

Rehabilitation and Return to Work

1. DECS Commitment	<i>Page 2</i>
2. DECS Return to Work Goals	<i>Page 4</i>
3. Key Principles of Injury Management	<i>Page 5</i>
4. Interpreters	<i>Page 6</i>
5. Rehabilitation Programmes	<i>Page 7</i>
6. Rehabilitation and Return to Work Plans	<i>Page 8</i>
7. Employee/Employer Rights and Responsibilities	<i>Page 10</i>
8. Appeal/Dispute Processes	<i>Page 12</i>
9. The Rehabilitation and Return to Work Process	<i>Page 13</i>
10. Rehabilitation Coordinator's Role and Responsibilities	<i>Page 14</i>
11. Site Manager's Role and Responsibilities	<i>Page 15</i>
12. The Treating Doctor's Role and Responsibilities	<i>Page 16</i>
13. Functional Assessments	<i>Page 17</i>
14. Provision of Suitable Duties/Employment	<i>Page 18</i>
15. Closure of Rehabilitation	<i>Page 18</i>
16. Injury Management Services Feedback Process	<i>Page 19</i>
17. Government Injury Management Targets	<i>Page 19</i>
18. Resources/Publications	<i>Page 20</i>



Government of South Australia

Department of Education and
Children's Services

1. DECS Commitment

Aim

DECS employees work in a changing and at times challenging environment where occasionally, injury may occur. Should a work injury occur, DECS provides tailored and supportive rehabilitation assistance, within the framework of the Workers Rehabilitation and Compensation Act 1986 and the WorkCover Performance Standards for Self Insurers.

The workers rehabilitation and compensation legislation aims to ensure injured employees are provided with effective, goal directed and structured rehabilitation and return to work programs, that lead to a full and prompt recovery and return to work, wherever possible.

DECS Commitment

DECS aims to ensure prompt and effective rehabilitation assistance occurs for all employees, whose ability to carry out their duties is affected by work injury/illness.

All site/unit managers and supervisors are responsible and accountable for effective injury prevention. Should compensable accidents/incidents occur, all reasonable efforts are to be made to limit the extent of the work injury. Site/unit managers are responsible for ensuring the rehabilitation process is initiated immediately with suitable duties and equipment provided, as soon as practicable.


DECS is committed to maintaining work injured/ill employees at work wherever possible, through the implementation of early intervention strategies at the worksite. Where the work injured/ill employee requires time away from work for treatment and recovery, a coordinated and structured rehabilitation and return to work program is to be provided, in consultation with the injured/ill employee.

As part of good overall human resource management practice, work injured/ill employees are to be treated fairly and equitably, with regard for the well being of the employee and others in the workplace.

Rehabilitation Objectives

These are:

1. The restoration of work-injured employees to their optimum physical, psychological, social and vocational level of functioning where possible
2. A consistent and systemic approach to rehabilitation management across DECS, based on knowledge of current best practice in injury management

- 
3. Contribute to the reduction of direct and indirect cost of workplace injuries through appropriate and effective management of rehabilitation programs
 4. Contribute to the achievement of government targets in injury management through policy guidance, procedural requirements, and systemic accountability processes.

All DECS personnel are expected to support these objectives.

2. Return to Work Goals

DECS has the following priority of return to work goals for injured employees:

- Priority 1: Maintenance of the work injured employee at work
- Priority 2: An early return to pre-injury duties at the pre-injury location
- Priority 3: An early return to pre-injury duties at an alternative location within DECS
- Priority 4: A return to alternative duties at a location within DECS
- Priority 5: A return to alternative duties outside of DECS
- Priority 6: A return to duties in the community

All employees are expected to make all reasonable efforts to ensure they are not work injured, by following policies and procedures and exercising responsible self-management.

Where injury does occur, the injured employee is expected to work towards an early return to pre-injury duties at their pre-injury worksite, with the support of their site manager and DECS injury management personnel.

Site managers are expected to support the above priorities through proactive early intervention and issue resolution management. Offers of duties and the provision of necessary equipment to ensure there are no unnecessary delays in returning to work, are an essential part of early intervention.

3. Key Principles of Injury Management Implementation

Injury management describes the department's cultural approach to work injury as well as the collective and systemic response to workers compensation and rehabilitation management.

All DECS personnel are expected to apply the following implementation principles to support good practice in injury management processes when required:

1. Early notification of injury to the site manager
2. Early notification and reporting of a claim to Health & Safety Services
3. Early and timely intervention by the site manager to support return to work priorities, with the assistance of rehabilitation and other expertise, as required
4. Structured and tailored rehabilitation and return to work programs
5. Workplace focused rehabilitation
6. Appropriate communication and consultation
7. Transparent return to work processes
8. Clinical evidence based medical decision making
9. Reasonable and practicable implementation
10. Legislative conformance
11. Balance of employer/employee interests based on appropriate risk management and needs assessments
12. Respect for the roles and responsibilities of key persons in the return to work process

4. Interpreters

Interpreters are available for injured/ill employees with language difficulties, where the need for assistance with written and verbal information has been identified.

Please contact your Departmental Rehabilitation Coordinator to arrange access to the interpreting services provided by the Interpreting and Translating Centre (ITC) Website address is: www.translate.sa.gov.au

The Interpreting and Translating Centre is part of: Multicultural SA

- Qualified interpreters covering over 80 languages and translators covering over 60 languages.
- The Interpreting and Translating Centre (ITC) is the Official Government Interpreting and Translating agency of South Australia.
- It was established in 1975 within the Attorney General's Department. In 1977 it was incorporated into the Ethnic Affairs Branch and in 1980 it became a branch of the Ethnic Affairs Commission.
- The Interpreting and Translating Centre provides a wide range of interpreting services. These services include:
 - Face-to-face Interpreting
 - Telephone Interpreting
 - Business Interpreting
 - Conference Interpreting
- Services are available 24 Hours per day, 7 days per week

5. Rehabilitation Programmes

Rehabilitation programs are established to assist injured/ill employees with a compensable claim, achieve their best practicable level of physical and mental recovery, and to support their return to the workforce and the community.

All work injured/ill employees who lodge a claim are expected to participate in a structured rehabilitation program, to support their recovery and early return to work if they are absent because of a work injury.

An approved rehabilitation program provides for:

- reasonable medical and psychological assistance
- information and advice to the injured/ill employee
- appropriate training
- assistance to find accommodation to support rehabilitation
- travel and accommodation costs that enable participation in rehabilitation programs
- equipment, facilities and services to assist injured/ill employees manage their disability at work and home

Newly injured/ill employees lodging a claim for compensation may be provided with a rehabilitation program to support early intervention requirements. This assistance is not dependent on the determination of the claim.

This is instigated immediately the injured/ill employee is absent from the workplace for more than 5 working days, following an assessment of the need for rehabilitation by Health & Safety Services. Site managers are responsible for ensuring early intervention and prompt rehabilitation assistance is obtained.

Injured/ill employees with an approved claim are required to fulfill the obligations of their rehabilitation program. Failure to do so or attempts to frustrate the objectives of the program, or plan, can result in a cessation of income maintenance payments.

6. Rehabilitation And Return to Work Plans

Rehabilitation and Return to Work Plans are action plans that describe the activities and obligations of key persons involved in the rehabilitation and return to work program for injured/ill employees.

Rehabilitation and Return to Work Plans are established as soon as a claim for compensation has been approved. They are generally put in place for the duration of the current Prescribed Medical Certificate.

Site managers and injured/ill employees are consulted in the preparation of Rehabilitation and Return to Work Plans and are asked to sign the Plan. A refusal to sign the Plan, or to appeal a provision in the Plan, does not suspend the required actions and obligations contained in the Plan.

The Plan is a legal document and is binding on the injured/ill employee and the employer, when it has been authorised by a DECS Rehabilitation Coordinator. All medical (Sect 32) costs are authorised by the DECS Claims Case Manager. These are subject to an assessment of relevance to the treatment and of the rehabilitation program. Costs above the WorkCover Fees Schedule will not be approved. *(For information about the Fees Schedule refer to the WorkCover website at www.workcover.com.au).*

Interpreters are used for injured employees with language difficulties. These services are accessed through Health & Safety Services.

Employer (*Site Manager where relevant*) Obligations for Rehabilitation and Return to Work Plans

DECS as a responsible employer is required to:

- provide a safe work environment and ensure duties provided to injured/ill employees do not exceed the employee's medical capacity
- modify the workplace (*where practicable*) in order to achieve a safe return to work
- report any difficulties regarding the implementation of the rehabilitation program to the Rehabilitation Coordinator
- ensure the Rehabilitation Coordinator consults with the injured employee and the treating doctors when developing a Rehabilitation and Return to Work Plan
- ensure the Rehabilitation Coordinator reviews the Rehabilitation and Return to Work Plan
- ensure the Rehabilitation Coordinator is reasonably available for consultation by telephone

- ensure all parties receive a copy of the Rehabilitation and Return to Work Plan
- conduct the management of the Rehabilitation and Return to Work Plan in a confidential manner
- comply with the obligations stipulated on the Rehabilitation and Return to Work Plan
- consider approval & payment of all reasonably incurred and agreed to expenses pursuant to section 32

Employee Obligations Whilst on a Rehabilitation and Return to Work Plan

Injured/ill employees are required to :


- actively participate in a Rehabilitation and Return to Work Plan
- undertake appropriate medical treatment to facilitate a safe return to work
- abide by medical constraints both at work and at home
- provide required WorkCover prescribed medical certificates
- attend authorised medical examinations arranged by DECS
- report any difficulties immediately to the supervisor or Rehabilitation Coordinator
- report absences from work directly to the supervisor or Rehabilitation Coordinator
- undertake work that has been offered that the injured/ill employee is capable of performing
- not act in a way that frustrates the objectives of the Rehabilitation and Return to Work Plan
- comply with obligations stipulated on the Rehabilitation and Return to Work Plan

Notice to Injured/III Employees on a Rehabilitation and Return to Work Plan

A refusal or failure by an injured/ill employee to participate in or cooperate while on a Rehabilitation and Return to Work Plan, may lead to the cessation of weekly payments.

A refusal to undertake duties that have been offered may also result in a cessation of weekly payments.

Notice to Employers (*site managers*) with an Injured/III Employee on a Rehabilitation and Return to Work Plan



A refusal or failure by the employer to provide suitable employment for the injured/ill employee, may lead to the imposition of a remedial levy by WorkCover Corporation.

7. Employee and Employer Rights and Responsibilities

Employee Rights

Injured employees with an approved claim have a right to:

- receive treatment if injured in the course of their employment and choose their own treating medical expert
- have a rehabilitation program or a Rehabilitation and Return to Work Plan developed by a Rehabilitation Coordinator, in collaboration with the worksite manager
- receive compensation for lost wages and for all reasonable expenses in accordance with the WR&C Act
- be supported at meetings associated with their rehabilitation (*e.g., by a family member, colleague, union representative or health and safety representative*) if desired
- be consulted in planning and decisions associated with their rehabilitation
- assume that their personal information will be handled in confidence and have access to departmental claims and rehabilitation files
- have access to and be informed of rehabilitation requirements and procedures
- have access to dispute resolution processes in accordance with the WR&C Act
- receive, in accordance with the WR&C Act, payment for any permanent loss of capacity which occurs as a consequence of their injury
- be provided with safe, suitable duties/employment where reasonably practicable

Employee Responsibilities

Injured employees are responsible for:

- reporting their injury to their manager as soon as practicable
- obtaining prompt and appropriate treatment as necessary
- supplying relevant medical certificates to cover absence from work
- accepting an offer of suitable duties, where these are a part of an agreed return to work plan
- constructively and actively participating in the implementation of a Rehabilitation and Return to Work Plan
- returning to their pre-injury duties at their pre-injury worksite where possible

- complying with medical restrictions at all times
- keeping their line manager and rehabilitation coordinator informed of their recovery and return to work progress.

Employer Rights

DECS as an employer, is entitled to:

- be kept informed of the medical status of employees receiving compensation
- require employees to be examined by employer nominated medical experts
- have access to dispute resolution processes in accordance with the WR&C Act
- discontinue an employee's weekly payments in accordance with Section 36 of the WR&C Act, when an employee unreasonably refuses or fails to participate in a Return to Work Program, or participates in a way that frustrates the objectives of the Rehabilitation Program, or Rehabilitation and Return to Work Plan.

Employer Responsibilities

DECS as an employer is responsible for:

- maintaining confidentiality of medical records
- providing support and assistance to employees injured in the course of their employment
- participating in the development and implementation of a Rehabilitation Program or a Rehabilitation and Return to Work Plan
- compensating employees for all reasonable costs in accordance with the WR&C Act
- ensuring an employee returns to work and resumes pre-injury duties, where possible
- providing suitable duties for employees who are partially incapacitated and prevented from returning to their pre-injury duties, whenever it is reasonable to do so
- providing the Rehabilitation Programs and Rehabilitation and the Return to Work Plan in accordance with the WR&C Act, Regulations and WorkCover Performance Standards
- modifying work areas and/or duties in keeping with the employee's capacity to work, whenever it is reasonable to do so
- working to resolve individual difficulties at the worksite and systems level, by consulting with relevant parties.

8. Appeal/Dispute Processes

An injured/ill employee or the employer may appeal a decision to, or not to establish a Rehabilitation and Return to Work Plan, or a provision in the Plan that is considered to be imposing an unreasonable obligation on one of the parties.

An appeal related to the provision of a Rehabilitation and Return to Work Plan, does not suspend the requirements of the Rehabilitation and Return to Work Plan for the employee, or the employer.

The onus is on the party lodging the dispute to demonstrate the unfairness of their Rehabilitation and Return to Work Plan.

The Workers Rehabilitation and Compensation Act 1986 is available from the South Australian Government website. Section 28B relates to Rehabilitation and Return to Work Plans.

<http://www.parliament.sa.gov.au/Catalog/legislation/Acts/w/1986.124.un.htm>

The Workers Compensation Tribunal deals with disputes about claims for workers compensation under the *Workers Rehabilitation and Compensation Act 1986*. Visit their website for further information. <http://www.industrialcourt.sa.gov.au/frame02.php>

9. The Rehabilitation and Return to Work Process

The rehabilitation and return to work process is primarily concerned with maintaining or returning work injured/ill employees to their pre-injury duties, at the pre-injury worksite where possible.

Rehabilitation and return to work commences as soon as an injured/ill employee indicates a claim for workers compensation is to be lodged on an ED 155 Incident/Accident Form and they are absent from the workplace because of the injury.

Site managers assess the need for rehabilitation assistance following the notification of the injury and conduct a site assessment of the need for rehabilitation. If rehabilitation assistance is required, they immediately contact the departmental Rehabilitation Coordinator on 8266 7555.

On receipt of the site manager's notification, the department's Rehabilitation Coordinator contacts the injured/ill employee and the treating doctor to discuss the diagnosis, determine the treatment and recovery timeframes and to identify capacity to return to duties.

A Rehabilitation Program is put into place until the claim is determined. If the claim is approved a Rehabilitation and Return to Work Plan is established. If the claim is rejected and this is upheld through dispute processes, rehabilitation assistance will continue until there is a return to work. This may be through a Rehabilitation Coordinator or a Personnel Counsellor.

Case conferences are held when there is a need to clarify clinical medical conditions, to discuss and resolve worksite and/or the injured employee's issues, exchange information and to establish agreement on an action plan to achieve progress towards a full clearance to return to work.

Return to work meetings are generally conducted at the worksite with the site manager, the injured employee, the Rehabilitation Coordinator and if requested the OHS representative, or a support person. The support person may be a union representative, a colleague or a family member. These meetings are concerned with negotiating suitable duties, communicating and reporting responsibilities, the duties timetable and the work arrangements required of the injured employee at the site. These are in keeping with medical advice and any pre-determined clinical restrictions.

Second opinions are sought where there is unclear medical advice, or a protracted recovery and return to work process. Injury recovery benchmarks are used to determine progress towards full recovery and a return to full duties.

When a full return to pre-injury duties has been achieved, the departmental Rehabilitation Coordinator will close rehabilitation. Site/unit managers continue to monitor and support any ongoing rehabilitation of their staff member.

10. Rehabilitation Coordinator's Role and Responsibilities

Rehabilitation Coordinators are responsible for the delivery of appropriate and professional return to work assistance for the injured employee in a timely and cost effective manner.

DECS has its own Rehabilitation Coordinators located in Health & Safety Services and may use external Rehabilitation providers to supplement this service, or as a contingency should internal staff not be available.

The main duties of the Rehabilitation Coordinator are:

- assessing the need for ongoing rehabilitation following notification by the site manager
- engaging the injured employee and the treating doctor in the return to work process
- coordinating the use of additional expertise such as occupational therapy or functional assessments
- keeping the site manager informed of the injured employees recovery and return to work progress
- informing the injured employee and the site manager of employee and employer rights and responsibilities
- planning and coordinating medical reviews, case conferences and return to work meetings
- ensuring a Rehabilitation Program or a Rehabilitation and Return to Work Plan is in place
- assisting with the resolution of issues where possible with the cooperation of the injured employee and the site manager
- providing timely advice to Staffing and site managers to enable appropriate planning and decision making to occur
- keeping injured employees informed of School Choice meetings
- meeting performance standards in the delivery of services
- negotiating duties with the site manager, the injured employee and the treating doctor
- ensuring injured employees are provided with suitable duties as per the 58B procedure (*go to The Workers Rehabilitation and Compensation Act 1986*
<http://www.parliament.sa.gov.au/Catalog/legislation/Acts/w/1986.124.un.htm> and search for 58B).
- liaising with other key people in the rehabilitation process.

Feedback forms on the provision of rehabilitation services to injured employees and their site managers, is provided in the Information Kit for Injured Employees (*listed in the Workers Compensation section of this website*).

11. Site Manager's Role and Responsibilities

Site managers have duty of care and case management responsibilities for injured/ill employees at their worksite.

This responsibility commences from the time the site manager has been notified of the injury, until such time as the appointment of the injured employee at their site ceases.

Site managers are expected to:

- ensure the injured employee obtains prompt medical assistance
- initiate early intervention to limit the impact of injury
- notify Health & Safety Services immediately following injury notification where the staff member is to be absent from the workplace beyond 5 working days
- maintain communication with the staff member to exchange information and reinforce their value to the workplace
- ensure that all correct claims documentation is promptly sent to Health & Safety Services
- provide the treating doctor with information regarding duties/options
- obtain the injured employee's consent before obtaining medical information from the doctor
- ensure confidentiality is maintained
- provide suitable duties when requested, where reasonably practicable
- be involved in and supportive of the injury management process
- provide orientation, training and feedback for any duties unfamiliar to the staff member
- closely monitor the return to work of the injured employee to minimise any risk of re-injury
- maintain communication with the Rehabilitation Coordinator and other key persons
- identify and implement strategies that prevent similar injuries occurring.

Site managers requiring additional clarification of their role, are advised to contact Health & Safety Services on the Injury Management Helpline ph: 82267555.

12. The Treating Doctor's Role and Responsibilities

The treating doctor is responsible for providing a correct diagnosis for a declared work injury and an appropriate treatment program, and for determining when an injured employee has capacity to return to duties safely.

Doctors use WorkCover Prescribed Medical Certificates for time away from work for compensable injuries. (*Leave of absence forms are still required by the worksite*).

Treating doctors are expected to include early return to work as one of their main treatment objectives.

Diagnoses for compensable work injuries are required to be based on appropriate clinical medical assessments for validation.

Supervisors can provide information to a treating doctor if needed. However, to obtain medical information, the consent of the injured person must be obtained. It is in the interests of both DECS and the injured employee, that mutual agreement is obtained with any communication between a treating doctor and supervisor.

Rehabilitation Coordinators play a key role in liaising with all parties during the rehabilitation process and require a medical clearance to negotiate duties.

Claims Case Managers may seek any medical information relevant to the determination and management of a workers compensation claim.

Any employee with an approved claim is expected to ensure WorkCover Prescribed Medical Certificates are provided to Health & Safety Services with copies to supervisors, in a timely manner.

Where restrictions have been placed on an employee's return to duties, these must be clinically evidenced based. WorkCover Prescribed Medical Certificates that state a person can only work at a particular worksite, or that the person needs a new job, are considered to be a personal preference and not a valid clinical medical restriction. Where these occur, doctors will be advised of their invalidity. Clarification or a second opinion may be sought on any medical advice.

All common work injuries have a recovery benchmark. For example, most sprains and strains injuries enable a return to modified duties within 2 weeks, with full recovery by 6 weeks. Whilst fitness, age and severity of injuries are factors in recovery time, clinical medical advice combined with workplace information determines capacity to return to duties.

Injured employees, their treatment providers, site managers and Rehabilitation Coordinators are expected to work together to support recovery and a prompt return to duties.

13. Functional Assessments

A functional assessment may be conducted by an Occupational Therapist, to determine job demands, advise on work practices and equipment needs and identify risk factors in relating to:


- the extent of an injured person's ongoing physical limitations
- the current level of physical functioning
- the current level of work potential
- other rehabilitation options
- preparing the injured employee for an appropriate job task to increase work tolerance
- assessing pain behaviour, symptom control and effort
- identifying areas of intervention that would increase productivity and safety at work
- assuring the employer of worker safety while performing job duties
- preventing re-injury through job specific evaluation
- assisting in an early, safe return to work to provide the physician with objective measures indicating work readiness
- assessing the suitability of duties

A functional capacity determines:

- strength (*lifting, carrying, pulling, pushing, body mechanics, position tolerance*)
- climbing and balancing
- body dexterity (*bending, crouching*)
- reaching / handling
- sensory functioning (*seeing, hearing, touching, position in space*)
- treatment needs
- consistency of effort
- potential for return to work
- ability to work part time or full time

Functional assessments also identify limitations that can affect a safe return to work, such as the ability to:

- maintain speed of work and quality of work
- attend the work place on consecutive days
- return to work on time each day and after breaks
- control symptoms while working
- concentrate and follow instructions.



These services are accessed through the departmental Rehabilitation Coordinator.

14. Provision of Suitable Duties/Employment

DECS is required to provide suitable duties/employment for its work injured employees, wherever it is reasonably practicable.

Duties provided for work-injured employees whilst they are on a rehabilitation and return to work program, may be for work hardening, or for paid work.

Approximately 90% of DECS employees are employed in schools and pre schools, or school support officers as educators. The remaining 10% are public servants working under PSM Act conditions.

Injured employees who are employed under the Education Act and are unable to return to pre-injury duties, may be reassigned to a PSM Act position in DECS, or another government agency.

Each employee with a work injury has different needs, medical constraints, capacity levels and transferable skills. Where medical capacity confirms the ability to perform suitable alternative duties, an injured employee will be expected to undertake the duties offered. Work offered may or may not equate to pre-injury levels of remuneration. A work injured employee may be deemed to have capacity to undertake duties at a level different from their pre-injury level. Risk factors to the department and the injured employee, are a consideration in determining suitability.

Work injured employees are placed through departmental priority placement processes where there is an actual, or potential vacancy, for which there is a match between knowledge and skills and job requirements and medical capacity. Professional development placements may be offered temporarily to improve transferability of skills.


The placement of injured employees unable to return to their pre-injury worksite on a temporary, or permanent basis occurs through Site HR Services (*Staffing*).

To search for Section 58B go to The Workers Rehabilitation and Compensation Act 1986.

<http://www.parliament.sa.gov.au/Catalog/legislation/Acts/w/1986.124.un.htm>

15. Closure of Rehabilitation

Formal rehabilitation programs cease when an injured employee has achieved a full return to duties. The role of the Rehabilitation Coordinator ends at this point. This does not mean that there is not a need for continued support by the site manager and the person's colleagues.



The injured employee and the site manager need to take measures to ensure there is no exacerbation of the past injury and the employee and their colleagues are not put at risk of a new injury.

16. Injury Management Services Feedback

Health & Safety Services is committed to continuous improvement in the delivery of its services. Injured employees, site managers, service providers and training recipients are encouraged to provide constructive feedback to the Injury Management Unit.

Please direct your communications to:

Manager, Injury Management
Department of Education and Children's Services
GPO Box 1152
ADELAIDE, SA 5000.

17. Government Injury Management Targets

Targets have been set by Government and WorkCover Corporation to ensure claims and rehabilitation processes occur in a timely way. All DECS employees, including executive and senior managers, supervisors, staff and injury management personnel are expected to meet these timeframes to the best of their ability.

The Government injury management targets for 2005 – 2006 are:

1. zero work place fatalities
2. 20% reduction in new claims
3. 20% reduction in the amount of time lost through work injury
4. 85% of site assessments for rehabilitation occur within 2 days of notification of the injury to the site manager
5. 85% of rehabilitation commences within 5 working days
6. 75% of all claims are determined within 10 working days
7. Not more than 5% of claims remain undetermined at 3 months
8. 95% of injured employees remain or are back at work within 3 months

18. Resources/Publications

A range of resources and publications has been developed to support managers and injured workers better understand processes and procedures to do with managing injury.

Refer to <http://www.decs.sa.gov.au/ohs/> > Information Management > Resources.

The available resources include:

- Information Kit for Work Injured Employees
- Rehabilitation Information Kit for Site Managers
- Evaluation/Audit Information

To view or download information about Grievance Procedures go to the DECS website http://www.decs.sa.gov.au/decs_home.asp click on Schooling > Staff > Human Resources > Grievance & Appeals.