

HEALTH SERVICES UNION

Return to Work Program

Statement of Purpose:

The Health Services Union (HSU) is committed to the well-being and recovery of workers who experience workplace injuries, illnesses, or are otherwise unable to perform their regular duties. This Return to Work (RTW) Program is designed to outline our approach to facilitate a safe, supportive, and efficient RTW process for HSU workers.

Leadership and Commitment:

The HSU is committed to supporting a positive culture that promotes recovery at work through:

- Educating workers about the RTW Program, including the health benefits of recovery at work.
- Providing workers with education and access to information and resources on the HSU Employee Portal and through new worker induction packs
- Returning an injured worker to work as soon as practicable (subject to medical recommendations).
- Commencing the workplace rehabilitation process as soon as practicable for injured workers who have capacity for some type of employment.
- Providing early access to rehabilitation services for workers who require them.
- Making all reasonable efforts to accommodate a request for permanently modified duties/employment for an injured worker with suitable employment that is, as far as reasonably practicable, the same as, or equivalent to, the pre-injury employment where possible.
- Ensuring that any vocational retraining is reasonably likely to lead to suitable employment for the worker.

The HSU recognises its obligations under the *Work Health and Safety Act 2011 (NSW) (WHS Act, 2011)* and *Work Health and Safety Regulation 2011 (WHS Regulation, 2011)*. As outlined in the *HSU Work Health and Safety Policy* and *Managing Psychological Health at Work Policy*, the HSU is committed to preventing workplace injury/illness and providing a safe, healthy and secure working environment by taking all reasonable precautions to protect the health, safety and welfare of its workers, officers and other persons whilst they are in the workplace or engaged in approved work for the HSU.

Following an injury, the HSU will review our WHS policies and procedures to identify gaps and opportunities for improvement in our safety framework. Our goal is continuous enhancement, ensuring a safe and proactive work environment.

Workplace arrangements:

The HSU's RTW Coordinator is the Manager of Human Resources. The contact information for the RTW Coordinator can be accessed through the HSU Employee Portal.

RTW Coordinator Role:

The Return-to-Work (RTW) Coordinator serves as a pivotal figure in the HSU's commitment to supporting employees through their transition back to the workplace following an absence due to illness, injury, or other circumstances. The RTW Coordinator plays a multifaceted role, encompassing advocacy, coordination, communication, and support. Their primary objective is to ensure a seamless and successful return to work experience for employees while fostering a supportive and inclusive workplace environment.

Rehabilitation Providers:

The HSU has a preferred rehabilitation provider that may be called on by the RTW Coordinator to assist in the recover at work planning of a worker.

Prudence Rehab

Suite 3, Level 4, 56 Clarence Street
Sydney, NSW, 2000
Ph. 02 9283 5552

A full list of occupation rehabilitation providers in NSW is available at SIRA's website:

<http://www.sira.nsw.gov.au/information-search/rehab-provider>.

While it is usually the RTW Coordinator who determines the appropriate rehabilitation provider, the worker can either refuse or request a change in provider. The worker must, however, contact the RTW Coordinator to discuss alternative rehabilitation provider options. The worker will be advised of this by the HSU Secretary following the notification of injury through the Recovery at Work Information (**RWI**) letter (Appendix A).

The HSU will:

- reasonably cooperate with the rehabilitation provider.
- ensure the unique needs and arrangements of the workplace are understood by the rehabilitation provider.
- ensure that the rehabilitation provider has reasonable access to the workplace and injured workers.

Consultation:

In accordance with the *WHS Act (2011)* and the *Workplace Injury Management and Workers Compensation Act (1998) (NSW)*, the HSU will consult with workers, worker representative organisations and Unions on the RTW Program prior to its implementation. The draft RTW Program will be emailed to all workers and will be available on the HSU Employee Portal. Feedback will be sought and considered before the RTW Program is finalised.

Communication and Training:

The RTW Program is communicated through the:

- HSU Employee Portal
- Staff induction
- Staff Development Training from time to time

RTW Program Review:

The HSU will review the RTW Program at least every two years.

Rights and Obligations:**Worker:**

The worker is notified of their rights and obligations in writing via the RWI letter from the HSU Secretary.

A worker who notifies the HSU of a work-related injury or illness is obliged to:

- Notify the HSU as soon as possible after a work-related injury occurs.
- Participate and cooperate in establishing an Injury Management Plan (see: Developing an Injury Management Plan).
- Carry out the actions such a plan requires of them.
- Authorise their nominated treating doctor to provide relevant information to their insurer or the HSU using the certificate of capacity, claim form or other form of authority.
- Make all reasonable efforts to recover at work.

An injured worker has the right to:

- Nominate their own treating doctor.
- Employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to their pre-injury employment.
- Be consulted and involved in identifying suitable work and developing their recover at work plan.
- Privacy and confidentiality.
- Access mechanisms for resolving complaints and disputes.

Support Team Obligations:

Any individual or organisation that is professionally engaged in supporting an injured worker forms part of their Support Team. The following is an outline of the roles and responsibilities of the support team.

RTW Coordinator:

The RTW Coordinator assists workers with recovery at work and is also responsible for the implementation of the HSU's RTW Program. The RTW Coordinator carries out the day-to day duties of the RTW Program. The duties of the RTW Coordinator include:

- Acknowledging and compiling the initial notification information by forwarding the RWI letter to the injured worker and manager explaining the workers compensation process and attaching a PDF copy of the SIRA brochure [A guide to recovery at work](#) (Appendix B).
- Early contact with the injured worker, manager and nominated treating doctor to coordinate recovery at work and identify suitable employment arrangements.

- Maintaining regular positive communication with the injured worker and other relevant stakeholders where necessary.
- Coordinating the worker's recovery at work, including identifying suitable employment opportunities.
- Preparing, monitoring and reviewing a Recover at Work Plan (in consultation with key parties) that documents the worker's capacity and the duties available.
- Liaising with external stakeholders, such as the nominated treating doctor, insurer, treatment providers, union and workplace rehabilitation provider.
- Implementing the RTW program.
- Supporting the redeployment of workers (internally or externally) into suitable employment when they cannot return to their pre-injury duties.
- Keeping injury and recover at work statistics.
- Keeping confidential case notes and records in line with recordkeeping and privacy laws and guidelines.
- Promoting the health benefits of recovery at work to the workforce.
- Contributing to the improvement of relevant policies and systems.

Manager and Elected Officials:

- HSU managers and elected officials are to provide suitable work (as far as reasonably practicable) when a worker has the capacity to RTW, either on a full-time or part-time basis, that is (as far as reasonably practicable) the same or equivalent to the work being performed at the time of injury.
- Provide a positive and supportive environment and offer support throughout the recovery process.
- Actively participate in the worker's Recover at Work Plan and monitor the worker's progress.

Insurer:

Manages workers compensation insurance claims and helps workers to recover after workplace injury or illness.

Nominated Treating Doctor:

The nominated treating doctor assesses workers' capacity, diagnoses and treatments, and certifies workers in the workers compensation system. They support the worker to RTW and where possible recover at work, through appropriate clinical intervention and management. This includes the following:

- Contributing to recover at work and RTW planning in collaboration with the worker and other members of the support team.
- Completing the certificate of capacity.
- Reviewing the worker's capacity and condition on a regular basis.
- Cooperating and communicating with the HSU as the employer and self-insurer.
- Regularly reviewing the effectiveness of treatment with the worker and facilitating an evidence-based treatment approach. This includes, ensuring timely progression of treatment to an active, self-management approach.
- Recommending cessation of treatment where there is no resulting objective improvement in function or work capacity within the expected time frame.

Further information regarding the roles and responsibilities of a nominated treating doctor is available on the SIRA website: <https://www.sira.nsw.gov.au/workers-compensation-claims-guide/understanding-the-claimsjourney/medical-and-related-services/nominated-treating-doctor>.

Approved Workplace Rehabilitation Provider:

SIRA approved rehabilitation providers are experts who can address the physical, functional, psychological and /or workplace barriers that may affect a worker recovering at work or returning to work. Their roles include:

- Assessing a worker's capacity to perform duties safely.
- Identifying duties that will support improvements in a worker's capacity.
- Identifying options to help reduce work demands (including providing advice on equipment, job or workplace modifications).
- Identifying and addressing risks that may impact a worker's recovery / RTW outcome.
- Implementing and monitoring a plan to achieve an agreed recovery at work goal.
- Communicating with relevant parties throughout their service to ensure progress towards the recovery at work goal.

Unions:

Unions may help a worker in relation to dispute prevention and resolution regarding the RTW and injury management process.

After an Incident:

First Aid:

The HSU maintains first aid kits on level 2 and 3 of the HSU Head Office and at the Banksmeadow Office. For field workers who may not always have access to these offices, a portable first aid kit is maintained in each HSU vehicle. The Facilities and Fleet Officer is responsible for the maintenance of first aid kits in the HSU Head Office and Banksmeadow Office, while the field workers are responsible for maintaining their portable first aid kits. Field workers complete a quarterly report indicating the stock of the first aid kit for the Facilities and Fleet Officer to review.

The HSU has several trained first aid officers at the HSU Head Office and offers first aid training to all field workers. Contact details for first aid officers is displayed on the WHS notice boards at the HSU Head Office and Banksmeadow Office, as well as being found on the employee portal system.

Reporting an Injury:

Workers should report any injuries to their manager or human resources as soon as possible after sustaining the injury. Following this, the worker should complete an Injury Reporting form that can be accessed on the employee portal system. Once complete, this form will be forward to human resources and the worker's manager. If completing the form through the employee portal system is not possible, a PDF version can be accessed through the employee portal system or by contacting human resources. Completed PDF forms are to be sent to human resources and the worker's manager. HSU workers are informed of this process within the induction process.

The HSU will notify the insurer within 48 hours of becoming aware of a work-related injury.

The importance of early injury reporting is explained to employees within the induction process and is supported by the “if you are injured at work” posters (Appendix C) permanently displayed in the workplace and occasionally displayed on the employee portal system home page. This poster can also be accessed in the company policies section of the employee portal system.

Reporting Notifiable Incidents:

A notifiable incident includes a death, serious injury or illness, or dangerous incident that results from a business’ conduct or an action at a workplace.

In the instance where a notifiable incident has occurred, Human Resource will notify SafeWork NSW immediately, in line with the *WHS Act (2011)*.

SafeWork NSW: 13 10 50

Register of Injuries:

The HSU maintains a register of all work-related injuries, illnesses and each notifiable incident in accordance with work health and safety legislation (**Incident Log**). The incident log is maintained electronically within the Human Resources files. Employees may access the incident log through a request to the Manager of Human Resources. The incident log is updated by Human Resources following the reporting of an injury.

Worker Support:

Communication with the Injured Worker and Support Team:

The RTW Coordinator is responsible for maintaining positive and effective communication with an injured worker and the support team by regularly engaging with them and updating relevant stakeholders on the recovery at work plan.

Informed Consent:

Informed consent is where a worker is given all the relevant information before consenting to the release and exchange of information. It aims to ensure that the worker understands the benefits of providing consent and the risks of not doing so.

An employer may initially use the Certificate of Capacity to obtain consent, prior to the RTW Coordinator requesting the worker to complete the *HSU Workers Compensation Standard Consent Form for release of personal information* (Appendix D). The RTW Coordinator will send the injured worker the RWI letter via email to advise them of the implications of agreeing to sign the form (which aims to assist with communication and transparent decision-making between all stakeholders) or refusing to sign the form (which may lead to workers compensation entitlements being affected). The RTW Coordinator will also attach the *HSU Workers Compensation Standard Consent Form for release of personal information letter*.

The kind of health information that may be required to be released and or exchanged to aid a worker’s recovery at work includes: any electronic or paper-based information or opinion about a

worker's, physical or psychological health, treatment, rehabilitation, retraining, claims and injury or employment management practices.

The following roles are authorised to exchange and release this information:

- HSU (Employer)
- RTW Coordinator
- Insurer
- Workplace Rehabilitation Providers
- The nominated treating doctor
- Other allied health professionals involved
- The State Insurance Regulatory Authority

Payments:

The procedures for ensuring an injured worker's weekly payments are prompt and correct are as follows:

- the RTW coordinator will advise the insurer of an injured worker's pre-injury average weekly earnings.
- wages will be paid as per normal HSU payment procedure, with a breakdown of earnings highlighting insurer contributions, if required.
- passing other payments onto an injured worker as soon as practicable after receiving them from the insurer.
- Injured workers will be advised of the dispute resolution mechanism via letters supplied by the insurer and / or by being referred to the *Dispute Resolution and Prevention* section below.

Developing an Injury Management Plan:

Once the HSU has been notified of a significant injury affecting a worker it will, through the RTW Coordinator, participate and cooperate with the insurer, as promptly and effectively as is reasonably practicable, in the development of an injury management plan for the injured worker, including where appropriate, the development of an offer of suitable work. For the purposes of this program, a significant injury is an injury likely to make an employee unable to work for more than seven continuous days (whether or not those days are workdays, and whether or not the worker's incapacity is total, partial, or a combination of both).

For the purposes of developing an injury management plan with the insurer for a significantly injured worker, the HSU may consider a range of steps and options including:

- Providing suitable work (if the worker has capacity)
- Considering, as appropriate, any reasonable and available workplace support, aids or modifications to assist the injured worker to RTW.

Recovery at Work

The HSU is committed to offering injured workers suitable work (where reasonably practicable) so that they have the opportunity to recover at work. To that end, the HSU has developed the following processes for providing suitable work, where reasonably practicable:

- the RTW Coordinator will identify suitable work by discussing the medical restrictions detailed in the certificate of capacity with the injured worker's manager and assigned workplace rehabilitation provider.
- Suitable work options will be provided to the HSU Secretary for final approval.
- The HSU will consult with the injured worker through in person meetings, emails and/or phone calls.
- If suitable work consistent with their primary duties or within their work location cannot be identified, an injured worker may be temporarily reassigned to an alternative position or work location.

In the instance that dispute arises regarding a worker's recovery at work, that dispute will be dealt with in accordance with the dispute resolution procedure as outlined in the *Dispute Prevention and Resolution* section below.

Developing a recover at work plan:

When developing a recover at work plan, subject to applicable legislation, the HSU will work with the insurer to:

- include an injured worker in the development of the plan by consulting with the worker to seek relevant input from them.
- include details of restrictions and duties in such a plan.
- manage the relevant injured worker's appointments for treatment and rehabilitation.
- provide a copy of the plan to the injured worker, the RTW Coordinator, the HSU Secretary, the injured worker's manager and the relevant insurer. In circumstances where the injured worker's treating doctor has requested a copy of the plan, this will be provided.
- monitor and review the plan on a regular basis.
- notify an injured worker, the RTW Coordinator, the HSU Secretary, the injured worker's manager and the relevant insurer and the injured worker's treating doctor when relevant, of any changes to the plan.

Dismissal of Injured workers:

In some instance, an injured worker may not be able to return to their pre-injury workplace.

The HSU will endeavour to take the following steps to support an injured worker who is unable to return to the workplace:

- consult with the injured worker and others as applicable, such as the insurer, regarding potential opportunities for retraining.

- consult with the injured worker regarding potential opportunities for alternative job placement outside of the workplace.
- discuss alternative options with the insurer.

In circumstances where an injured worker is likely to be dismissed because they are unable to return to the workplace, the HSU will inform that employee via email of their rights regarding dismissal under relevant workers' compensation legislation.

The HSU acknowledges that it is against workers compensation legislation to terminate an injured worker on the basis of a work-related injury within 6 months of the date of injury.

Dispute Prevention and Resolution:

Workers may seek a resolution of issues or a dispute in relation to the recover at work or injury management processes in one or more of the following ways:

- Seeking information or assistance.
- Resolving the complaint informally.
- Making a formal complaint.

In the instance that a dispute arises in relation to an injured employees' payments or any other part of the recovery at work process, workers are urged to raise any issues initially with their manager, human resources or RTW Coordinator to be resolved.

If the dispute cannot be resolved through the above, the HSU will endeavour to:

- Seek help from its insurer and/or an approved workplace rehabilitation provider.
- Work with the injured worker and their support team and representative to resolve any disputes.

Every effort should be made to resolve a dispute through open communication between the RTW Coordinator, injured worker, nominated treating doctor, Manager and Approved rehabilitation provider and where relevant, any nominated representative of the injured worker.

If the dispute persists following communication with the insurer, the HSU will inform the employee of the below contact information for them to escalate the matter to.

SIRA Customer Service Centre

Phone: 13 10 50 or visit www.sira.nsw.gov.au

Personal Injury Commission (PIC)

Phone: 1800 742 679 or visit www.pi.nsw.gov.au

Administration:

All information and records collected during the RTW process will be kept confidential in accordance with the applicable privacy laws and will only be disclosed in accordance with these and / or the provisions of the *Workplace Injury Management and Workers Compensation Act 1998*.

Recover at work information is information that involves the treatment, rehabilitation, retraining, claims management and employment management practices that are directed to assist an injured worker to RTW.

The injured worker is responsible for giving consent for the doctor, employer, insurer, treating practitioners, rehabilitation providers and SIRA to exchange information for the purpose of managing the injury and Workers Compensation claim. This is done by signing the *HSU Workers Compensation Standard Consent Form* or the initial and/or subsequent Certificate of Capacity.

The injured worker may withdraw consent at any time in writing to the RTW Coordinator, however, if consent is withdrawn, RTW assistance may not proceed, and it may affect the worker's entitlements to workers compensation benefits.

A critical aspect of the recover at work process is the management and maintenance of appropriate records. In this regard, the HSU will ensure that:

- Any information regarding the injured worker's illness or injury is obtained with the worker's written consent.
- All relevant documentation associated with an injured worker's work-related injury or illness is retained lawfully in the workers compensation files.
- All files created in relation to the workers compensation process are retained in an appropriately locked and secured location.
- Access to information in relation to workers compensation and RTW matters is strictly confidential.
- Privacy is maintained in accordance with the requirements of S243 of the *Workplace Injury Management and Workers Compensation Act 1998 (NSW)*, *Privacy and Personal Information Protection Act 1998 (NSW)*, and *Health Records and Information Privacy Act 2002 (NSW)*.
- Destruction of all documentation associated with the workers compensation process is undertaken through an appropriately secure disposal process.

Workers' compensation files are maintained and secured electronically within the HSU Human Resources drive. These files may be accessed by the RTW Coordinator, Human Resources Team, and Chief Financial Officer. Case notes of all actions taken throughout the life of a claim are created and retained in the relevant workers compensation files. The documentation, storage, retention and disposal of workers compensation files will be consistent with the *HSU Information Retention and Destruction Policy*.

Dissemination of policy

A copy of this policy will be published in the HSU Website & Employee Portal.

Policy version control

Policy Approval Date:	27 March 2024
Approved by:	Union Council under Rule 40
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Version No:	V1
Replaced Version No & Date:	N/A New Policy

Appendix

Appendix A: Recovery at Work Information Letter

Initial Recovery at Work and Injury Management Information Letter

Date

Address

Re: Recovery at work and Injury Management information letter

Claim Number:

Date of Injury:

Capacity:

Hi,

The Return-to-Work (RTW) Coordinator at Health Services Union (**HSU**), Jack Nichols will be assisting and supporting you in your recovery at work. This letter will assist you in understanding what you are to do and what to expect during the return to work and (where possible) the recovery at work process. The HSU is obliged under the Guidelines for Return-to-Work Program to advise you of your rights and obligations with respect to your recovery at work and injury management.

You are obliged to:

- Notify the HSU of a workplace injury as soon as possible after the incident occurs.
- Make all reasonable efforts to return to work with the HSU as soon as possible.
- Nominate a treating Doctor who has a key role in your recovery and rehabilitation and who is authorised by you, to provide relevant information to the HSU and other parties involved in the management of your injury.
- Actively participate in the determination of capacity for work.
- Maintain regular contact with your Manager and RTW Coordinator
- Attend independent medical appointments arranged through the workers compensation process.
- Advise the RTW coordinator / human resources prior to changing your nominated treating doctor.
- Support all absences and inability to return to pre-injury duties related to the injury with a Workers Compensation Certificate of Capacity.
- Attend treatment outside of working hours where practicable, as treatment is intended to facilitate the recovery at work process.

- Actively participate and cooperate in your recovery at work plan.
- Actively participate and cooperate in establishing an injury management plan.
- Comply with your obligations under an injury management & recovery at work plan.

You have the right to:

- Privacy and confidentiality.
- Choice of a nominated treating doctor.
- Be consulted in the development of, and participation in, a recovery at work plan
- Employment that is both suitable and, so far as reasonably practicable, the same as or equivalent to your pre-injury employment.
- Either refuse or request a change in rehabilitation provider, however you must contact the RTW coordinator to discuss alternative rehabilitation provider options.
- Protection from dismissal because you are not fit for employment resulting from the injury, within six months of you first becoming unfit for employment.
- Access to interpreter services where appropriate
- Access to mechanisms for resolving complaints and disputes.

The Penalties for non-compliance with your Recovery at Work Plan include:

- Suspension of any weekly compensation entitlements until compliance is met; and/or
- Reduction or termination of weekly compensation entitlements where you refuse to participate in suitable duties.

Injury management process:

The RTW Coordinator will commence the injury management process as soon as practicable irrespective of your workers compensation claim status. These activities are aimed at assisting you to recover at work, by providing support and access to all necessary treatment and/or rehabilitation services through the provision of suitable employment and or duties.

Your initial Injury management plan will be developed by EML (within 20 business days of notification of significant injury date) in consultation with you, your nominated treating doctor, your manager and RTW coordinator. The plan will include your rehabilitation goal, treatment plan and actions required during the period of plan of all involved in the process. This will list all actions required by all parties involved in the process to ensure whilst assisting you we meet all requirements the State Insurance Regulatory Authority (SIRA) has set to assist them in monitoring claims management. The injury management plan will be reviewed if there is a significant change in your injury management and within 3 months.

A recovery at work plan will also be developed in consultation with you, your manager, approved rehabilitation provider and nominated treating Dr, to both plan and propose recovery in the workplace to ensure that when you are completing work that any advised medical restrictions and other considerations are followed by all parties to best assist your recovery. This will be reviewed at

each certificate of capacity where your work is unable to be performed within your medical restrictions.

Approved Rehabilitation Providers:

An approved rehabilitation provider may be required to assist with your recovery at work.

The Rehabilitation Provider may provide the following services:

- Understand the unique needs and arrangements of the HSU.
- Assess your capacity to perform duties safely.
- Identify duties that will support improvements in your capacity.
- Identify options to help reduce work demands (including providing advice on equipment, job, or workplace modifications).
- Identify and address risks that may impact your recovery at/return to work outcome.
- Implement and monitor a plan to achieve an agreed recovery at work goal.

If you are unable to ever return to pre-injury duties and other suitable employment is not available, the rehabilitation provider can assist with return to work or recovery at work with a different employer through the following activities:

- Assessing your skills, education, and experience.
- Identifying suitable work options, providing job-seeking assistance and organising training (where appropriate).
- Assessing appropriate programs and services that support you to secure employment.

Informed Consent:

Informed consent is where a worker is given all the relevant information before consenting to the release and exchange of information. It aims to ensure that the worker understands the benefits of providing consent and the risks of not doing so.

The kind of health information that may be required to be released and or exchanged to aid a worker's recovery at work includes: any electronic or paper-based information or opinion about a worker's, physical or psychological health, treatment, rehabilitation, retraining, claims and injury or employment management practices.

An employer may initially use the Certificate of Capacity to obtain consent. Following this, it is requested that you sign the attached HSU Workers Compensation Standard Consent Form for release of personal information.

If you agree to sign the form, it can assist the HSU with maintaining communication and transparent decision making with all stakeholders. Refusal to sign the form may have negative implications upon workers compensation entitlements as outlined above.

I look forward to helping and assisting you with the return-to-work process and if you have any questions or require any further information you can call me direct on 0437 139 727.

Yours sincerely,

Gerard Hayes
HSU Secretary NSW/ACT/QLD

Appendix B: [SIRA “A Guide to Recovery at Work”](#)

Appendix C: Safe Work “If you get injured at work” poster

If you get injured at work



- 1 Tell your employer**
 Tell your employer as soon as you can. Your employer must notify the insurer within 48 hours. If your injury is serious, your employer must notify SafeWork NSW immediately on 13 10 50.
- 2 See your doctor**
 See your doctor and get a *certificate of capacity* for your employer to send to the insurer.
- 3 Recover at work**
 If you are able, stay at work or plan how to return to suitable work as early as possible.

You can make a workers compensation claim which may cover medical expenses, and weekly payments if you need time off work. Contact your employer's insurer for more information.

RECOVER BETTER AT WORK

Evidence shows you recover from an injury better at work than at home.
 Being off work can affect your health and wellbeing, your financial situation and your relationships with family and friends.
 If a co-worker is off injured, stay in touch and support their return to work.

Your employer's workers compensation insurer is: **EML - (02) 8251 9000**

Your return to work coordinator is: **Jack Nichols**

SafeWork NSW is the work health and safety regulator. The State Insurance Regulatory Authority (SIRA) regulates workers compensation insurance in NSW. The Independent Review Office (IRO) manages workers' unresolved enquiries, or workers' complaints about insurers. For more information go to safework.nsw.gov.au or sira.nsw.gov.au or call 13 10 50. For IRO go to iro.nsw.gov.au or call **13 94 76**.

This poster summarises the requirements of the Workplace Injury Management and Workers Compensation Act 1998 with regard to notifying injuries and making claims. Every employer must ensure information regarding notifying injuries and making claims is available at all times to workers as required under section 231 of the Workplace Injury Management and Workers Compensation Act 1998.

Appendix D: [HSU Workers Compensation Standard Consent Form for release of personal information](#)