

Managing Your Injured Worker's Return To Work

Injured worker checklist

Using the injured worker checklist

The injured worker checklist has five categories which include:

1. Supporting workers immediately after injury.
2. Managing workers during recovery.
3. Return to work planning.
4. Actual return to work.
5. Improvement planning.

For each worker who was injured, work through the checklist noting 'Yes' or 'No' under each category. The more 'Yes' answers you score the more likely it is that you are meeting your legal obligations for workplace rehabilitation and using better practices in managing a worker's return to work (RTW). Any 'No' answers provide an opportunity for improving your return to work management processes.

Name: _____

Claim number: _____

Date of assessment: _____

Supporting workers immediately after injury	Evidence	Yes/No/Not applicable
Worker assisted to get first aid or medical treatment	case notes	Yes
Family or next of kin contacted if appropriate	case notes, emails	Yes
Worker's written authority to get/release information obtained	authority form	Yes
If initial certification shows > than 2 weeks lost time, RTW discussed with worker's treating doctor and/or insurer	case notes, emails, fax	Yes
Worker advised of steps taken by employer to prevent recurrence of injury	case notes, report, email	Yes
Managing workers during recovery	Evidence	Yes/No/Not applicable
Regular contact maintained with worker during recovery	case notes, emails, fax	Yes
Worker briefed on RTW process and role of all stakeholders	case notes, emails	Yes
RTW barriers assessed and strategies developed	case notes, report, emails	Yes
Worker concerns about RTW discussed, assessed and managed	case notes, emails, report	Yes
Insurer contacted about worker's RTW	case notes, emails, fax	Yes
Return to work planning/suitable duties program (SDP)	Evidence	Yes/No/Not applicable
RTW needs (e.g. transport, aids and equipment) identified	case notes, emails	Yes
Consultation/case conference with stakeholders	case notes, emails, signature on SDP	Yes
RRTWC communicates with doctor about suitable duties, workplace information, work capacity and worker individual characteristics	case notes, emails, fax	Yes
Co-workers briefed about SDP and worker role/duties	case notes, email, fax	Yes
SDP shows goals, objectives, timeframes, review date	suitable duties program	Yes
SDP is consistent with medical certificate/report, worker's injury, experience, education and age	suitable duties program	Yes
Suitable duties are meaningful and have regard to the objective of the worker's rehabilitation	Suitable duties program	Yes
Copy of SDP provided to the worker and supervisor	fax, post, email records	Yes
Host employment discussed with insurer if no suitable duties are available at usual workplace	case notes, emails, fax	Yes
Copy of SDP sent to insurer	fax, post, email records	Yes

Actual return to work	Evidence	Yes/No/Not applicable
Worker support needs identified e.g. buddy system, induction, training, transport, aids, equipment, tools	case notes, suitable duties program	Yes
RTW time/date confirmed with injured worker, supervisor and others	case notes, emails	Yes
Worker met at start of first day to explain RTW process	case notes	Yes
Worker monitored for pain/distress on first day	case notes, emails	Yes
Worker asked for feedback after first day of RTW	case notes, emails	Yes
RRTWC meets with worker at critical points e.g. after upgrade of suitable duties program or doctor/physiotherapist review	case notes	Yes
RRTWC monitors compliance with SDP by all parties	case notes, emails	Yes
Copy of SDP kept on worker's file	suitable duties program on injured worker's file	Yes
Improvement planning	Evidence	Yes/No/Not applicable
Obtain feedback from worker	case notes, emails, surveys, interview record	Yes
Obtain feedback from supervisor	case notes, emails, surveys, interview record	Yes
Obtain feedback from rehabilitation professional/s	case notes, emails, correspondence, survey	Yes
Worker still employed 12 months later?	Human Resources records	Yes
RRTWC reviews case RTW planning		

Abbreviations: RTW – return to work RRTWC – rehabilitation and return to work coordinator SDP – suitable duties program IW – injured worker

Where can I get more help?

For all claim related enquiries contact 1300 362 128 or to contact a self-insured employer you can find their details at <https://www.worksafe.qld.gov.au/insurance/find-a-self-insurer>