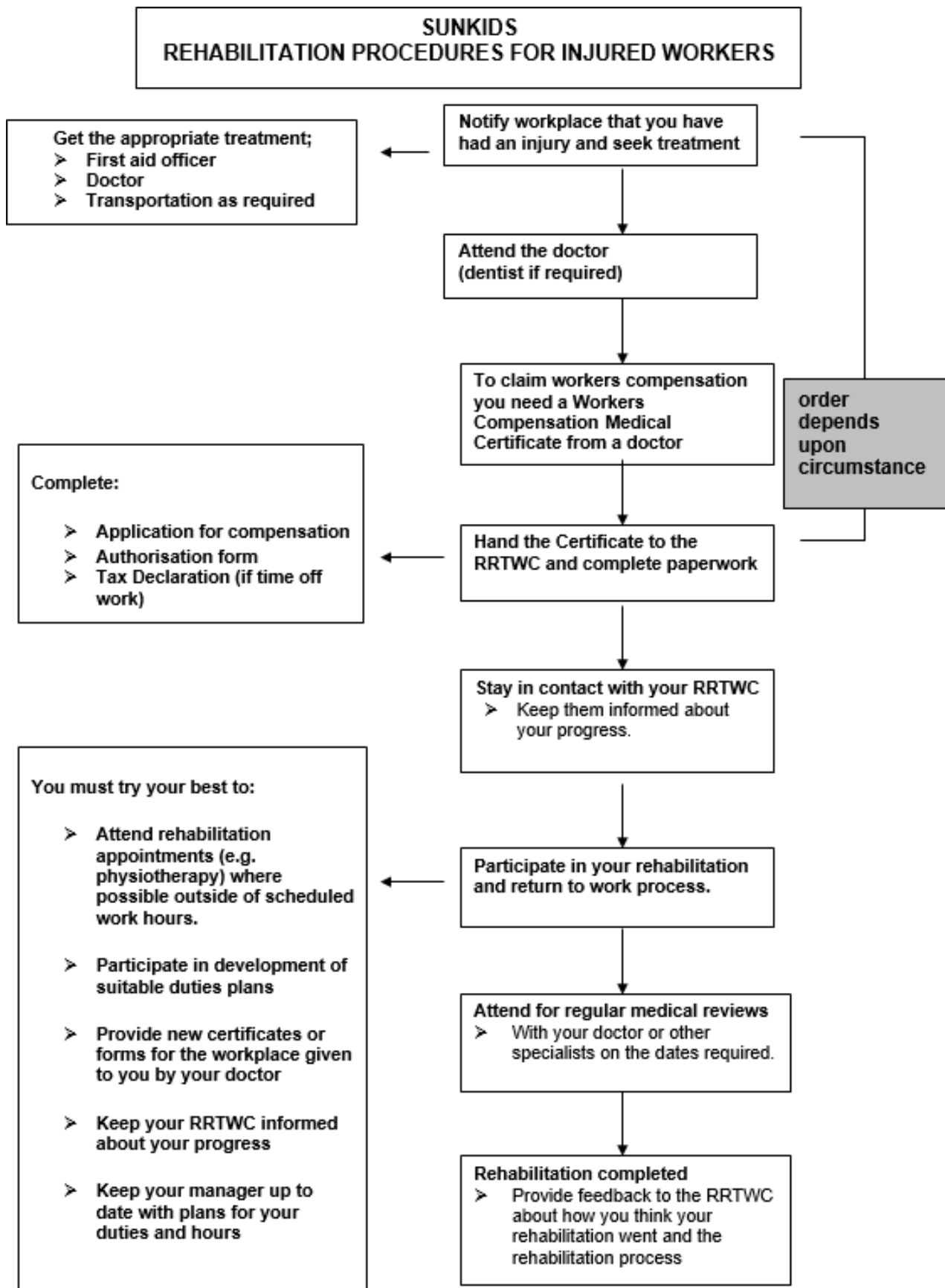
- To generally offer support and encouragement to injured employees.

PAYMENT OF WAGES

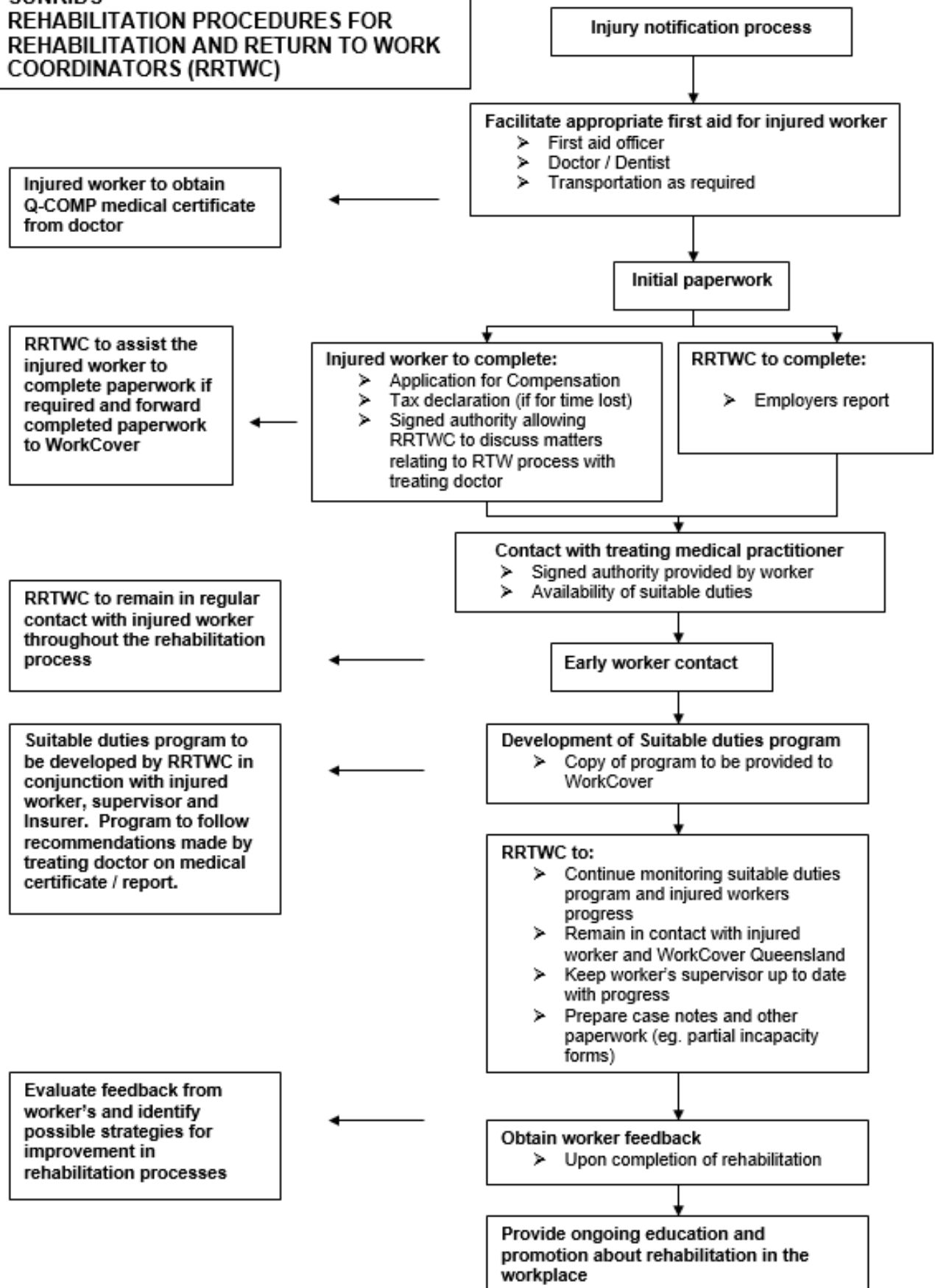
- WorkCover Queensland will determine the liability of a claim, i.e., Accept or reject.
- Sunkids may pay sick or other accrued leave to an employee while the claim is being determined. Upon acceptance of a claim, leave will be reimbursed. If the claim is accepted, WorkCover Queensland will pay weekly benefits to employees directly or Sunkids may choose to pay the employee directly and seek reimbursement from WorkCover Queensland.
- For employees participating in a partially funded suitable duties program, Sunkids will pay the employee at the normal rate for work performed and WorkCover Queensland will pay a top up amount. Sunkids will obtain a partial incapacity form from the WorkCover Queensland case manager and advise of the gross amount paid to the employee at the end of each pay period. WorkCover Queensland will then process a top up payment directly to the employee.

GRIEVANCE PROCEDURE

- If an injured employee is unhappy with a decision made at the workplace regarding their rehabilitation, they can raise the matter with the RRTWC. If the matter is unresolved, they can request the Nominated Supervisor review the decision. If they remain unhappy with the decision following internal review, they may request that the WorkCover Queensland case manager becomes involved to resolve the dispute.
- If either an injured employee or the employer is unhappy with a decision made by WorkCover Queensland, the decision may be reviewable with Q-COMP. Strict time frames apply.



SUNKIDS REHABILITATION PROCEDURES FOR REHABILITATION AND RETURN TO WORK COORDINATORS (RRTWC)



Additional safe practices for babies

- N/A

Responsibilities of parents

- N/A

Procedure and forms

- File Summary – Injured Worker Details Form
- Letter to Treating Doctor
- Injured Worker Authorisation
- Suitable Duties Plan

Links to other policies

- Managing Manual Handling and Back Care Policy
- Staff Injury Policy
- Work Health and Safety Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	12	Meaning of serious incident
	85	Incident, injury, trauma and illness policies and procedures
	89	First Aid kits
	90	Medical conditions policy
	136	First Aid qualifications
	146	Nominated supervisor
	161	Authorisations to be kept in enrolment record
	162	Health information to be kept in enrolment record
	168	Education and care service must have policies and procedures

QA	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service

Sources

- Worker's Compensation and Rehabilitation Act 2003
- Workers' Compensation and Rehabilitation Regulation 2014 (updated from 2003 where applicable)
- Worker's Compensation and Rehabilitation Regulation 2003

Further reading and useful websites

- Workers' Compensation Regulatory Authority - <https://www.worksafe.qld.gov.au> accessed 24 June 2025
- Workers' Compensation Advice Line – 1300 362 128
- Work Cover - <https://www.worksafe.qld.gov.au> accessed 24 June 2025
- Business Queensland - <https://www.business.qld.gov.au> accessed 24 June 2025
- Australian Rehabilitation Providers Association - <https://www.arpa.org.au> accessed 24 June 2025
- Safe Work Australia - <https://www.safeworkaustralia.gov.au> accessed 24 June 2025
- Commerce Queensland - <https://www.cciq.com.au/> accessed 24 June 2025

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	15 February 2019	Kaylene Harper	Accessed sources and further reading/useful websites.	February 2020
3	3 February 2020	Kaylene Harper	Accessed sources and further reading/useful websites.	February 2021
4	14 October 2020	Kaylene Harper	Reviewed policy. Accessed sources and further reading/useful websites.	October 2021
5	23 September 2021	Kaylene Harper	Reviewed policy	September 2022
6	7 October 2022	Linda Hollard	Reviewed policy Accessed sources and advice line update	October 2023
7	23 August 2023	Grace McKinstry	Reviewed Policy. Updated return to work coordinator. Accessed sources and further reading/useful websites.	August 2023
8	9 July 2024	Tiffany Boeske	Reviewed policy Accessed sources	July 2025
9	24 June 2025	Gen Mahaki	Reviewed policy. Updated sources and websites.	June 2026