

Building your return to work program

Requirement five: Support for workers



The purpose of this document is to support Category 1 employers with completing the fifth of eight key components of their return to work program.

[View our 'Eight requirements for your return to work program' guide.](#)¹

Every employer in NSW must have a return to work (RTW) program that outlines how they will help injured workers recover following a work-related injury or illness.

To meet your legal obligation, the State Insurance Regulatory Authority (SIRA) has advised that your RTW program must address eight key components. **Support for workers**² is the fifth of SIRA's eight components for category 1 employers.² Understanding a worker's situation and offering them support will positively affect the worker's response to their injury and enable successful recovery at work.



Definition: Category 1 employer

Category 1 employers have an average performance premium of over \$50,000 per year, are self-insured or are insured by a specialist insurer and have more than 20 employees.

As a category 1 employer, you must have a return to work coordinator whose role is to manage the return work process of an injured worker and have a tailored RTW program for your business.

Over to you

Use this template to fulfil your Support for workers component for your RTW program. As each organisation is unique, your RTW program must be tailored to the needs of your organisation.

Complete our [series of RTW program templates](#) to ensure you effectively and proactively support an injured worker before an injury even occurs.

Resources



View icare's full suite of RTW program templates: [icare.nsw.gov.au/rtw](https://www.icare.nsw.gov.au/rtw)

View SIRA's [guidelines for workplace return to work programs](#) (URL in footer)

RTW guidelines reference page 13 - 14

¹ www.icare.nsw.gov.au/rtw

² Category 1 is an employer with an average performance premium (APP) of more than \$50,000 and over 20 employees.

³ **SIRA's guidelines for workplace return to work programs:** <https://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/publications/help-with-getting-people-back-to-work/guidelines-for-workplace-return-to-work-programs>

Requirement five: Support for workers

Fill in the fields below

1. Appropriate communication is essential to facilitate recovery at work for a worker.

Document how you will maintain positive and effective communication with workers and the RTW team, and who will be responsible for this.

2. Detail how you will gain the worker’s informed consent to gather and exchange information about the work-related injury and recovery at work.

Describe:

- How you will gain consent to release and exchange information about a worker’s recovery at work
- What kind of information will be exchanged
- Who is authorised to exchange this information
- How your worker will be informed of the benefits of information exchange and their associated rights, obligations and potential implications for recovery at work when consent is not given.

See the sample consent form for obtaining/releasing personal information on the [SIRA website](#).⁴

⁴ <https://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/publications/help-with-getting-people-back-to-work/requesting-consent-to-release-and-exchange-personal-and-health-information>

3. Detail your procedures for.

- advising the insurer of the worker's pre-injury average weekly earnings (PIAWE)
- making weekly payments at the usual times wages are paid
- passing other payments on to the worker as soon as practicable after receiving them from the insurer
- advising the worker of dispute resolution mechanisms.¹⁹

After being notified of a significant injury or illness, the employer must participate and cooperate while the insurer writes an injury management plan for the affected worker. Detail how you will work with the insurer to develop this plan, including an offer of suitable work.

Resources



Resource: [PIAWE information](#)⁵

Resources



Other helpful resources to help you complete this form

- [How employers can engage workers after psychological injury](#)⁶
- [At work, you can recover better flyer](#)⁷

5 <https://www.icare.nsw.gov.au/employers/make-a-claim/payments/calculating-piawe>

6 <https://www.icare.nsw.gov.au/-/media/icare/unique-media/employers/employer-obligations/return-to-work-resources/checklist-how-employers-can-engage-workers-after-psychological-injury.pdf>

7 <https://sitecore-auth.icare.nsw.gov.au/-/media/icare/unique-media/employers/manage-your-policy/understanding-your-cover/media-files/files/3-steps-to-recover-from-a-workplace-injury.pdf>



Want more information on return to work?

To help navigate the return to work process, we've created resources to assist employers with understanding their legal obligations and improve return to work outcomes for their injured workers.

Visit www.icare.nsw.gov.au/rtw

Print and sign name of employer

Just Herold

Date

Print and sign name of RTW
Coordinator

Just Herold

Date