

Building your return to work program

Requirement seven: Dispute prevention and resolution



The purpose of this document is to support Category 1 employers with completing the seventh 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. **Dispute prevention and resolution**² is the seventh of SIRA's eight components for category 1 employers. Understanding and being prepared for disputes when they arise can reduce the impacts on RTW outcomes for both the injured worker and you as the employer.



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 Dispute, prevention and resolution 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 16

¹ www.icare.nsw.gov.au/rtw

² The RTW program must show its connection to work health and safety (WHS) policies and procedures under the NSW *Work Health and Safety Act 2011*, *Work Health and Safety Regulation 2017* and where applicable the *Work Health and Safety (Mines and Petroleum Sites) Act 2013* and *Work Health and Safety (Mines and Petroleum Sites) Regulation 2014*.

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 seven: Dispute prevention and resolution

Fill in the fields below

1. How you will prevent disputes?

2. What processes you will use to resolve disputes about injury management, suitable work or recover at work planning?

3. How you will advise workers of the workplace dispute resolution arrangements and formal dispute mechanisms available through the workers compensation system?

Resources



Resources: View SIRA's draft [recover at work plan tool](#) (footnote 4) to develop a worker's recovery at work plan.

icare claims support and complaints Ph-13 99 22 (opt 2) or online
SIRA - Ph-13 10 50 or online
IRO - Ph-13 94 76 or online



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

Date

Print and sign name of RTW
Coordinator

Date