

Focus on what the worker can do, not what they can't and provide suitable duties

It's important all parties work together to achieve a stay at, or prompt return to work outcome. Work has been proven to be good for peoples' health and wellbeing. Together, identify suitable duties as 'doing' promotes recovery.

Below is a list of possible suitable duties. Circle or add additional identified tasks and work together to achieve a positive and sustainable stay at, or return to work outcome.



- Answering telephone calls and enquiries
- Till operation
- TAB/Keno operation and gaming duties
- Balancing registers and preparing banking
- Booking reservations
- Booking tours, taxis and restaurants for guests
- Customer service
- Escorting guests around resort or on tours
- Housekeeping room checks
- Cleaning kitchens, utensils and preparation areas
- Cleaning windows, furniture and fittings
- Stocktaking
- Other administration duties
- Updating/refreshing training

The longer someone is off work the less likely they are to return. If someone is off work for:

- 20 days, the chance of ever getting back to work is 70 per cent
- 45 days, the chance of ever getting back to work is 50 per cent
- 70 days, the chance of ever getting back to work is 35 per cent.

For more information on suitable duties and steps to achieve a positive stay at or prompt return to work outcome, call us on 1300 362 128 or visit our website workcoverqld.com.au.

WorkCover supports a stay at work approach to injury management as 'doing' promotes recovery.