



CATERING INDUSTRIES RETURN TO WORK PROGRAM



Our **432160** Safety Framework In Action

“Working with you..... to get You back to Work”

Introduction:

Catering Industries is committed to our primary Safety Goal of Nil Harm Across All Sites. We also recognise that from time to time we will need to be there for our Employees when they are injured. For us, the primary goal in our injury management process is to ensure we can get an injured Employee well as soon as practicable to return them to full fitness and readiness to resume their normal pre-injury duties.

These guidelines have been prepared to provide important information that will assist an injured Employee to access the correct help and follow the best pathway to full recovery. We have made these guidelines as simple as possible to take an injured Employee step by step through the process and where to get help or assistance, if or when, it is required.

Consultation:

These guidelines and our entire Injury Management and Return to Work Program have been drafted and implemented in consultation with our Workforce and with relevant Stakeholders who are also impacted by a workplace injury to our Employee. Where an incident or changes to legislation occur, we will review the Program and our Policy as required.

How these Guidelines are Set Up:

We have set these guidelines up to follow the logical process that an injured Employee would normally expect to see following an incident where you may be injured at work. It is our goal to make this as easy as possible to find the correct information and where to access required forms or assistance when you need it.

We value your feedback on these guidelines and our Injury Management process and invite you to provide any feedback you may have by contacting our National Manager for WHSE & Rehabilitation. This can be done by phoning Catering Industries Head Office on 1800 808 678 or by emailing directly on paul@cateringindustries.com.au

Key Contacts to Assist You when you are Injured:

Your **Site Manager** is:

Contact Phone Number:

Your **Return To Work Coordinator** is:

Contact Phone Number

And email address is:

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Our **Insurer** is:

Contact Phone Number

Our Insurer Address is:

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An email address for our Insurer is:

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Our **Head Office contact** for Forms and claims is:

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You can call them on: **1300 364 092** or fax on: (02) 9419 4072

Your Nominated Rehabilitation Provider is:

Contact Phone Number:

Definitions:

Injury Management Policy – this is Catering Industries stated Policy on how we will manage any injured Employees recovery. It sets out our commitment to assisting injured worker's recovery and resuming of normal duties and how we will achieve this process.

Rehabilitation Provider – Our Insurer will be part of the process in your recovery, the Rehabilitation Provider is an external Consultant provided by our Insurer to assist with access to any services, treatment or other assistance you may need to achieve a full recovery.

Return To Work Coordinator (RTWC) – is a Catering Industries appointed Employee who has received special training in the Return to Work process and also in the Workers Compensation requirements and process. They will be your point of contact throughout your recovery process for all Return To Work (RTW) matters.

Return To Work Plan – is a document that contains the agreed plan and process to get you back to full fitness. It sets out what duties or tasks you can and cannot do, how many hours per week you can work until you return to normal hours and duties and the details of all persons involved in your Plan. The Plan is created between You, your Treating Practitioner/s, the Rehabilitation Provider and our RTWC. Once it is completed the RTWC will ensure that it is monitored and updated at all time through the process of your recovery.

Safety Plan – is our guiding document that sets out how Catering Industries manages Safety in the Workplace. It contains all our Procedures related to our Safety system and flow charts explaining how each procedure is implemented or carried out.

Suitable Duties – are tasks or activities that have been identified that could be selected by your Treating Practitioner, or Rehabilitation Provider that you can undertake during your recovery process that will not aggravate or prolong your recovery, but allow you to undertake meaningful work whilst you recover.

Treating Practitioner – is a Health Care Professional or Professionals that are involved in your initial treatment and participants in your Plan to achieve a full recovery for you to return to your full pre-injury fitness and capacity to go back to your normal duties. Other Treating Practitioners may also be involved throughout your recovery if they are required or as your needs change. It is your right to choose your Treating Practitioner, but others may be required where specialist or alternative treatment is deemed in your best interest of your recovery.

Our Injury Management Policy:

Commitment

Catering Industries is committed to assisting injured workers to return to work as soon as medically appropriate and will adhere to the requirements of all Workers Compensation and Injury Management Legislation, in each State and Territory of our Operations, in the event of a work related injury.

Management supports the injury management process and recognises that success relies on the active participation and cooperation of the injured worker. Whenever possible, suitable duties will be arranged internally having regard for the injured worker's medical restrictions.

Our Aim for the Injury Management System

To provide the best possible response to the management of workplace injuries, so injured workers can remain at work or return to work at the earliest appropriate time.

Catering Industries will achieve this by ensuring the following steps are undertaken:

1. Take all necessary action to provide the injured worker with immediate first aid and access to appropriate medical assistance.
2. Inform appropriate parties as soon as possible.
3. Inform the worker of the need to gain a First Certificate of Capacity.
4. Supply the worker with a workers' compensation claim form.
5. Assist the worker to complete the claim form.
6. Lodge the First Certificate of Capacity and claim form with the insurer within five working days.
7. Maintain close contact with the injured worker to check on progress and plan for the worker to remain at work or return to work as soon as medically appropriate.
8. Prepare a Return to Work Plan in consultation with the treating medical practitioner and the injured worker, when required
9. Refer the worker to a workplace rehabilitation provider when required
10. Monitor progress towards the return work goals and plan with the injured worker
11. Communicate regularly with the insurer in relation to the injured workers claim

Application of the Policy

This policy is applicable to all Catering Industries operated Sites



Nick Cuschieri
Managing Director



Mickie Magan
National Manager - QA & Compliance

Our Injury Management Procedure:

This procedure is extracted from the Catering Industries National Safety Plan which is a compliant Health & Safety Management Process that we have attained AS/NZS 4801 certification. Our Company is also ISO9001:2008 compliant and as such we continually review our systems to ensure they continue to be relevant, compliant with legislation and incorporate best practice.

If you are injured the following steps will be important for you to follow to ensure we can provide you with the support and assistance you require to get you fully fit and back to work.

As extracted from Catering Industries PTY Ltd National Safety Plan

Injury Management Procedure – P.D# 22

Objective/Purpose

Catering Industries is committed to ensuring that any Employee or who is injured at work will have the opportunity to re-enter the workplace as soon as possible after the injury allows them to undertake work. This procedure and flow chart describes the process which shall be used for the management of work related injuries and disease/illness.

Process/Responsibilities:

Refer to Flow Chart – F.C#22

Procedure:

- A. Catering Industries shall develop and display an Injury Management Policy which is available to all Employees
- B. Catering Industries will nominate and train an Injury Management Coordinator
- C. Where an Employee has sustained a workplace injury and received a Medical Certificate from a Medical Practitioner, the Employee will be provided with a Workers Compensation form
- D. The Employee will complete the Workers Compensation Claim form and forward this form and Medical Certificate to the Injury Management Coordinator
- E. The completed Claim form and accompanying documentation will be sent to the Workers Compensation Insurer within the required time period.
- F. The Injury Management Coordinator liaises with the Insurer and where required provides any additional information as required.
- G. Catering Industries will nominate and train a suitable number of Return to Work Coordinators who will be responsible for assisting the injured worker to return to work
- H. The Return To Work Coordinator will contact the injured Employee and commence and maintain close contact with the Employee.
- I. If required the Return to Work Coordinator will complete a Return To Work Plan where alternative or modified duties will be required and discusses the

plan and requirements with the injured Employee and their Treating Practitioner or Team.

- J. The injured Employee will maintain close contact with the Return To Work Coordinator and comply with the requirements of the Return to Work Plan until receiving a full medical clearance from their Treating Practitioner.

Consultation/Communication:

The Injury Management Coordinator will consult and maintain contact with the injured Employee. The Injury Management Policy will be displayed at all Sites and Facilities.

Review:

Review of this process, flow chart and related documentation will be conducted at least every two years.

Preventing Occupational Injuries and Illness

Catering Industries is required under the various State & Territory WHS Legislation to provide and ensure the workplace is free from hazards and all risks that could potentially harm our Employees and our Stakeholders are controlled. Catering Industries has a robust and compliant Safety Plan to ensure our Hazards and risks are eliminated or controlled to prevent harm.

Our greatest asset in maintaining this approach is with the assistance of our Employees and our Contractors who's commitment to identification of hazards and the prompt reporting of incidents or hazards will ensure we continue to provide a safe working environment and meet our legislative and Duty of Care requirements.

So you have just been injured whilst at Work:

Our Goal: To get you back to work as quickly as possible and return you to pre-injury fitness and capacity

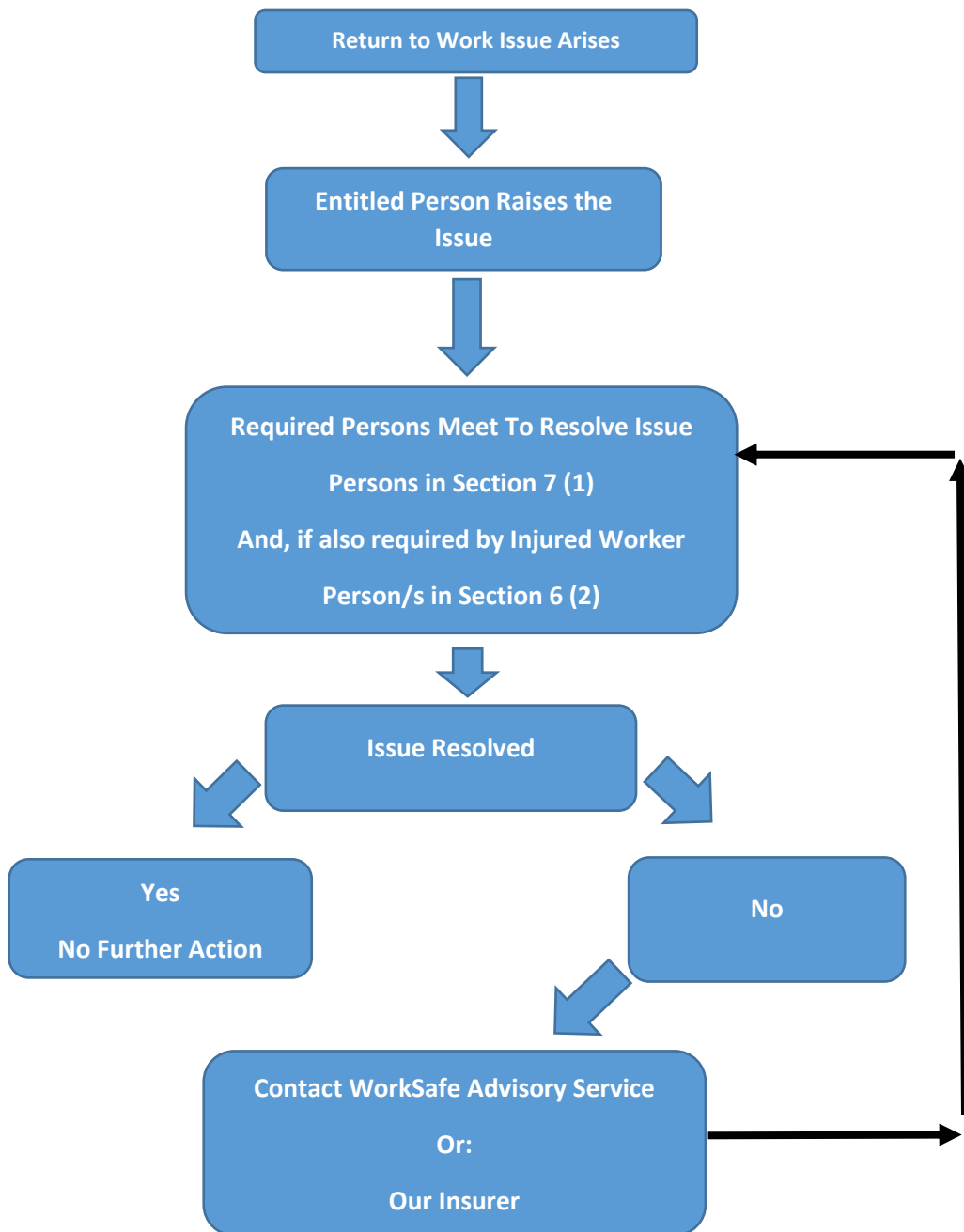
Returning to Work is Without Disadvantage to you:

We are committed to ensuring you can get back to work as soon as possible. We have a range of alternative duties that can allow you to return to some work rather than remaining off work until you are fully recovered. All research and data indicates that coming back to work is the best place for you to recover. You can be assured that we will continue to provide you with meaningful work that suits each stage of your recovery, and when you are fit to resume normal duties that your job is there and waiting for you.

If you have any concerns or you feel that there are issues surrounding your Return to Work we have an issues resolution process that you can use to ensure we act promptly on your issue and that you have adequate assistance from all Stakeholders to have your issue addressed and resolved.

Our Issues Resolution Flow Chart is set out on the next page:

ISSUES RESOLUTION - REPORTING & RESOLVING FLOW CHART



As soon as possible but **no later than 20 days** after a return to work issue has been reported, the Employer, the Return to Work Coordinator and the Worker must meet to try and resolve the issue. If the Worker's treating Health Practitioner, Manager and/or Supervisor, provider of Occupational Rehabilitation services or person chosen by the worker to represent, assist and support them raises the return to work issue, the Employer must also invite that person to participate in the issue resolution process.

At any time, a person who has raised a return to work issue may request that the Employer set out in writing the details of the issue and matters relating to its progress, resolution or outcome. If such a request is made, the Employer must respond **within 14 days** of the request in a manner and in a language that is agreed by the Employer, Return to Work Coordinator and the Worker.

STEP ONE:

As soon as possible report the injury to your Supervisor or Manager. This will ensure we know you have been injured and we can then commence our Incident Reporting and Management Procedure:

You can do this by the following:

- Fill In an Incident Report form, you only need to complete the front page. Don't forget to tell us on the form how you hurt yourself and when and where. If there are any hazards or dangerous things that contributed to your injury tell us so we can ensure that we resolve these and the hazard does not continue to have potential safety concerns for yourself or others. If you can't find the form ask your Supervisor to get one for you, if you need help to fill it in, ask your Supervisor or another fellow worker if you feel more comfortable.
- Depending on which State or Territory you are working in you may need to take a Workers Compensation form to your Doctor so that they can complete it and commence the Work Cover process.

Getting assistance from a Treating Practitioner – Nominated Treating Practitioner..... Your Choice

When you are first injured you must be practical and think about your safety, can you make your own way to a Doctor or other Treating Practitioner, or do you need help. Ask your Supervisor to provide you with the appropriate assistance if you are unable to get there by yourself, they can get you a taxi, call an ambulance or get someone to take you. The Treating Practitioner is entirely your choice; however, we can also recommend a Company Doctor or Practitioner if you wish.

It is very important that you take the **Suitable Duties Form** With you to give to your Treating Practitioner.

What is this form all about:

The form provides your Treating Practitioner with a list of duties that you may be able to perform that would allow you to continue to be at work while you recover.

Why not just Stay off work until you are 100% fit to start work again?

There is considerable evidence to support the notion that the longer you remain off work, the more likely you are to suffer stress, anxiety or other problems that relate to your isolation, lack of peer support or break from your normal working routine.

Getting you back to work where you can be around your work mates, doing things that keep you occupied and your mind and body moving provide you with enormous amount of positive motivation. Keeping positive and focussing on your recovery is a huge help in getting you back to full pre-injury fitness and back to your normal job and routine.

If you are away from work for a long time, you may experience problems with worry about what's going on, if people are having to do more to cover whilst you are away and a lot of other negative thoughts. Negative thoughts or worries do not help your recovery.

STEP TWO

Take your Suitable Duties Form with you to your Treating Practitioner, during your initial consultation you can review this form together and see what kinds of duties you could continue to do, or how your work could be modified to allow you to continue to come to work and at the same time assist with your complete recovery.

It may be difficult to think of how some of these tasks could be available at your workplace, if this is the case phone your RTW Coordinator who can provide some over the phone assistance, or meet with your treating practitioner with you to explain the options that may suit you.

Once this has been completed your Treating Practitioner will be able to create your treatment plan that will get you back to full fitness.

STEP THREE

Your Treating Practitioner will by now have provided you with a Workers Compensation form or a Certificate of Capacity, you must get this back to your Supervisor, or send directly to Catering Industries Head Office so that we can provide this to our Insurers and make sure you continue to receive pay and additional benefits or support required to get you back to work. Do not leave this till later, if you need a hand you can contact your Supervisor or your local Return To Work Coordinator. They will ensure your form is submitted as soon as possible to avoid any delays.

Our Insurer Will Instruct a Rehabilitation Provider to Assist You:

If you are required to spend time recuperating and will need to take time off work, our Insurer will contact you and provide you with the name and contact details of their nominated Rehabilitation Provider. The Rehabilitation Providers job is to work with you and your Treating Practitioner or Team to ensure that the appropriate medical and rehabilitation services are in place and provided and that it enhances your recovery and return to work.

STEP FOUR

Your Catering Industries Return To Work Coordinator will be in contact with you to arrange a meeting where they can create a Plan to assist you back to full fitness. This is called a Return To Work Plan and it is a documented "Road Map" which clearly sets out how and when you will be able to get back to your old job. We will do this as soon as practicable and our sole aim is to assist you to return to work and achieve full recovery as soon as possible.

The form sets out what injury you have sustained, how it is managed and then a step by step, week by week plan stating what duties you can do and progressive increase in duties and hours until you return to full pre-injury fitness and can resume normal duties.

This form is completed with you and with your Treating Practitioner or Treating Team and may also include the Insurer nominated Rehabilitation Provider. This means that the process is managed with your best interests and your full recovery as the primary focus. It will not be a "Short Cut" it is a properly considered plan that sets realistic goals and timeframes to full recovery.

From this point on your RTW Coordinator will keep in regular contact with you throughout your recovery journey. Your RTW Coordinator is there for you, you can speak with them when you need and they are there to provide you with all the necessary assistance you may require to achieve our goal of getting you back to work.

We can also provide a great deal of assistance to help make it easy for you to get back to work, we can:

- Ensure the hours of work are at times that make it easy for you to get there.
- We can help with getting to and from work if required.
- We will provide you with any aids or modifications necessary to ensure you can undertake your modified duties without any inconvenience or stress
- We will give you all the breaks and rest periods you need to ensure that your recovery is not hampered.
- We can provide a supportive hand, or even just a friendly ear to listen to any problems that you may encounter in your recovery.
- All you need to do is ask, our RTW is there to respond to you.

STEP FIVE

Now that you have your Plan in place it is necessary to ensure that you can keep to it, if you are not recovering at the pace that was anticipated then you must let us and your Treating Practitioner know, the sooner we can reassess your current status the sooner we can modify your plan and reset the goals to ensure they do not push you or place you in a situation where you feel this is no longer all about you and your recovery.

How is the plan going? Is it achieving our combined goal? If you want to discuss the Plan call your RTW Coordinator any time and they will assist you to ensure the process continues to work for you.

During this period you will most certainly be visiting your Treating Practitioner or Team, if you want your RTW Coordinator to attend simply phone them and let them know when your next appointment is, they will always treat you and your case with the upmost confidentiality and at no time will your information be discussed or made available to anyone who is not required or legally able to review the Plan and any details we may hold, this will almost certainly include our WorkCover Insurers as they must have access to all information to ensure your claim is properly managed throughout your recovery process.

STEP SIX

As time goes by you should now be starting to get back to your old self, this may mean that you are recovering and feel ready to get back to your old routine and ready for normal duties. Before actually starting to do your old tasks make sure you have received a full clearance from your Treating Practitioner. This will also mean that your Treating Practitioner will need to complete a Certificate of Capacity clearing you for return to full pre-injury duties.

Do not be concerned if your recovery is taking more time than you had anticipated, recovery is always an individual thing and you will only be recovered when you are ready. No matter what, we are here for you, if you are worried or have any concerns contact your RTW Coordinator at any time to talk through your concerns.