



# Injury Management and Rehabilitation Procedure

May 2023

## INJURY MANAGEMENT AND REHABILITATION PROCEDURE

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### 1. Purpose

#### 1.1. Introduction

Millennium Services Group Pty Ltd (henceforth referred to as Millennium or the Company), recognises the social and financial costs related to workplace injury or illness and is committed to preventing workplace injuries or illnesses by providing and promoting a leader led positive healthy and safe work environment and culture. Where proactive measures do not prevent or adequately mitigate a work-related injury, Millennium is committed to ensuring that a timely, effective, and safe return to work for all injured Workers as an integral part of normal positive health and safety practice and expectation.

#### 1.2. Commitment

Millennium is committed to returning injured Worker, this is achieved by means of identification, assessment, and control of workplace risks to prevent workplace injury or illness along with an effective investigation of workplace incidents with a view to mitigate and where possible eliminate the risk so far as reasonably practicable. To support this commitment Millennium Services Group will:

- Prevent injury and illness by providing a safe and healthy working environment;
- Participate in the development of an injury management plan and ensure that injury management commences as soon as possible after a Worker is injured;
- Support the injured Worker and ensure that an early return to work is a normal expectation;
- Provide suitable duties where practical for an injured Worker as soon as possible;
- Ensure that our injured Workers (and anyone representing them) are aware of their rights and responsibilities, including the right to choose their own nominated treating doctor and approved workplace rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause;
- Consult with our Workers and, where applicable, unions to ensure that the return-to-work program operates as smoothly as possible;
- Maintain the confidentiality of injured Worker records;
- Not dismiss a Worker because of a work-related injury as legislated in each State and Territory of becoming unfit for employment.
- To expect the maintenance of their employment and in particular not to be dismissed from employment within 6 months (NSW) or within 12 months in all other jurisdictions of becoming unfit for duties as a result of a work-related injury.

For work-related injuries / illness Millennium must consider their Work Health and Safety (WHS) obligations to ensure the health and safety of every Worker and how this may be impacted by the duties and / or activities provided to or undertaken by an injured Worker in the workplace or returning to work.

Millennium will undertake an assessment of the impact of the injury on the duties or activities including any use of plant, equipment, or substances, in undertaking this assessment Millennium reserves the right to check with relevant nominated treating doctor to confirm that the assessed tasks and activities can be done safely and without risk to others.

For any non-work-related medical conditions impacting Workers ongoing employment, the Safety team along with the Return to Work (RTW) Coordinator will play a key role in supporting Workers remain at or returning to work where:

1. Light or suitable duties are practical and meaningful; and
2. There is a value add to both Millennium, and the Worker.

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### 1.3. Our Approach

The Company will make provision for early intervention, injury management and rehabilitation where required. Worker who sustains a work-related injury or illness are encouraged to remain at work where medically possible or return to duties as guided by a nominated treating doctor as soon as reasonably practicable.

1. In the first instance where a Worker experiences discomfort or pain while undertaking duties at work they must report these concerns in accordance with Hazard & Incident Reporting Procedure to their Manager / Supervisor for initial assessment.
2. The Manager / Supervisor through guidance from the Health Safety and Wellbeing Advisor or RTW Coordinator will on a case-by-case basis, arrange for a medical assessment as a part of early intervention where there is an opportunity to treat discomfort or pain early, prevent an injury; or alternatively arrange for injury management treatment where an injury has been sustained through the course of work.
3. As a part of the early intervention and injury management processes, Millennium recognises that open and effective communication between all relevant parties is necessary for the successful management of injured Worker. Relevant parties may include:
  - I. The injured Worker;
  - II. Injured Worker's Manager / Supervisor;
  - III. Nominated Treating Doctor;
  - IV. Health Safety and Wellbeing Advisor / RTW Coordinator;
  - V. Rehabilitation Provider (where appointed); and
  - VI. Workers Compensation Insurer in relevant State where a Workers' Compensation claim has been made.
4. Where an injury has been sustained by a Worker, the injury management process must be activated by the Worker's Manager / Supervisor as soon as practicable to initiate prompt treatment and support.
5. During this time Managers / Supervisors must maintain contact with the Worker and are encouraged to reinforce that the Worker is a valued person in the workforce.
6. Where a Worker is referred to a nominated treating doctor as a part of injury management and issued with a medical certificate, all reasonable efforts will be made to identify suitable duties within the specified restrictions to assist the Worker to return to the workplace as early as possible.
7. Managers / Supervisors are required to participate in identifying and assessing potential suitable duties in consultation with the Health Safety and Wellbeing Advisor / RTW Coordinator and Injured Worker.
8. The Injured Worker must actively participate in and agree on a RTW plan and work within any restrictions / modified duties specified.
9. During the RTW process, Millennium will assist the Injured Worker to return to their pre-injury duties where reasonably practicable.
10. In circumstances where a significant injury has been sustained, in accordance with State's Workers Compensation law requirements, all reasonable attempts will be made to find a position within Millennium that matches the Worker's capabilities should it be deemed, by way of medical opinion, that they cannot return to their substantive position.
11. The injury management process must be treated as confidential between relevant persons at Millennium involved in the RTW program and the Worker. Written permission will be obtained from

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the injured Worker to release information to any third party deemed relevant in accordance with privacy requirements of the relevant state legislation. All records, both hard copy and electronic, must be securely kept.

12. Rehabilitation providers may be enlisted for certain claims following a recommendation from Millennium Workers' Compensation Insurer. Similarly a rehabilitation provider may be recommended by the; Medical Practitioner, Worker, Health Safety and Wellbeing Advisor or RTW Coordinator or requested by the injured Worker.

### 1.4. Consultation and Communication

This policy and procedure have been developed in consultation with Workers and other applicable internal stakeholders. Millennium will engage in consultation and training with all internal stakeholders and Workers with respect to the development, revision, and compliance with this RTW Program.

Workers will be informed of the RTW Program and associated processes via onboarding, induction including workplace information, instruction and awareness which is provided on noticeboards and other Worker forums (i.e. Work Health & Safety Committee or Operational meetings) from time to time.

### 1.5. Assurance and Documentation

Millennium will continue as part of its assurance processes to monitor and review this RTW Program in terms of scope, content, and implementation in accordance with respective State Insurance Regulatory Authority requirements.

**Table 1: Agencies responsible for overseeing Workers' Compensation in each jurisdiction**

Jurisdiction	Agencies Responsible
NSW	<a href="#">State Insurance Regulatory Authority (SIRA)</a>
VIC	<a href="#">WorkSafe Victoria</a>
WA	<a href="#">WorkCover Western Australia</a>
QLD	<a href="#">Office of Industrial Relations</a>
TAS	<a href="#">WorkSafe Tasmania</a>
SA	<a href="#">ReturnToWork South Australia</a>
ACT	<a href="#">Chief Minister, Treasury and Economic Development Directorate</a>

A copy of this RTW Program and associated / referenced documentation can be found on SharePoint (MiPlace), Millennium Management System or by clicking on the link below.

[Injury and Rehabilitation Procedure](#)

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### 2. Definitions

The following definitions apply for the purpose of this policy:

**Table 2: Definitions**

Specific Wording	Definition / Meaning
Aggravation	Described as where a new incident causes further increase in symptoms because of an aggravation of an existing injury or condition.
Consultation	Sharing of information and exchange of views between the Manager, Worker, RTW Coordinator, nominated treating doctor or practitioner, physical therapist and/or their representative/s on injury management issues. It is the opportunity to contribute to decision making in a timely fashion to facilitate the smooth implementation and running of an occupational rehabilitation program.
Early Intervention	Proactive actions taken by the Worker / Employer to minimise the impact and duration of emerging symptoms or actual illness or injury.
Injury Management	the process that comprises activities and procedures, that are undertaken or established, for the purpose of achieving a timely, safe, and durable return to work for Workers following workplace injuries.
Injury Management Consultant	Injury management consultant (IMC) are registered medical practitioners approved by the State Insurance Regulatory Authority (SIRA). They have specialised skills to help Injured Worker and Nominated Treating Doctor (NTD) with recovery at / return to work.
Injury or Illness	Any harm or damage of a physical or psychological nature, incurred by a Worker, which may affect their work performance.
Lost time Injury or Illness (LTI)	Any work-related injury or illness resulting in the Worker's absence from work for one or more working days/shifts.
Modified Duties	Where pre-injury duties are allocated but have been modified in terms of duration and / or intensity.
Nominated Treating Doctor (NTD)	A medical practitioner the injured or ill Worker nominates (normally their GP) to manage their recovery and to assist in a safe recovery at / return to work. Nominated Treating Doctor is also referred to as Nominated Treating Practitioner (NTP).
Non-Work-Related Injury or Illness	An injury or illness that is not related to work and did not occur in the course of employment.
Pre-injury duties (PID)	Duties undertaken by the Worker, as per their position description prior to a work-related injury.
Provisional Liability	Provisional liability is an interim decision on liability. It allows for financial assistance to be provided whilst the claim is investigated and a decision on actual liability is made
Recurrence	Described as a spontaneous increase in symptoms.
Rehabilitation	Is the process of designed to ensure the Worker's earliest possible return to work. Rehabilitation involves to provision of approved services, services provided by a registered person, return to work programs or necessary and reasonable aids/equipment to be provided to an injured Worker as approved by the relevant WorkCover authority

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Specific Wording	Definition / Meaning
Rehabilitation Provider	A person or company accredited by State Workcover Authority to provide occupational rehabilitation services to injured Workers.
Return to Work (RTW) Coordinator	Qualified / experienced person in the Health and Safety Team who has knowledge of Injury Management Practices and Worker's Compensation knowledge.
Return to Work (RTW) Plan	A written plan developed by the Return-to-Work (RTW) Coordinator at Millennium, in consultation with the Worker, the Manager / Supervisor and the nominated treating doctor that clearly defines how the Worker and the employer will progress towards a safe return to work.
Return to Work (RTW) Program	A summary of an agreed system between Millennium and Worker representatives that an employer must have in place, in readiness for the management of Workers who suffer a work-related injury or illness, inclusive of procedures and policies.
Significant injury	A workplace injury that is likely to result in the Worker being incapacitated for a continuous period of more than seven days, whether any of those days are workdays and whether the incapacity is total or partial or a combination of both.
Suitable Duties	Duties prescribed, other than those contained in an injured or ill Worker's position description, for the purpose of facilitating a return-to-work program.
Unfit	Where an injury or illness results in the Worker being unable to perform any duties within the workplace. This is also classified as a Lost Time Injury or Illness (LTI)
WorkCover Claim	In the event a Worker has a work-related injury or illness, they may be entitled to receive compensation from Millennium via Workers' Compensation Insurers.
Worker	Any person who carries out work for a PCBU, including work as an employee, contractor or subcontractor, an employee of contractor or subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.
Workplace injury or illness	Any injury or illness that arises in the course of, or in connection with, Worker's duties, and to which work is the main contributing factor.

### 3. Roles & Responsibilities

#### 3.1. General

Millennium recognizes that the health and safety of all Workers within the business is the responsibility of all Workers. It is for this reason that Millennium has developed and documented a dedicated Work Health and Safety Management System (WHSMS). The WHSMS is available on SharePoint (MiPlace), and can be read in conjunction with this RTW Program.

Millennium in fulfilling its health & safety regulatory, moral, and ethical requirements ensures that Senior Management and Managers within the organization are assigned the responsibility / duty to provide and maintain in so far as is practicable, a working environment that is safe and without risk to health. This is undertaken by the Senior Management / Manager by:

- Providing and maintaining safe plant, equipment, and systems of work;
- Maintaining the workplace in a safe and healthy condition;
- Providing adequate facilities to protect the welfare of all Worker; and

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- Providing information, training, and supervision for all Worker to enable them to work in a safe and healthy manner.

Millennium outlines its commitment to health, safety & the environment in our Health, Safety and Environment Policy. The Health, Safety and Environment Policy can be located on SharePoint (MiPlace), searching Policy: Workplace Health and Safety Policy or via the link below.

[Workplace Health and Safety Policy.](#)

### 3.2. Manager / Supervisor

Managers and supervisors play an integral role in the effective implementation of the Health and Safety Policy. Managers and supervisors must observe, implement, and assist Millennium to fulfil its responsibilities under all applicable Acts and Regulations. Managers and Supervisors must also ensure that the agreed procedures for regular consultation between Managers / Supervisors and those with designated and appointed health and safety responsibilities are followed including:

- Promptly notify Safety team or RTW Coordinator of all work-related injuries in accordance with the injury reporting procedures.
- Notify the RTW Coordinator of all relevant information which could affect the management of a work injury.
- Participate in the consultative process.
- Be actively involved in the implementation and monitoring of to ensure compliance with the RTW Plans.
- Maintaining regular contact with the injured / ill Worker and ensuring they are treated in a fair and equitable manner throughout the RTW process.
- Investigate incident and put control measures in place to prevent recurrence.
- Promptly submit a separate written signed statement to the RTW Coordinator where any comment, if necessary, validates the possibility of an injury claim.
- Ensure that any witness to the incident completes a statement using 'General Issue File Note'.
- Assist the Worker to achieve a timely, safe, and durable return to work.
- Participate in the RTW process, including attendance at RTW planning meetings, provision of appropriate duties, monitoring and reviewing Worker progress against the agreed RTW plan.
- Liaise with RTW Coordinator to identify suitable duties if required.
- Report to the RTW Coordinator on any difficulties the Worker may have in performing their suitable duties.
- Provide information, training, and supervision for all Workers in the correct use of plant, equipment, and substances.

### 3.3. Workers

Workers have a duty to take reasonable care of their own health and safety and duty to take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. To that end, a Worker must:

- Comply with the safety procedures and directions as agreed between Managers / Supervisors and the relevant Work Health & Safety Committee.



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- Comply with Millennium procedures for accident and incident reporting, and reporting of potential and actual hazards, as soon as reasonably practicable after they become aware of any hazard.
- Not willfully interfere with or misuse items or facilities provided by Millennium in the interests of ensuring workplace health and safety and protecting the welfare of Workers.
- Notify their immediate Manager / Supervisor of any work-related injury / illness within the same shift that an incident has occurred or within 24 hours and to promptly provide ongoing medical advice / medical certificates and rehabilitation status.
- Notify their immediate Manager / Supervisor of any non-work-related injury / illness when the following occurs;
  - They have a non-work-related condition that may affect their ability to perform any function of their inherent job requirements, and or may be at risk of aggravation should they return to their substantive role.
  - They have been given work restrictions for a non-work-related medical condition by a medical professional. This may include restrictions of hours or duties.
  - Have a medical condition that may have resulted in a permanent disability or inability to perform their substantive role.
  - Have a long-term medical condition that may require permanent or long-term adjustments to work arrangements, duties, and or special considerations for duties to be safely performed.
- Promptly completing all necessary documents relating to their workplace injury / illness.
- Participate in the agreed RTW plan to the best of their ability whilst adhering to medical restrictions both at work and at home.
- Take reasonable care in the performance of work to prevent work-related injuries to self and others.
- Cooperate with Millennium to ensure Injury Management obligations are met.
- Promptly report all absences relating to any work-related injury and provide supporting medical certificates.
- Keeping their Manager / Supervisor informed of the condition of their injury and the progress of injury management.
- Undertake all the activities agreed to as part of their RTW Plan.
- Cooperate in reasonable workplace changes designed to assist rehabilitation.
- Attending medical and other treatment appointments advised by the Worker's nominated treating doctor.
- Obtain regular medical information in the form of progress medical certificate regarding fitness for work and injury status.
- Adhere to restrictions set out by the nominated treating doctor as outlined in the RTW Plan.

### 3.4. Return to Work (RTW) Coordinator

The RTW Coordinator has been designated the appropriate authority to represent and make decisions for Millennium in relation to this RTW Program. The RTW Coordinator is responsible for:

- The compilation of the initial notification information in relation to injury or illness, including obtaining information on the Workers' injury or illness and ensuring the incident has been reported.

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- Promote the Rehabilitation Policy and Procedure with Workers.
- Initiating Early Intervention / Return to Work Program in consultation with Management and Supervisor as required to coordinate the effective, timely and sustained recovery at work including suitable or alternate duties.
- Preparing, collating, and monitoring in consultation with all parties the key documentation including the Certificate of Capacity (COC) and claim / capacity documentation provided by the Worker.
- Monitoring compliance with RTW Plan and this Return to Work (RTW) Program and notify RTW Coordinator if there are any concerns.
- Providing documents submitted by the Worker to the RTW Coordinator on receipt (i.e., imaging results, medical receipts).
- Participating in meetings with Workers and / or nominated treating doctor as required.
- Proactively promoting the RTW Program and the benefits of workplace health and safety and early intervention practices.
- Ensure completion and submission of relevant documentation for claims purposes.
- Comply with all time frames for lodging of work injury documentation.
- Liaise and cooperate with the insurer and nominated treating doctor / medical specialist to monitor progress of work injuries in relation to claims management, injury management and benefits payable.
- Provide information on the RTW process and Worker's Compensation benefits to injured Workers.
- Create and maintain confidential case records in line with confidentiality guidelines.
- Establish regular contact with Workers and enter file notes and data into [Solvinjury](#) for the purpose of maintaining appropriate data and records.
- Liaison with external stakeholders including the treating practitioners, Workers' Compensation Insurer, Union and where applicable external Rehabilitation provider and Claims Manager.
- Develop and implement a RTW Plan in accordance with the Certificate of Capacity (COC) and / or advice from nominated treating doctor(s) where available.

### 3.5. Payroll

- Providing salary / wage details to the Safety Team / RTW Coordinator and or the Insurers for Workers Compensation requirements as soon as possible on request.
- Passing on weekly payments at the usual times wages are paid, based on pre-injury average earnings (PIAWE) figures supplied by the Workers' Compensation Insurer.
- Manage injured / ill Worker's salary and address any issues that may arise.

## 4. Notification of Injury

### 4.1. Notification, Investigation & Early Intervention

In accordance with Hazard & Incident Reporting Procedure, all work- related injuries and illnesses must be reported, as soon as practicable after an incident has occurred to facilitate both an investigation focusing on prevention of recurrence and to ensure that the appropriate action is taken in relation to early intervention and effecting return to work.

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All Millennium Workers are advised during their induction and onboarding of the requirement to notify all injuries to the Manager / Supervisor as soon as possible. This includes advising to the Worker that they should complete incident reporting (either individually or in conjunction with the applicable First Aid Officer, HSR and / or their Manager / Supervisor) using the incident reporting form available on the Intranet (MiPlace).

Additionally, for any queries or points of clarification in relation to incident reporting, investigation or RTW there is a dedicated email inbox: [safety@millenniumsg.com](mailto:safety@millenniumsg.com) which is monitored and can be used for any queries regarding incident notification, support, and assistance. Additional support and information are available from the Safety team who play a key role in supporting people with a work injury to remain at or return to work and will or support Workers to notify our Workers' Compensation Insurers as required.

### 4.2. Hazard & Near Miss Reporting

Millennium proactively encourages the reporting of near miss incidents and workplace hazards to ensure there is a proactive preventative focus from management on the nature and scope of the issues, hazards and possible incidents occurring in the workplace that may cause or have already caused injury or illness, assisting the organisation to create improved processes that will protect Workers.

### 4.3. Notifiable Incidents

If a work-related injury or illness, results in the following:

- The death of a person
- The serious injury or illness of a person
- A potentially dangerous incident

Examples of incidents which may be notifiable can be found on the Safe Work Australia's website or as outlined in the table below.

**Table 3: Notifiable Incidents (Serious Injuries)**

Types of Treatment	Example
Immediate treatment as an in-patient in a hospital	Admission into a hospital as an in-patient for any duration, even if the stay is not overnight or longer.  <b><u>It does not include:</u></b> <ul style="list-style-type: none"> <li>• Out-patient treatment provided by the emergency section of a hospital (i.e. not requiring admission as an in-patient)</li> <li>• Admission for corrective surgery which does not immediately follow the injury (e.g. to fix a fractured nose).</li> </ul>
Immediate treatment for the amputation of any part of the body	Amputation of a limb such as arm or leg, body part such as hand, foot or the tip of a finger, toe, nose, or ear.
Immediate treatment for a serious head injury	<ul style="list-style-type: none"> <li>• Fractured skull, loss of consciousness, blood clot or bleeding in the brain, damage to the skull to the extent that it is likely to affect organ / face function.</li> <li>• Head injuries resulting in temporary or permanent amnesia.</li> </ul> <b><u>It does not include</u></b> A bump to the head resulting in a minor contusion or headache.

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Types of Treatment	Example
Immediate treatment for a serious eye injury	<ul style="list-style-type: none"> <li>• Injury that results in or is likely to result in the loss of the eye or total or partial loss of vision.</li> <li>• Injury that involves an object penetrating the eye (for example metal fragment, wood chip).</li> <li>• Exposure of the eye to a substance which poses a risk of serious eye damage.</li> </ul> <p><b><u>It does not include</u></b> Eye exposure to a substance that merely causes irritation.</p>
Immediate treatment for a serious burn	<p>A burn requiring intensive care or critical care which could require compression garment or a skin graft.</p> <p><b><u>It does not include</u></b> A burn that merely requires washing the wound and applying a dressing.</p>
Immediate treatment for the separation of skin from an underlying tissue (such as de-gloving or scalping)	<p>Separation of skin from an underlying tissue such that tendon, bone, or muscles are exposed (de-gloving or scalping).</p> <p><b><u>It does not include</u></b> Minor lacerations.</p>
Immediate treatment for a spinal injury	<p>Injury to the cervical, thoracic, lumbar, or sacral vertebrae including the discs and spinal cord.</p> <p><b><u>It does not include</u></b> Acute back strain.</p>
Immediate treatment for the loss of a bodily function	<p>Loss of consciousness, loss of movement of a limb or loss of the sense of smell, taste, sight or hearing, or loss of function of an internal organ.</p> <p><b><u>It does not include</u></b> Mere fainting and/or a sprain or strain.</p>
Immediate treatment for serious lacerations	<ul style="list-style-type: none"> <li>• Deep or extensive cuts that cause muscle, tendon, nerve or blood vessel damage or permanent impairment.</li> <li>• Deep puncture wounds.</li> <li>• Tears of wounds to the flesh or tissues — this may include stitching to prevent loss of blood and / or other treatment to prevent loss of bodily function and / or infection.</li> </ul>
Medical treatment within 48 hours of exposure to a substance	<p>“Medical treatment” is treatment provided by a doctor.</p> <p>Exposure to a substance includes exposure to chemicals, airborne contaminants, and exposure to human and / or animal blood and body substances.</p>

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### 4.4. Notification of a Notifiable Incident

If a work-related injury or illness is deemed a "Notifiable Incident", the Health and Safety Advisor and / or Manager, shall in accordance with Hazard & Incident Reporting Procedure and make the necessary notification on notification of the injury / incident.

A notifiable Incident may trigger requirements to preserve the incident site pending further direction from the regulator unless if, it has been advised otherwise. Hazard & Incident Reporting Procedure can be located on SharePoint (MiPlace), Millennium Management System or by clicking on the link below.

[Hazard & Incident Reporting Procedure](#)

## 5. Recovery & Return to Work (RTW)

### 5.1. General

Millennium's Safety team (RTW Coordinators) play a key role in supporting any Worker with an injury to remain at or return to work, whether the injury is work-related or not. The RTW Coordinator in conjunction with the injured Worker, Manager / Supervisor, and the Case Manager (as applicable) is responsible for developing and implementing effective and sustainable return to work solutions. This is done by:

- Explaining the RTW process and providing answers and clarification for any questions.
- Ensuring that the injured Worker is offered the assistance of an **Approved Occupational Rehabilitation Provider** if it becomes evident that they are not likely to resume their pre-injury duties or cannot do so without changes to the workplace or work practices.
- Ensuring compliance with employer obligations through development and provision of suitable duties as part of RTW program, in conjunction with all applicable stakeholders.

### 5.2. Return to Work (RTW) Resources

Millennium have four (4) nominated RTW Coordinators, these resources are noted on the 'If You Get Injured at Work' poster at workplaces where applicable:

**Table 4: Millennium RTW Resources**

<b>Denesh Visyan</b> National HSE Manager Mobile: 0427 641 809 Email: denesh.visyan@millenniumsg.com	<b>Kaylene Tansley</b> Workers Compensation Manager Mobile: 0414 894 848 Email: kaylene.tansley@millenniumsg.com
<b>David Harrison</b> Health, Safety & Wellbeing Advisor Mobile: 0418 500 946 Email: david.harrison@millenniumsg.com	<b>Maya Embry</b> Health, Safety & Wellbeing Advisor Mobile: 0403 059 025 Email: maya.embry@millenniumsg.com

## 6. Procedural Steps

Outlined below are the procedural steps required to be taken in relation to the effective implementation and enactment of this RTW Program.

### 6.1. Injured Worker Procedural Steps

- Seek first aid treatment and notify your Manager / Supervisor of the work-related injury as soon as possible.

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- Attend a medical practice to obtain a work capacity certificate from your nominated treating doctor.
- Discuss suitable duties with the nominated treating doctor.
- Provide your Manager / Supervisor and RTW Coordinator with a copy of the Work Capacity Certificate so that a compensation claim can be lodged.
- Make all reasonable efforts to return to work with Millennium as soon as possible.
- Actively participating in any agreed individual RTW Plan and injury management plan including complying with obligations imposed on them under any RTW Plan and injury management.
- Keep all receipts for expenses in relation to your work-related injury.
- Keep Millennium updated on your progress and anticipated return to work plan.
- If you are cleared for suitable duties, Millennium will discuss duties available within the workplace. It is expected that you will attend to the duties provided by Millennium. These duties may be different to your normal role.
- Wherever possible, try to book your appointments outside of working hours. If this is not achievable speak with your Manager / Supervisor, RTW Coordinator, and Workers' Compensation Insurer (Refer to **Section 15**).

### 6.2. Industrial Union Representative (as applicable) Procedural Steps

- Provide emotional support.
- Attend meetings and discussions with the injured Worker.
- Take notes and clarify questions (as needed).
- Ensure fair and equal treatment is applied throughout the process.

### 6.3. Manager / Supervisor Procedural Steps

- Refer an injured or ill Worker to first aid immediately and / or promptly arranging any other relevant response such as:
  - Emergency Services (000); and / or
  - Employee Assistance Program (EAP) Partner - Assure.
- Ensure that an incident report is completed and disseminated to relevant parties.
- Immediately notify the RTW Coordinator if an injured Worker presents a medical certificate indicating that they are not fit for normal duties.
- Consult with RTW Coordinator and the injured Worker to identify and assess suitable duties.
- Liaise with RTW Coordinator regarding modification of any workplace practices to enable a safe return to work.
- Comply with the functional restrictions and capacity outlined in the RTW Plan.
- Promote a positive workplace culture by maintaining regular contact with the injured / ill Worker and ensure that they are treated in a fair and equitable manner throughout the RTW process.
- Where required utilise Manager Assist (Mental Health Program) to assist Workers with mental health concern.

## INJURY MANAGEMENT AND REHABILITATION PROCEDURE

### 6.4. Return to Work (RTW) Coordinator Procedural Steps

- Make early contact with the injured Worker and the nominated treating doctor (wherever possible).
- Report the injury to the Workers' Compensation Insurer (Refer to **Section 15**) within 48 hours.
- Provide a copy of '**Information Collect & Release**' to the injured Worker for their completion, along with an explanation to the injured Worker of:
  - the benefits / implications of their completion and / or their refusal for the completion of the form.
  - The purpose of the '**Information Collect & Release**' in that this will allow for the exchange of information relating to the work injury and recovery at work with the support team including the nominated treating doctor, occupational rehabilitation provider (as applicable) and Workers' Compensation Insurer.
- Clarify with the injured Worker if they have industrial union representation and ensure engagement in the first instance to determine involvement and participation.
- Act as the consultative link between all parties involved in the injured Worker's return to work and liaise with the injured Worker, their Manager / Supervisor, and the Workers' Compensation Insurer, in assessing and meeting the return to work needs of the injured Worker.
- Where possible, provide safe, meaningful, and sustainable suitable duties within the restrictions provided by your nominated treating doctor and create a RTW Plan agreed by all parties.
- Provide information to the injured Worker regarding the RTW process and Workers compensation benefits to injured Workers.
- Provide information to the injured Worker throughout the RTW process about their rights under Workers compensation law regarding entitlements, support, modified / suitable duties up to and including the Worker's substantive role.
- Provide interpreter services to injured Workers where required, to explain the RTW process.
- Maintain confidentiality of RTW information and documentation.
- Keeping accurate, objective case notes, and detailed files that contain copies of relevant documentation, correspondence, and accounts for each Worker case file in [SolvInjury](#).
- Ensuring compliance with legislative requirements in relation to Worker's compensation and RTW processes.
- Notifying Payroll of any changes to the injured/ ill Workers' wages or entitlements.
- Promote the health and wellbeing benefits of Early Return to Work by providing a safe and supportive working environment in collaboration with Managers / Supervisors.
- Promote a positive RTW culture by ensuring that the injured Worker (and any industrial union that represents them) is involved in all discussions regarding the planning for Return to Work. This allows for any concerns or flexibility to be considered and provides a level of control for our injured Workers towards this process and to avoid any misunderstandings or uncertainty.

### 6.5. Nominated Treating Doctor Procedural Steps

The nominated treating doctor is a medical practitioner nominated by the injured or ill Worker who is prepared to assist with the development, implementation, and review of the RTW Plan. The nominated treating doctor is responsible for:



## INJURY MANAGEMENT AND REHABILITATION PROCEDURE

- Completing Certificate of Capacity (CoC) Certificates.
- Arranging appropriate treatment.
- Certifying fitness for work.
- Advising on the suitability of duties on return to work and specifying work restrictions.
- Providing information in relation to the RTW Plans for injured Workers.
- Participate in any case conference arranged by the Workers' Compensation Insurer, as necessary.

### 6.6. Workers Compensation Insurer Procedural Steps

- Ensure Millennium is made aware of their legislative obligations in relation to the insurer's Injury Management Program.
- Contact the injured or ill Worker, their nominated treating doctor and Millennium to discuss the injury or illness and rehabilitation.
- Endeavour to decide on your claim as outlined in **Table 5** below for each jurisdiction.

**Table 5: Timeframes for claim decisions**

Jurisdiction	Timeframe details
<b>NSW</b>	Decision liability for all or part of a claim within 21 days of the claim being made —s274(1) and s279(1), Workplace Injury Management and Workers Compensation Act 1998.
<b>VIC</b>	28 days for weekly payments if received by insurer within 10 days or 39 days in other circumstances— s75. Provisional payments are payable up to the date of claim acceptance or in any other case, 13 weeks after the day the worker is determined to be entitled to provisional payments - s 263I, Workplace Injury Rehabilitation and Compensation Act 2013.
<b>WA</b>	Insurers have up to 14 days —s57A(3), Workers' Compensation and Injury Management Act 1981.
<b>QLD</b>	No statute for deemed acceptance or rejection, however claims must be determined within 20 business days — s134(2), Workers' Compensation and Rehabilitation Act 2003.
<b>TAS</b>	The insurer will then tell you and the employer they have received the claim, within 28 days. A decision must be made within 84 days of lodging the claim, Workers Rehabilitation and Compensation Act 1988.
<b>SA</b>	10 Business days — s31(4) (wherever practicable), Return to Work Act 2014.
<b>ACT</b>	28 days — s128(1), Workers Compensation Act 1951.

- Support the injured or ill Worker and Millennium to ensure a safe and sustainable focus on rehabilitation and return to work.
- Confirm Pre-Injury-Average-Weekly-Earnings (PIAWE) and begin provisional payments of weekly benefits and medical expenses, refer to table below when payments will begin for each jurisdiction.



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**Table 6: Prescribed time periods for payments**

Jurisdiction		Prescribed time periods for payments
NSW	Eligibility	Weekly payments payable from the first date of either total or partial incapacity for work resulting from the injury — s33, Workers Compensation Act 1987.
	Payment begins	Within seven days of notification if provisional liability —s267(1), Workplace Injury Management and Workers Compensation Act 1998. Promptly when liability accepted by insurer — s74A (1), Workplace Injury Management and Workers Compensation Act 1998.
VIC	Eligibility	Weekly payments payable from date of incapacity for work —s160, Workplace Injury Rehabilitation and Compensation Act 2013.
	Payment begins	Within seven days of the claim for weekly payments being accepted - s178(3), Workplace Injury Rehabilitation and Compensation Act 2013.
WA	Eligibility	From date of incapacity —s21 (weekly benefits). From date of injury — s18 (medical expenses), Workers' Compensation and Injury Management Act 1981.
	Payment begins	Not later than 14 days — s57A (7), Workers' Compensation and Injury Management Act 1981.
QLD	Eligibility	Assessment by medical practitioner, nurse practitioner or dentist — s141(1), Workers' Compensation and Rehabilitation Act 2003.
	Payment begins	Day of assessment — s141(1), Workers' Compensation and Rehabilitation Act 2003. Day after assessment day — s141(2), Workers' Compensation and Rehabilitation Act 2003.
TAS	Eligibility	Date of injury (for medical etc. expenses). Date of incapacity for weekly payments (or 14 days before claim was given to the employer, whichever is the later) — s81(3)(a), Workers Rehabilitation and Compensation Act 1988.
	Payment begins	On first pay day following receipt of claim. If the first pay day is within 14 days of receipt of claim and it is not reasonably practicable to make payment on that day, payment must begin not less than 14 days from receipt of claim — s81(1), Workers Rehabilitation and Compensation Act 1988.
SA	Eligibility	From date of incapacity —s39(1), Return to Work Act 2014.
	Payment begins	Within 14 days of claim — s64(9), Return to Work Act 2014.
ACT	Eligibility	Date of injury — s38(1)(b), Workers Compensation Act 1951.
	Payment begins	From notification of injury — s38(1)(a), Workers Compensation Act 1951.

**Note:** Refer to **Section 15** for details to Workers' Compensation legislation.

- Informing the injured Worker that entitlements to weekly benefits can be suspended if the Worker does not reasonably comply with the RTW Plan.
- Consulting with the injured Worker, Millennium and the nominated treating doctor when making a referral to a rehabilitation provider. They must advise the injured Worker that they can select a

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rehabilitation provider and inform the injured Worker of the process for changing a rehabilitation provider.

- Ensure vocational retraining is provided or arranged for an injured Worker where appropriate, that is, when a return to pre-injury duties and provision of suitable duties is no longer possible.

### 6.7. Occupational Rehabilitation Provider (ORP) Procedural Steps

- The Occupational Rehabilitation Provider (ORP) will provide specialist advice to assist in the Worker's safe return to work within Millennium workplace.
- The ORP will liaise with nominated treating doctor and specialists and relevant parties to assist in the management of the Worker's injury.
- In the event an injured Worker is unable to return to their pre-injury workplace or duties, the ORP will provide services to identify reasonable alternative employment options and identify and implement any retraining to achieve redeployment with a new employer.
- Millennium nominated approved occupational rehabilitation providers are as shown in **Table 7** below.

**Table 7: Approved Occupational Rehabilitation Provider**

Jurisdiction	Approved Occupational Rehabilitation Provider
NSW	Recovery Partners, Prudence Rehab, OHS Management
VIC	Recovery Partners, IPAR
WA	Recovery Partners, Evolution, Kairros
QLD	Recovery Partners, Occupational Consultants
TAS	Recovery Partners
SA	Recovery Partners, IPAR
ACT	Recovery Partners, Prudence Rehab, IPAR

**Note:** Approved occupational rehabilitation provider may differ due to availability / operational constraints / preference from Worker. Any changes will be considered and consulted accordingly.

## 7. Payment of Wages

Until the claim has been assessed by the Workers' Compensation Insurer, the Worker will be paid their available sick leave, annual leave, or long service leave entitlements. If there are no leave entitlements available, then the Worker will not receive wages from either Millennium or Workers' Compensation Insurer.

Where a claim has been accepted, then the leave used will be re-credited to the Worker's leave balance by payroll. Any wages owed to the Worker will be paid by payroll during the next pay cycle upon notification.

Where a claim is not accepted (i.e. disputed or pended) leave will not be reimbursed. All accounts will be returned to the Worker for payment. The Workers' Compensation Insurer will send the Worker a letter together with information explaining their right to request conciliation with the relevant authority.

### 8. Costs & Reimbursements

#### 8.1. Coverage and Reimbursement of Costs and Compensation Payments

Millennium will cover and / or reimburse all reasonable and necessary medical expenses and rehabilitation costs as approved by a nominated treating doctor or registered provider (such as physiotherapist or psychologist). Additionally other reasonable and approved costs and compensation payment which may be covered and / or reimbursed include 'Like' expenses such as:

- Medicines and medical supplies essential to your recovery (such as prescribed medications or bandages).
- Equipment needed for your recovery (such as crutches or a wheelchair).
- Costs for travel (when there is not a registered provider closer) and in some circumstances taxi / rideshare service.
- Wages payable if deemed 'unfit' for work or if suitable duties are not available or and an agreed Return to Work Plan has not been established.

#### 8.2. Costs and Compensation Payments that are not covered/ reimbursed

Millennium will not cover and / or reimburse unreasonable and unnecessary medical expenses and rehabilitation costs whether they are approved by a nominated treating doctor or registered provider. Additionally, in some instances Workers' Compensation Insurer is not able to fund treatment with some providers such as massage therapy, naturopaths, or relaxation therapists, this will be assessed on a case-by-case basis. So upfront approval and agreement will be required if such costs / payment are being sought.

Where a Worker is deemed fit for work or fit for suitable duties and where the Worker decides not to participate, wages may not be paid. Any costs associated with medication or treatment for non-work-related injuries will not be covered or reimbursed under this plan.

### 9. Medical Appointments

Legislation states that an injured Worker may be required to attend a medical examination(s) conducted by a nominated treating doctor chosen by the Worker, Millennium or Workers' Compensation Insurer. The purpose of these examinations is to ensure that the Worker is receiving appropriate medical treatment and to facilitate a prompt return to work.

The Health Safety and Wellbeing team / RTW Coordinator or Workers' Compensation Insurer will advise the injured Worker of the need to attend the medical appointment giving at least 24 hours' notice. Should a Worker refuse to attend a medical examination, the legislation dictates that compensation payments may be suspended until an examination takes place.

### 10. Attending Medical Appointments

It is expected that where reasonably practicable, injured / ill Worker is to organise general medical appointments outside of work hours to minimize the impact on their return-to-work duties.

If disruption is unavoidable the Worker must discuss this with their Manager / Supervisor prior to appointments being made, and make arrangement for appointments to be made either at the beginning or towards the end of the shift.

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Worker undergoing rehabilitation on reduced normal hours are expected to make appointments outside these reduced hours. If this is not possible the Worker must discuss this with their manager/supervisor prior to appointments being made.

Workers must provide a certificate of attendance for all medical appointments / treatment including physiotherapy to receive pay for time lost unless advised otherwise.

### 11. Recurrence or Aggravation of Injury

A recurrence or aggravation claim is not automatically accepted. The Insurer will reassess the claim, and may arrange for further medical information to be obtained by way of independent medical examination.

### 12. Non-Work-Related Injury or Illness

#### 12.1. General

Following a period of absence from the workplace due to a non-work-related injury or illness, including Mental Health, Millennium will make every effort to assist the Worker with returning to work through a Return to Work (RTW) Plan in line with this RTW Program wherever it is practical and in the best interest of all parties to do so and where there is a suitable role available.

#### 12.2. Benefits of Return to Work

The aim of the RTW Program and Plan in all such instances is to ensure that the Worker returns safely and sustainably to work as quickly as possible, as it is well recognised that it is often in the best interests of Millennium and the injured Worker to do so, and this helps to reduce the financial and emotional impact to the injured Worker's family and can be an important factor in helping recovery and return to normal life. With any approved Return to Work Plan for a non-work-related injury or illness, co-operation and consultation between the Worker, Manager / Supervisor, Human Resources and RTW Coordinator is essential to ensure the health and safety of all at the workplace, and to ensure there is no risk of further injury including further exacerbation and / or aggravation.

It is important to note that both Millennium and our Workers have formal rights, obligations and responsibilities under discrimination, privacy, and work health and safety legislation. The Act requires Millennium to ensure that workplaces are both physically and mentally healthy for all Workers. Therefore, all possible steps are taken to ensure that the working environment does not harm mental wellbeing or aggravate / exacerbate an existing condition or create a new injury or illness.

#### 12.3. General Rights Non-Work-Related Injury / Illness

Millennium Workers have the following rights:

- To nominate their nominated treating doctor.
- To expect that their employment is both suitable, and in so far as reasonably practicable, the same as or equivalent to their pre-injury employment, ensuring it is not menial or inappropriate to their skills set.
- To be consulted and involved in identifying suitable work and developing their recover at work plan.
- To comply with privacy and confidentiality relating to their Claim, return to work and all applicable communication and documentation.
- To have access to mechanisms for resolving complaints and disputes as outlined **Section13**.

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### 12.4. Worker Actions Non-Work-Related Injury / Illness

- If your Non-Work-Related Injury or Illness does not affect how you do your job, you have no legal obligation to tell Millennium about it. If, however, you do not advise of the condition, then support and reasonable adjustment may not be made available to you.
- If your Non-Work-Related Injury or Illness has affected how you do your job, you will need to notify your Manager / Supervisor and / or RTW Coordinator and / or Safety team (as applicable) of the situation as soon as practicable.
- Worker should attend medical practice to talk to respective nominated treating doctor about support and help available to you, your role and workplace requirements so impacts can be identified if applicable.
- Discuss with your nominated treating doctor whether you need to take time off work to recover and seek appropriate treatment and what that timeframe should reasonably be.
- RTW Coordinator will provide you with a list of suitable duties for your nominated treating doctor to discuss, review and determine the duties that can be performed by you considering your Non-Work-Related Injury or Illness.
- Discuss with your nominated treating doctor whether you can attend work on your normal duties or whether suitable duties such as reduced tasks, hours or days could be an option.
- Obtain a Medical Certificate from your nominated treating doctor outlining your expected absence period and send this to your Manager / Supervisor and RTW Coordinator.
- Continue to communicate with your Manager / Supervisor and RTW Coordinator during your recovery and return to work.

### 12.5. Employer Actions Non-Work-Related Injury / Illness

Before returning an injured Worker to work, Millennium must consider their WHS obligations to ensure the health and safety of everyone and how they may be affected by the duties of an injured Worker.

The Company will ensure a safe working environment for everyone that may be impacted by the duties provided to the injured / ill Worker, including other Workers, contract staff, clients, and customers. Millennium must assess the impact of the injury on the work tasks and any use of plant and equipment, what you can do safely and have a right to check with a medical practitioner to understand if you can undertake your duties safely.

Additionally Millennium may (as applicable or upon request):

- Provide you with options on accessing your leave entitlements, should you require time off work.
- Work with you and your treating practitioner on whether suitable duties such as reduced tasks, hours and / or days could be an option.
- Provide a safe and healthy workplace and take action to prevent or lessen potential risks to the health and safety of you and your colleagues, including making reasonable adjustments.
- Provide a supportive environment and ensure no discrimination or bullying occurs.
- Provide ongoing visitable support after your return to the workplace from peers, and our Employee Assistance Program (EAP) – Assure.
- Duties will only be considered if the duties are available and can add value to the function and operation of the business.

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**Note:** If a Worker is unable to perform their core duties for an extended period due to a personal injury or illness, Millennium will comply with the National Employment Standards (NES) regarding continuation of employment.

For more information Workers can review the NES protections at: [Long periods of sick leave - Fair Work Ombudsman](#).

### 12.6. Privacy & Confidentiality

If Millennium is notified of an injury or illness, no matter whether it is work related or not; your privacy is covered by the provisions outline in the Privacy Act 1988. This means Millennium is not able to disclose this information to anyone without your consent.

At Millennium we can only use this information for the purpose for which you told us, such as liaising with your injury support team, nominated treating doctor and for the purpose of adjusting your role, working hours / days, or working environment to make allowances for your medical condition.

## 13. Prevention & Dispute Resolution

### 13.1. General

Millennium Workers are advised that there is a RTW dispute resolution process in place. If a RTW dispute arises, every attempt will be made by Millennium and their representatives to quickly resolve any disagreement to ensure continued effective injury management for the injured or ill Worker.

### 13.2. Steps to Consider in Resolving a Dispute

Millennium may include / consider the following steps when seeking to resolve a dispute under this RTW Program, these steps may include / involve discussions and negotiation amongst the key stakeholders to ensure co-operation and transparency including as applicable:

- the RTW Coordinator and Safety team as applicable;
- the injured Worker;
- the nominated treating doctor;
- the Workers Compensation Insurer and the Manager / Supervisor;
- An approved Workplace Rehabilitation Provider (if applicable).

During any consultation the injured Worker will have the right to have a nominated support person present, this should be advised by the RTW Coordinator or other party in advance of each scheduled consultation.

### 13.3. Certain Types of Disputes

- Where the dispute is in relation to **claim liability** the Manager / Supervisor and RTW Coordinator will continue to assist injured Worker in achieving a return to work and pre-injury duties irrespective of the liability status of the claim.
- If there is a dispute **with a person**, for example the RTW Coordinator, the dispute will be referred to a 2nd RTW Coordinator, for independent review of the dispute and an active dispute resolution with key stakeholders.
- If there is a dispute with a **Rehabilitation Provider**, the dispute is referred to the RTW Coordinator, for active dispute resolution with key stakeholders.

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### 13.4. Disputes about Suitable Duties, Treatment or Fitness for Work

If there is disagreement about suitable duties or fitness for work, the issues will in the first instance be managed by the RTW Coordinator through consultation with the injured Worker, Manager / Supervisor, and nominated treating doctor or another relevant stakeholder.

If a resolution cannot be achieved at this level the Workers' Compensation Insurer may arrange an Independent Medical Assessment (IME) with referral to an accredited Rehabilitation Provider or Injury Management Consultant (IMC).

### 13.5. Disputes Regarding Medical Treatment

For disputes regarding medical treatment provided, including the need for ongoing treatment, a second opinion can be referred to a Workers' Compensation Independent Medical Examiner (IME) or to an Injury Management Consultant (IMC).

### 13.6. Unresolved Disputes and Mediation

If the dispute remains unresolved the injured Worker may seek assistance by contacting the relevant jurisdiction claims assistance services. This service aids injured Workers (and Millennium as the employer) regarding Workers compensation and injury management issues.

Where the dispute remains unresolved or is likely to remain unresolved the Workers Compensation Insurer will advise the parties about the proposed action / steps available to the parties to resolve the dispute. This may include suspension or reduction of weekly payments and / or lodgment of an 'Application to Resolve a Dispute' with an independent statutory tribunal within the justice system for each jurisdiction.

The Commission / Tribunal can be contacted on:

**Table 8: Workers' Compensation Commission in each jurisdiction**

State	Details	
<b>NSW</b>	Name:	Personal Injury Commission
	Phone:	1800 742 679
	Street Address:	Level 20, 1 Oxford Street, Darlinghurst NSW 1300
	Email:	<a href="https://pi.nsw.gov.au/contact/contact-us">https://pi.nsw.gov.au/contact/contact-us</a>
	Website:	<a href="https://pi.nsw.gov.au">https://pi.nsw.gov.au</a>
	Additionally, if a mutually agreeable outcome is not achieved, the following can be utilised:	
<ul style="list-style-type: none"> <li>• the icare Complaints Resolutions Team who may provide support in respect of complaints and enquiries relating to claims on 13 99 22 or <a href="#">Complaints</a>;</li> <li>• the State Insurance Regulatory Authority (SIRA) on 13 10 50 if your enquiry or complaint is about Employer or provider; and</li> <li>• the Independent Review Office (IRO) on 13 94 76 if your enquiry / complaint is about your Workers' Compensation Insurer.</li> </ul>		
<b>VIC</b>	Name:	Workplace Injury Commission
	Phone:	1800 635 960
	Street Address:	Level 1, 215 Spring St, Melbourne 3000
	Email:	<a href="mailto:info@wic.vic.gov.au">info@wic.vic.gov.au</a>
	Website:	<a href="http://www.wic.vic.gov.au">www.wic.vic.gov.au</a>



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State	Details	
<b>WA</b>	Name:	WorkCover WA
	Phone:	1300 794 744
	Street Address:	2 Bedbrook Place, Shenton Park WA 6008
	Email:	conciliation@workcover.wa.gov.au
	Website:	www.workcover.wa.gov.au
<b>QLD</b>	Name:	Queensland Industrial Relations Commission
	Phone:	1300 592 987
	Street Address:	Level 21, Central Plaza Two, 66 Eagle Street, Brisbane QLD 4000
	Email:	qirc.registry@qirc.qld.gov.au
	Website:	www.qirc.qld.gov.au
<b>TAS</b>	Name:	Tasmanian Civil and Administrative Tribunal (TASCAT)
	Phone:	1800 657 500
	Street Address:	38 Barrack Street, Hobart TAS 7000
	Email:	Workers.Compensation@justice.tas.gov.au
	Website:	www.tascat.tas.gov.au
<b>SA</b>	Name:	South Australia Employment Tribunal (SAET)
	Phone:	1800 182 150
	Street Address:	Level 8, 95 Grenfell St, Adelaide SA 5000
	Email:	saet@sa.gov.au
	Website:	www.saet.sa.gov.au
<b>ACT</b>	Name:	ACT Civil and Administrative Tribunal (ACAT)
	Phone:	(02) 6207 1740
	Street Address:	15 Constitution Ave, Canberra
	Email:	tribunal@act.gov.au
	Website:	www.acat.act.gov.au

### 14. Records Management

Millennium maintains [SolvInjury](#) which is a system aimed at specifically collating and managing injury management or Workers compensation records and data.

Individual files will be created for each Injured Worker to store notes, communications, and documentation relevant to their injury / illness. Access to [SolvInjury](#) is limited to the Safety Team (Refer to **Table 4**).

All records relevant to this RTW Program will be maintained in accordance with Millennium Document Control and Records.



## 15. Supporting Information

The table below details State Regulator and Millennium Workers' Compensation Insurer information.

**Table 9: Regulator & Workers' Compensation Insurer**

STATE	REGULATOR	WORKERS' COMPENSATION INSURER
NSW	<a href="#">SafeWork NSW Insurance and Care NSW   icare</a>	<a href="#">Workers Compensation Insurance Claims   QBE AU</a> <a href="#">Workers compensation   EML</a>
VIC	<a href="#">WorkSafe Victoria</a>	<a href="#">DXC Claims Management Services</a>
WA	<a href="#">WorkCover Western Australia</a>	<a href="#">Workers Compensation Insurance Claims   QBE AU</a>
QLD	<a href="#">WorkSafe Queensland</a>	<a href="#">WorkCover QLD</a>
TAS	<a href="#">WorkSafe Tasmania</a>	<a href="#">Workers compensation   EML</a>
SA	<a href="#">ReturnToWork South Australia</a>	<a href="#">Workers compensation   EML</a>
ACT	<a href="#">WorkSafe ACT</a>	<a href="#">Workers Compensation Insurance Claims   QBE AU</a>

**Table 10: Applicable Workers' Compensation Legislation**

STATE	WORKERS' COMPENSATION LEGISLATION
NSW	<ul style="list-style-type: none"> <li><a href="#">Workers Compensation Act 1987</a></li> <li><a href="#">Workplace Injury Management and Workers Compensation Act 1998</a></li> </ul>
VIC	<ul style="list-style-type: none"> <li><a href="#">Workplace Injury Rehabilitation and Compensation Act 2013</a></li> <li><a href="#">Workplace Injury Rehabilitation and Compensation Regulations 2014</a></li> <li><a href="#">Accident Compensation Act 1985</a></li> </ul>
WA	<ul style="list-style-type: none"> <li><a href="#">Workers' Compensation and Injury Management Act 1981</a></li> </ul>
QLD	<ul style="list-style-type: none"> <li><a href="#">Workers' Compensation and Rehabilitation Act 2003</a></li> <li><a href="#">Workers' Compensation and Rehabilitation Regulation 2014</a></li> </ul>
TAS	<ul style="list-style-type: none"> <li><a href="#">Workers Rehabilitation and Compensation Act 1988</a></li> </ul>
SA	<ul style="list-style-type: none"> <li><a href="#">Return to Work Act 2014</a></li> </ul>
ACT	<ul style="list-style-type: none"> <li><a href="#">Workers Compensation Act 1951</a></li> </ul>

## Workers Compensation Process Summary

Initial Management	<ul style="list-style-type: none"> <li>• <b>First aid / medical treatment</b> as a priority if needed.</li> <li>• Notification and escalation to management based on incident classification in accordance with <b>Millennium Notification Escalation Process</b>.</li> <li>• <b>Complete Millennium Hazard &amp; Incident Report form</b> in accordance with <b>Millennium Hazard and Incident Reporting procedure</b> in addition to specific site reporting requirements and submit it to <b>safety@millenniumsg.com</b>.</li> <li>• <b>Worker to complete</b> the relevant <b>Workers Compensation Claim Form</b> (where required) and submit to RTW Coordinator with a Certificate of Capacity within 24 hours of the incident occurring. If assistance is required, RTW Coordinator will liaise accordingly to complete the relevant documentations.</li> <li>• Details to RTW Coordinator can be found in <b>Section 5.2</b> of this procedure.</li> </ul>
Lodge a Claim	<ul style="list-style-type: none"> <li>• <b>ACT:</b> <b>Notify insurer within 48 hours</b> of becoming aware of an injury in the workplace, a wage and penalty may apply after this time. Millennium is required to complete an Employers Claim Form and lodge with the <b>insurer within 3 working days</b>. [ACT Insurer, QBE] W: <a href="https://www.qbe.com/au/claims/workers-compensation">https://www.qbe.com/au/claims/workers-compensation</a> E: <a href="mailto:mywcclaim@qbe.com">mywcclaim@qbe.com</a> P: 13 37 23</li> <li>• <b>NSW:</b> Completing the icare claim notification form online <b>within 5 days</b> of the company becoming aware of the injury will have the excess waived [NSW Insurer, QBE] W: <a href="https://www.icare.nsw.gov.au/workers-insurance-claims">https://www.icare.nsw.gov.au/workers-insurance-claims</a> E: <a href="mailto:newpiclaims@icare.nsw.gov.au">newpiclaims@icare.nsw.gov.au</a> P: 13 99 22</li> <li>• <b>QLD:</b> In most cases the claim is lodged by the nominated treating doctor (GP) via WorkCover QLD system with completed medical certificate. Alternatively, a claim can be lodged by <b>calling 1300 362 128</b> (WorkCover QLD) as soon as possible. W: <a href="https://www.worksafe.qld.gov.au/claims-and-return-to-work/make-a-claim">https://www.worksafe.qld.gov.au/claims-and-return-to-work/make-a-claim</a></li> <li>• <b>SA:</b> Completed claim forms to be lodged with EML as soon as possible. Claims <b>lodged within 5 business days</b> from the date the workplace receives it will have the excess waived. [SA Insurer, EML] W: <a href="https://www.eml.com.au/make-a-claim/returntowork-sa">https://www.eml.com.au/make-a-claim/returntowork-sa</a> P: 1800 688 825</li> <li>• <b>VIC:</b> If the claim is a mental injury, email Workers Injury <b>Claim Form Part A</b> to the agent <b>within 3 business days</b>. Also within <b>10 business days</b> email Workers Injury <b>Claim Form Part B</b> with the Work Cover Certificate (WCC) and Employer Injury Claim Report (optional). If the claim is for a physical injury only, email the Workers Injury Claim Form Part A &amp; B to the agent with the WCC and Employer Injury Claim Report (optional), <b>within 10 business days</b>. [VIC Agent, DXC] W: <a href="https://dxc.com/au/en/cp/claims-management-services/victoria">https://dxc.com/au/en/cp/claims-management-services/victoria</a> E: <a href="mailto:vic.DCM-New.Claims@dxc.com">vic.DCM-New.Claims@dxc.com</a> P: 1800 801 070 (Note: Late claims will incur a penalty).</li> <li>• <b>WA:</b> Email worker and employer claim forms to insurer <b>within 3 working days</b> of receipt of employee form. [WA Insurer, QBE] W: <a href="https://www.qbe.com/au/claims/workers-compensation">https://www.qbe.com/au/claims/workers-compensation</a> E: <a href="mailto:mywcclaim@qbe.com">mywcclaim@qbe.com</a> P: 133723</li> <li>• <b>TAS:</b> Millennium must inform worker of the right to make a workers compensation claim and give you a Notice to Rights to Make a Workers Compensation Claim form <b>within 14 days</b> of becoming aware of a workers injury. Millennium must notify the insurer within <b>3 working days</b> about the injury [TAS Insurer, QBE] W: <a href="https://www.qbe.com/au/claims/workers-compensation">https://www.qbe.com/au/claims/workers-compensation</a> E: <a href="mailto:mywcclaim@qbe.com">mywcclaim@qbe.com</a> P: 133723</li> <li>• All lost time claims require a 52-week history report from payroll where applicable.</li> </ul>
Ongoing Management	<ul style="list-style-type: none"> <li>• Claims agent or Workers' Compensation Insurer will contact injured Worker, Millennium and nominated treating doctor (if required) on receipt of claim.</li> <li>• RTW Coordinator in consultation with the relevant Manager will identify suitable duties to prepare a RTW Plan.</li> <li>• Alternatively, Occupational Rehabilitation Provider (ORP) will be engaged for ongoing injury management.</li> <li>• Work Cover Medical Certificates must be supplied by the Worker to the Millennium as each expires until fitness for normal duties is obtained.</li> <li>• Worker to provide a Work Cover Medical Certificates fitness / clearance for pre-injury duties to Millennium and the relevant Workers' Compensation Insurer.</li> </ul>