



How to make return to work **As easy as 1, 2, 3**

Step 1. Set up a return to work culture

Develop processes and practices to manage return to work in the workplace. Building a return to work culture cannot be achieved overnight. However, by optimising the way injuries and injured workers are managed immediately following a workplace injury, and with gradual ongoing improvements, you can develop a culture that better supports successfully rehabilitating and returning injured workers to work.

- Develop and display return to work policy prominently.
- Review, develop/update and display a return to work performance policy.
- Develop and display injury reporting policy and procedure.
- Provide return to work education for all levels of the organisation.
- Communicate return to work responsibilities.
- Develop a system of case notes for the injured worker and case manager.
- Review the cost benefit of return to work for the worker and workplace.
- Provide return to work management resources.
- Pursue early treatment options.
- Support the injured worker.
- Prevent further injury by reviewing work site conditions.
- Submit claim.
- Receive claim outcome.
- Build a co-worker support network.
- Update case notes.

Step 2. Return to work planning and injury recovery

Optimise the return to work planning process and the way injured workers are managed while they are off work.

- Maintain contact with the worker.
- Monitor the worker's approach and attitude.
- Maintain contact with the insurer.
- Maintain contact with the treatment providers.
- Develop a list of suitable return to work duties for the injured worker.
- Plan for and hold a return to work discussion with the worker and case manager.
- Document and design a suitable duties program.
- Organise doctor sign-off (where appropriate) for the suitable duties program.
- Brief relevant staff on the suitable duties program and forward planning for the injured worker.
- Update case notes.

Step 3. Return to work and improvement planning (review and improve return to work processes)

Optimise the way injured workers are managed when they return to work and improve the ways return to work is managed at the workplace. This includes having ways to measure return to work performance, gathering feedback from workers about their return to work experiences, developing strategies to improve return to work outcomes, monitoring adherence to suitable duties, monitoring progress in return to work and managing co-workers' reactions.

- Research how to optimise the return to work of the worker.
- Monitor return to work performance.
- Develop improvement strategies.
- Update policies and procedures.
- Assess return to work readiness.
- Maintain a register of return to work.
- Meet worker on the day of return to work and maintain contact.
- Review initial return to work progress.
- Review progress at critical milestones.
- Liaise with case manager.
- Conclude suitable duties program.
- Update case notes.