The Role of Supervisors in Return to Work
Today’s session

- What to do if an injury occurs
- Supervisors hold the key
- Worker’s point of view
- Stay at work – recover at work
- Health benefits of work
- Benefits of rehabilitation
- Suitable duties
- Facilitation of a supportive work environment
- WorkCover Resources
What to do if an injury occurs

Immediately after an injury
- Talk to your employee. Don’t blame, support them
- Get them medical assistance – early intervention is key

During recovery
- Offer return to work options: light or alternative duties
- Keep talking to the worker about their progress

Plan for their return
- Develop a list of duties based on their skill set
- Get input from the worker and doctor

The actual return to work
- Supervisors and co-workers need to understand the injured person’s limitations – supportive culture

Review and improve
- Injured employee’s feedback can be useful to improve your systems or processes
Front line supervisors hold the key – successful return to work

- Immediate supervisors and managers have a critical role in ensuring the success of any workplace rehabilitation program and play a significant role during all stages of the workplace rehabilitation process.
- Promote a stay at work and recover at work culture
- Ensure workers feel productive, supported and valued
- Determining appropriate suitable duties available
- Options in other departments, communicating across work areas
- Understanding restrictions on medical certificate
- Supervising and enforcing worker compliance to these restrictions
Worker’s Point of View

✔ Workers often believe their supervisor's attitude toward them reflects that of management.
  - be supportive and show concern for their welfare
  - when employees think their supervisor is supportive, they feel valued by their employer.
  - appreciate responsiveness, empathy and respect

✔ The supervisor also plays a key role in encouraging co-worker support for injured workers.
  - Strong supervisor and co-worker support affects a worker's decision to return to work and can reduce disability

✔ An injured workers initial treatment is critical to the way in which the worker participates in return to work on all levels.
  - If an injured worker is left to fend for themselves they are likely to not feel supported or appreciated by their employer and therefore treatment generally last longer and is more difficult to coordinate – (also a driver for common law).
Facilitation of a supportive work environment

- Clear expectations and understanding of the suitable duties plan by the worker, supervisors and co-workers provides confidence in the return to work process.
- Regular positive contact and active and constructive participation in case management.
- Provides the right climate to promote successful stay at, or prompt return to work and claims resolution.
- Put aside prejudices about injured workers and their abilities. Avoid talk about them to other colleagues as this may impact recovery.
- Focus on the worker’s capacity, not their incapacity.
- Occupational bond is that it is a psychological bonding between the person and their co-workers, manager/employer, and the concept of working itself.
Secondary Psychological Injuries

The onset of a secondary psychological injury may occur at the same time as the primary injury or a number of months after the primary injury occurs.
Contributing factors to secondary psychological injuries - Worker

- Not knowing their treatment program (duration, medical advice)
- Impact on family and activities of daily living (socially or at home)
- Long periods of isolation at home with no contact from anyone
- Employers and/or family displaying lack of interest
- Feeling removed from work environment, failing to feel part of the team
- Job security and/or fear of re-injury
- Lack of compassion, communication or understanding
- Placing blame for accident
- Communication breakdown - seek to listen before understood.
- Feeling of worthlessness
Starting the Conversation with a worker who is struggling

https://youtu.be/GVM6h8XWRNA
What can the supervisor do?

- Lead the RTW program (participate and actively involved)
- Care Factor - remember it impacts all aspects of their life
- Communication (initial & regular communication)
- Don’t pass judgment – support – seek – clarify
- Keep the worker engaged whilst away from work
- Encourage regular communication
A workplace health and wellbeing program can improve:

- Productivity
- Employee engagement
- Innovation and creativity
- Morale
- Workability in an ageing workforce
- Employee relations & corporate image
- Sickness absence
- Staff retention
- No of injuries & compensation costs

WorkCover Queensland
Workplace Culture

- Commitment from all supervisors and management
- Lead by example
- Walk the talk – what do your actions say
- Early intervention and recover at work
Stay at Work – Recover at work

- A stay at work approach ensures workers are rehabilitated in the workplace maintaining workplace fitness
- Promotes worker’s self-esteem and has positive psychological implications
- Reduces impact of an injury on a workplace
- Working improves general health and well being ‘good work is good for you’
Health benefits of work – capacity for work

CLAIM ENQUIRIES
WorkCover Queensland 1300 382 126
Self insurance or other enquiries 1300 361 235

Health benefits of work – capacity for work

Queensland
Workers’ compensation medical certificate

For general information about workers’ compensation visit www.qcomp.com.au

PART C - Medical management plan
Treatment:
Medication prescribed:

Referral to specialist (specialty name):
To refer to allied health professional (discipline name):

Detail (specify):

I would like the insurer to arrange a case conference with (tick more than one if appropriate)
Treating practitioner
Treating Specialist
Treating Allied Health
Employer

Employer has been contacted
I would like the insurer to contact me

Further information:

PART D - Rehabilitation and return to work plan

Approval is given for a suitable duties program with the following guidelines:

Lifting weight limit
Bending/forward reaching
Standing/kneeling
Use of injured hand/arm
Pushing/pulling
Operating machinery, heavy vehicle
Driving a car

Keep wound clean and dry
Other considerations (specify):


PART E - Medical/Dental practitioner details (please print clearly or use practice or hospital stamp)

Doctor’s name:
Practice/hospital name:
Postal address:
Preferred method of contact:
Fax:
Signature:

Practice/hospital stamp here

This form was approved by the Chief Executive Officer of QCSUP, the Workers’ Compensation Regulation Authority on 1 April 2012, required to ensure the duties of the Workers Compensation and Rehabilitation Act 2003, Privacy Management Plan under the Workers Compensation and Rehabilitation Act 2003, after receiving a workers compensation claim, any information on the form is to be provided to the claimant and the insurer or alleged health provider or any other relevant compensation authority in any jurisdiction.

WorkCover
Queensland
# Queensland capacity certificate – workers’ compensation

**Workers’ Compensation and Rehabilitation Act 2003**

## IMPORTANT INFORMATION

With the treating doctor’s guidance on how to prevent recurrence and re-injury, an injured worker is more than three times as likely to return to work.

- Talk to your patient about what they can do at work from the first consultation onwards.
- Set realistic goals and dates with your patient about returning to work.
- Upgrade your patient’s activity over time to progress their overall recovery.

## Part A – Worker’s details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Given name</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
</tr>
<tr>
<td>Worker’s employer name</td>
<td></td>
</tr>
<tr>
<td>Was attended to by me</td>
<td></td>
</tr>
</tbody>
</table>

## Part B – Injury details

The worker was suffering from:

- List all medical diagnoses relevant to the claim:

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker was first seen at practice/hospital for this injury/disease on</td>
<td></td>
</tr>
<tr>
<td>Worker stated date of injury</td>
<td></td>
</tr>
<tr>
<td>Worker’s stated cause of injury</td>
<td>(if not previously supplied)</td>
</tr>
<tr>
<td>Is this consistent with diagnosis?</td>
<td>Yes</td>
</tr>
<tr>
<td>Detail any pre-existing factors or condition aggravated by the event, including psychological and social factors (if not previously supplied)</td>
<td></td>
</tr>
<tr>
<td>There are other factors that may delay recovery (if applicable)</td>
<td></td>
</tr>
<tr>
<td>I would like the insurer to contact me about this claim</td>
<td>Yes</td>
</tr>
<tr>
<td>I have the workers permission to lodge this claim</td>
<td>Yes</td>
</tr>
</tbody>
</table>

## Part C – Rehabilitation and return to work plan

Work is an important part of recovery. Consider the health benefits of work when certifying the worker’s capacity. Please consider activities of daily living being performed in addition to work tasks. Certification should be based on functional capacity, NOT available duties. Fields left blank will be taken as no incapacity.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have discussed my patient’s occupational history</td>
<td>Yes</td>
</tr>
<tr>
<td>I have discussed return to work with my patient</td>
<td>Yes</td>
</tr>
<tr>
<td>My patient thinks that they can return to work</td>
<td>Yes</td>
</tr>
<tr>
<td>I require a suitable duties program to be submitted to me for approval</td>
<td>Yes</td>
</tr>
</tbody>
</table>

## Part D – Medical management plan

Worker will require treatment from

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker will be reviewed again on to</td>
<td></td>
</tr>
<tr>
<td>No further review</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Specialist</td>
</tr>
</tbody>
</table>

## Part E – Functional capacity

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can return to pre-injury duties from</td>
<td></td>
</tr>
<tr>
<td>Can do alternative duties from</td>
<td></td>
</tr>
<tr>
<td>Restricted hours (specify)</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Restricted days (specify)</td>
<td>No more than 5</td>
</tr>
<tr>
<td>Are workplace modifications required?</td>
<td>physical workplace/environment</td>
</tr>
<tr>
<td>Dated</td>
<td></td>
</tr>
<tr>
<td>No capacity for any type of work</td>
<td></td>
</tr>
<tr>
<td>Estimated time to return to some form of work duties</td>
<td>days</td>
</tr>
</tbody>
</table>

**If a worker cannot return to their pre-injury role, the insurer can source alternative duties.**

<table>
<thead>
<tr>
<th>Function</th>
<th>Can</th>
<th>With Modifications</th>
<th>Cannot</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sitting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing/walking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kneeling/squatting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying/holding/lifting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reaching above shoulder height</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use of affected body part</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neck movement</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Climbing steps/stairs/adders</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driving</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Injury adjustment (due to injury type or medication prescribed)</th>
<th>Not impaired</th>
<th>Impaired</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attention/concentration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Judgement</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medication details</th>
<th>Value</th>
</tr>
</thead>
</table>

## Part F – Medical/Dental practitioner details (or use practice/hospital stamp)

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor’s name</td>
<td></td>
</tr>
<tr>
<td>Practice/hospital</td>
<td></td>
</tr>
<tr>
<td>Postal address</td>
<td></td>
</tr>
<tr>
<td>Preferred method of contact</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>(include daytime)</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

All enquiries 1300 362 126
Legislation

✔ S228 subsection 1 of the Act  
  Employer of a worker that has sustained an injury must take all reasonable steps to assist or provide the worker with rehabilitation for the period for which the worker is entitled to compensation.

✔ S133 subsection 1 of the Act  
  An employer whose worker sustains an injury for which compensation may be payable must complete a report in the approved form and send to WorkCover.
Statistics: Return to Work Rates

First Return to Work Days

Motor Vehicle and Motor Vehicle Parts Retailing
Fuel Retailing
Motor Vehicle and Motor Vehicle Parts Wholesaling
Fuel Wholesaling

WorkCover QUEENSLAND
Statistics: Stay at Work Rate (%)

Stay at Work % – 2015/16

<table>
<thead>
<tr>
<th>Industry</th>
<th>Stay at Work Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel Retail</td>
<td>39.7</td>
</tr>
<tr>
<td>Motor Vehicles and Vehicle Parts Retail</td>
<td>48.5</td>
</tr>
<tr>
<td>Petroleum Products Wholesale</td>
<td>63.3</td>
</tr>
<tr>
<td>Motor Vehicles and Vehicle Parts Wholesale</td>
<td>48.1</td>
</tr>
</tbody>
</table>
Benefits of Return to Work

- Early return to work reduces the risk of long-term disability
- Early intervention, early treatment and early return to work
- Injured workers who are offered suitable duties are twice as likely to return to work
- Strong evidence suggests that the longer a worker is off work, the lower their chances are of returning to work
Benefits of Return to Work

- Training staff to cover role of injured worker
- Wage compensation for injured worker not able to work
- Recover at work reduces impact on company productivity
- Staying at work promotes recovery – reduced medical costs
<table>
<thead>
<tr>
<th>Industry</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wholesale Trade</td>
<td>24</td>
<td>26</td>
<td>24</td>
<td>22</td>
</tr>
<tr>
<td>Motor Vehicle &amp; Motor Vehicle Parts Wholesale</td>
<td>18</td>
<td>22</td>
<td>20</td>
<td>19</td>
</tr>
<tr>
<td>Petroleum Product Wholesale</td>
<td>37</td>
<td>32</td>
<td>29</td>
<td>25</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>23</td>
<td>27</td>
<td>25</td>
<td>19</td>
</tr>
<tr>
<td>Motor Vehicle &amp; Motor Vehicle Parts Retail</td>
<td>22</td>
<td>27</td>
<td>28</td>
<td>19</td>
</tr>
<tr>
<td>Fuel Retail</td>
<td>38</td>
<td>33</td>
<td>37</td>
<td>36</td>
</tr>
<tr>
<td>Industry</td>
<td>2012/13</td>
<td>2013/14</td>
<td>2014/15</td>
<td>2015/16</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>$2183</td>
<td>$2211</td>
<td>$2295</td>
<td>$2390</td>
</tr>
<tr>
<td>Motor Vehicle &amp; Motor Vehicle Parts Wholesale</td>
<td>$2993</td>
<td>$1974</td>
<td>$1889</td>
<td>$1792</td>
</tr>
<tr>
<td>Petroleum Product Wholesale</td>
<td>$2727</td>
<td>$2166</td>
<td>$2153</td>
<td>$4534</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>$1840</td>
<td>$2021</td>
<td>$1921</td>
<td>$2015</td>
</tr>
<tr>
<td>Motor Vehicle &amp; Motor Vehicle Parts Retail</td>
<td>$2145</td>
<td>$2054</td>
<td>$2247</td>
<td>$2156</td>
</tr>
<tr>
<td>Fuel Retail</td>
<td>$2763</td>
<td>$2213</td>
<td>$2187</td>
<td>$2340</td>
</tr>
</tbody>
</table>
How can the Supervisor help

- Understand ‘policy and procedures’
- Use knowledge of the duties involved in the role to help identify alternate duties
- Attend the doctor with the injured worker, if not send a list of alternate duties
- Regular communication with the injured worker
- Be non-judgemental, particular when speaking to other employees
- Facilitate and supervise the return to work – encourage the injured worker
- Early intervention
An employer’s innovative approach to return to work and safety

http://youtu.be/Awl3gn0_QhY
Health Benefits of Work

The longer someone remains off work the less likely it is they will ever return.

<table>
<thead>
<tr>
<th>Days Off</th>
<th>Chance of Returning</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>70%</td>
</tr>
<tr>
<td>45</td>
<td>50%</td>
</tr>
<tr>
<td>70</td>
<td>35%</td>
</tr>
</tbody>
</table>

WorkCover support the position statement ‘Realising the health benefits of work’ from the Australasian College of Occupational and Environmental medicine and Royal College of Physicians.
Rehabilitation

Treatment:
- Medical – Medication, injections, surgery, time/restrictions
- Physiotherapy, Hand Therapy, Psychology
- Splinting, bracing

Conditioning
- Physiotherapy,
- Gym, Hydrotherapy, Home exercises
- Work hardening – Suitable Duties, technique training

Return to work
- Suitable duties program – graduated return to work
- Alternate duties
- Modified duties
- Normal duties

NB: Early Intervention
Injury Prevention

Individual:
- Ensure fitness for work.
- Understanding individual capacities.
- Maintain fitness for work.
- Utilise appropriate working postures.

Workplace strategies:
- Ergonomics – Right equipment, adjustable, to fit individual.
- Task rotations.
- Include allocated stretch periods and micropauses.

NB: Injury Prevention
Case Example

- Ong (1984)
- Singapore Airline Terminal – data entry staff
- Ergonomic Changes - Improved lighting, document holders and footrests, and increased rest pauses

- Output – Increased 25%
- Error rate – Decreased 1.5% to .01% (1/66 to 1/1000)
- Neck and Shoulder pain – reduced by more than 1/2

NB: Injury Prevention
Injuries

Motor Vehicle and Motor Vehicle Parts Retailing
New claims - stat (14/15)
Benefits of rehabilitation

Worker participation and commitment to rehab means:
- Return to work quickly and safely
- Less disruption to family, work and social life
- Improved employment and financial security
- Less time spent recovering from injury
- Reduced level of impairment

Employer participation and commitment to rehab can:
- Reduce disruption impacting productivity
- Reduce staff turnover
- Improve staff morale and workplace relations
- Minimise retraining expenses
- Reduce claims costs
## Benefits of Effective Rehabilitation

Rehabilitation can benefit both the injured worker and the employer

<table>
<thead>
<tr>
<th>Employers</th>
<th>Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Retention of skilled workers</td>
<td>• Support during recovery</td>
</tr>
<tr>
<td>• Reduced claims costs</td>
<td>• Reduced pain and suffering</td>
</tr>
<tr>
<td>• Improved worker morale</td>
<td>• Ongoing employment</td>
</tr>
<tr>
<td>• Improved industrial relations</td>
<td>• Continued earning capacity</td>
</tr>
<tr>
<td>• Timely/effective risk management</td>
<td>• Maintenance of self esteem and social contact with the workplace</td>
</tr>
</tbody>
</table>

**Meaningful Suitable Duties – The key**
Suitable Duties

Duties available - Supervisors identification of duties options
- Normal duties
- Modified duties
- Alternate duties
- Training, buddy work, mentoring
- Upgrade hours, task rotation, rest and stretch periods
- Worksite assessment – OT assessment of duties options

Current Capacities – What a worker can do and restrictions
- Medical Certificate.
- Work capabilities checklist
- Functional Capacity Evaluation- OT Assessment of Injured worker’s physical capacities and restrictions.
Suitable Duties

- Workers require modified duties or job rotation to accommodate restrictions imposed on their ability to work normally due to an injury.
- Supervisors’ knowledge of workplace helps to determine what duties are available.
- Requirements to work within restrictions.

Benefits of working within restrictions:
- Injury is not aggravated.
- Can assist with less treatment due to activity.
- Reduces extra load on other Workers.

Liability if Worker is instructed to work outside medical restrictions:
- Increase claims costs.
- Potential for escalation to common law claim.
Suitable Duties

Where possible, a ‘stay at work’ approach is best for rehabilitation

✔ Duties and hours at work are just as important as other treatments

✔ Suitable duties allow people to develop confidence by:
  - gradually increasing tasks back to their usual job demands
  - build strength, endurance and activity tolerance.
  - maintaining social contact and support
  - feeling valued for what they contribute
  - creating a positive workplace culture
  - contributing to productivity

Think about:
✔ What tasks are required
✔ Are there tasks within the persons role or not
✔ Consider tasks with different postures and positions (seated/standing).
✔ Are the tasks meaningful and is the workload manageable
How to identify suitable duties & develop appropriate programs

Together with your worker, identify tasks they can perform within their capacity as ‘doing’ promotes recovery.

Focus on what the worker **can** do, not what they **can’t** and provide suitable duties.

Consider the following:
- restrictions/limitations
- days/hours to be worked
- upgrading recommendations
- Injury prevention guidelines - task rotation, stretches and rest breaks, appropriate manual handling techniques and postures
Recovery – suitable duties

- Focus on capacity, not incapacity
- Follows medical advice
- Gradual adjustments monitored
- Improves work fitness
- Is tailored to individual
- Builds confidence to re-enter workforce
- Aim for sustainable return to work
# Example suitable duties template

<table>
<thead>
<tr>
<th>Task details</th>
<th>Duties</th>
<th>Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week</strong></td>
<td><strong>Duties</strong></td>
<td><strong>Restrictions</strong></td>
</tr>
</tbody>
</table>
| Week 1 – commencing: | ● sweeping of shed floor  
● stock take of tools  
● watering of gardens | ● no lifting of weight above 5kgs  
● no lifting above shoulder height |
| Days: 5      |        |              |
| Hours: 4 per day |      |              |
| Week 2 – commencing: | ● minor mechanical repairs  
● tractor driving  
● header driving | ● no lifting of weights above 15 kgs  
● no lifting above shoulder height |
| Days: 5      |        |              |
| Hours: 8     |        |              |
| Week 3 – commencing: |        |              |
| Days:        |        |              |
| Hours:       |        |              |
| Week 4 – commencing: |        |              |
| Days:        |        |              |
| Hours:       |        |              |

**Treatment occurring during this plan (e.g. physiotherapy):**

**Training required:** Yes [ ] No [ ]

If ‘Yes’, given by:

**Plan to be reviewed on:** 14/04/14

**Training given on:**
Example suitable duties options – Car Detailer

<table>
<thead>
<tr>
<th>Alternate Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Assist with paperwork and office tasks.</td>
</tr>
<tr>
<td>o Completion of visual checks of vehicles. Test drives.</td>
</tr>
<tr>
<td>o Project based tasks including paperwork, telephone calls and computer tasks.</td>
</tr>
<tr>
<td>o Collect spare parts.</td>
</tr>
<tr>
<td>o Moving vehicles around site</td>
</tr>
<tr>
<td>o Training in car servicing administration role, spare parts role, reception role – multi-skill.</td>
</tr>
<tr>
<td>o Training /mentoring newer staff.</td>
</tr>
<tr>
<td>o Work from home - online training or project work.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Modified Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Work as a buddy completing a range of detailing tasks within restrictions. Other worker to complete heavier tasks. Increase range of tasks over time.</td>
</tr>
<tr>
<td>o Reduce number and type of vehicles to be detailed. Smaller vehicles and sedans before larger utilities and 4WD.</td>
</tr>
<tr>
<td>o Avoid repetitive tasks. Include rotation between modified and alternate work duties eg office tasks and vehicle washing or inspections.</td>
</tr>
<tr>
<td>o Installation of lighter components and lighter range of detailing tasks.</td>
</tr>
<tr>
<td>o Modify work hours and/or work days completing range of normal duties.</td>
</tr>
<tr>
<td>o Gradual introduction of normal work tasks.</td>
</tr>
</tbody>
</table>
## Example suitable duties options – Mechanic

<table>
<thead>
<tr>
<th>Alternate Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Assist with paperwork and office tasks.</td>
</tr>
<tr>
<td>- Completion of visual checks of vehicles. Test drives.</td>
</tr>
<tr>
<td>- Project based tasks including paperwork, telephone calls and computer tasks.</td>
</tr>
<tr>
<td>- Moving vehicles around site</td>
</tr>
<tr>
<td>- Training in car servicing administration role, spare parts role – multi-skill.</td>
</tr>
<tr>
<td>- Training /mentoring newer staff or apprentices.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Modified Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Work as a buddy completing a range of servicing and lighter mechanical repairs tasks within restrictions. Other worker to complete heavier tasks. Increase range of tasks over time.</td>
</tr>
<tr>
<td>- Reduce number and type of vehicles to be serviced or repaired. Smaller vehicles and sedans before larger utilities and 4WD. Services before mechanical repairs and replacement.</td>
</tr>
<tr>
<td>- Avoid repetitive tasks. Include rotation between modified and alternate work duties.</td>
</tr>
<tr>
<td>- Bench level maintenance and repair tasks.</td>
</tr>
<tr>
<td>- Modify work hours and/or work days completing range of normal duties.</td>
</tr>
<tr>
<td>- Upgrade range of normal work duties over time.</td>
</tr>
</tbody>
</table>
Complete a range of alternate work tasks including movement of vehicles, test drives, paperwork, visual inspection and general errands.

# Complete half shift pre-delivery cleaning and preparation tasks Monday and Wednesday and Friday afternoons.

**Duties / Recommendations:**

* Program Review

Complete a rotation of alternate work tasks and modified pre-delivery preparation work tasks as tolerated.

- **Alternate tasks:** Movement of vehicles, test drives, paperwork, visual inspection and general errands.

- **Modified pre-delivery inspection tasks and preparation of vehicles.** Work at reduced work pace.

  Avoid completing more than 4 vehicles per shift. Work tasks include:
  - Washing down cars in wash bays.
  - Cleaning and detailing vehicles.
  - Visual inspection of vehicle including engine areas, external and inside vehicle.
  - Assist with fitting lighter accessories including headlight covers, bonnet protectors and mats. Avoid screwing on number plate covers.

**General Restrictions/Recommendations:**

- **No** lifting > 2 kg. Work self-paced as tolerated – as per treating specialist advice.
- **Avoid** sustained and repetitive grasping, repetitive wrist turning movements and sustained wrist flexion and ulnar deviation with left hand.
- **Avoid** extended forward reaching and supporting weight away from the body.
- **Avoid** work tasks above shoulder height and supporting weight climbing on to vehicles.
- **Avoid** incorporate stretch breaks into work routine up to 5 minutes per 60 minutes or as required.
- **Obtain** assistance with heavier weighted tasks as required.
- **Avoid** heavier pushing/pulling activities.
- Continue hand therapy and home program of exercises in conjunction with work program to upgrade general strength and endurance for activity.

**NB:** If unable to complete hours allocated for that day, advise work supervisor and contact Rehabilitation Coordinator and WorkCover Qld.
Interpersonal aspects of supervision may be as important as physical work accommodation to facilitate return to work after injury.

- Communicating with workers
- Responsiveness
- Concern for welfare, empathy/support, validation, fairness/respect
- Follow-up
- Shared decision-making, coordinating with medical providers,
- Obtaining co-worker support.
- Creating a positive emotional atmosphere.

Supervisors should feel that managing injured workers is part of their job description

[WorkCover Queensland]
Factors that could hinder successful Return to Work

- Lack of communication
- Lack of information from Employer and Worker
- Parties feeling suspicious of each other
- Perceived lack of support, value or trust
What can you do?

- Prevent injuries
- Suitable duties to encourage return to work
- Lodge claims quickly to get medical treatment early
- Support your workers
- Open and regular communications
Working Together

- Claim determination
- Return to work process
- Communicate with all parties
- Focus on what the worker can do
- Monitor the progress of the worker
- Focus on return to work outcome
Getting Back to work: Resources for Employers


https://www.youtube.com/user/WorkCoverQueensland/videos
WorkCover Connect

Welcome to WorkCover Connect

Your claims graph
Average claim cost (common for all claims)

Your hotspots
High claims for your industry sector

Codes of practice
Practice guidance on ways to identify and manage risks

Documents
- Partial wages
- Suitability assessment
- Medical certificate
- Remittances

Active claims
- New lodged in the last 30 days
- Statutory
- Common claims
- Total
- Experience
- Commercial

Gladstone employers on the right track
Gladstone employers using WorkCover Queensland services to identify a contractor's risk level for their worker, and were due to adjust their WorkCover accident insurance policy to suit. 0.7% of the employers had the highest level of coverage included.

Make a claim or report an incident

We want your feedback
WorkCover Connect is designed and focused on you — our customer. If you have any feedback, don’t hesitate to let us know. This will help us to continue improving the services we offer to you in the future.

Youtube icon

WorkCover Queensland
Connecting workers – worker app

OVER 14,000 INJURED WORKERS USING THE NEW WORKER ASSIST APP

WorkCover QUEENSLAND
Recover at Work (R@W) and RTW

An approach to assisting injured workers rehabilitate and return to work

Opportunity for industry to retain skilled workers

Uses already established contacts within the industry for return to work opportunities

What are the benefits for the industry and employers?
### Benefits to industry

- Influences industry premium rates
- Improves industry claims experience through early return to work
- Retains skilled workers within the industry
- The right workers to suit industry needs

### Benefits to employers

- WorkCover funded labour with no obligation to employ
- Three to six weeks of contributions from a skilled worker
- If a worker is then employed, WorkCover may provide a six month exemption for claims for aggravations
- Pre-screening injured workers before agreeing to placement

### Support for employers

- Host placement pack: More about the program, copy of Host Deed and indemnity letter
- Access to Frequently Asked Questions
- If required, work closely with WorkCover Relationship Manager and/or Customer Advisor
There’s nothing like getting back for getting better…

http://youtu.be/2pdZWxxVM-k
Questions?