

Health and Safety

for congregations

Workers compensation and return to work

(New South Wales)



How this guide can help you

This guide will provide you relevant information and practical tools for managing a workers compensation claim. This guide has been developed for staff or leaders responsible coordinating the workers compensation process. This document should be read in conjunction with the incident, injury and notification guide found [here](#).

In this section you will learn:

- How to take out a workers compensation policy
- How to develop a return to work program
- Supporting an employee following an injury
- The role of the insurer
- Certificates of Capacity
- Returning to work

The practical tools you will find:

- A sample return to work program
- A sample return to work plan
- If you get injured at work poster

Taking out a workers compensation policy

Workers compensation can be provided to an employee to cover the costs of lost wages and treatment. You must have a workers compensation policy if you pay \$7,500 or more in annual wages. To establish a workers compensation policy, click [here](#) to be taken to icare's website to set up a policy with Allianz. You should receive a certificate of currency as evidence of your workers compensation policy. If you are unsure if you require a workers compensation policy you can contact icare on 13 44 22.

Return to work program

A return to work program is a formal policy that outlines general procedures for handling work related injury or illness. It represents an employer's commitment to the health, safety and recovery of staff following an incident. In New South Wales you must display a return to work program. Developing a return to work program involves:

- Appointing a person responsible for developing a return to work program and for developing return to work plans for injured staff
- Documenting a return to work program and displaying it where staff can access it. A sample can be accessed [here](#)
- Downloading and displaying the "if you get injured at work poster". This can be accessed [here](#)





Supporting our staff

The Bible calls elders of the church to pray for anyone who is sick in the name of the Lord. We can also apply this by looking after our staff members who are ill or injured. In fact, research also consistently demonstrates that early return to work can be:

- Therapeutic and promote recovery
- Beneficial physically, socially and financially

Returning an employee to work following a work-related injury or illness is also a legal requirement.

The role of the insurer

After making a workers compensation claim, you may receive a phone call from Allianz, our workers compensation insurer. Their role is to:

- Reimburse wages if the staff member has been absent
- Make decisions on liability for things like medical expenses
- Talk to you about return to work options

Allianz can be contacted:

- By phone on 1300 130 664

Certificates of capacity

A certificate of capacity must be obtained if an staff member is unable to complete their normal role due to an injury or illness or requires time off work. The certificate of capacity contains important information about any medical restrictions that might apply. A normal medical certificate will not be accepted by the insurer and cannot be used to claim workers compensation wages. A certificate of capacity can be accessed from a medical practitioner.

Returning to work

Any restrictions on a certificate of capacity must be adhered to. When an employee is unable to perform their normal duties, but has a capacity for some employment, modified or alternate duties must be considered. Modifications may include things like working from home or on reduced hours. When identifying suitable duties it is important to:

- Find duties the employee is able to perform. The certificate of capacity will include any restrictions you need to consider
- Consult the staff member about the return to work arrangements

A return to work plan should be developed to document the return to work arrangements. A return to work plan template can be accessed [here](#). Before the staff member resumes their normal role, they should also obtain a certificate of capacity stating they are fit for pre-injury duties. If you need additional support with the return to work process, WTW is there to support, contact UCASynod.RTW@willistowerswatson.com.

