



VUL-FRM-08-14-Injury Information Pack

The information in this pack will assist you with knowledge on what to do if there is an injury or illness, your obligations relating to the injury or illness and those of Vulcan Mine.

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1. REHABILITATION PROCESS FLOW CHART





2. WHAT TO DO IF YOU ARE INJURED – BASIC INFORMATION

- If you suffer from a work-related injury or illness, you must report it to your manager/ supervisor as soon as possible after the injury has occurred and prior to leaving site. Failure to do so may result in disciplinary action.
- Complete the relevant Incident Report Form.
- Complete the Medical Authority Form
- Worker Capabilities Form
- Obtain a signed Workers Compensation Medical Certificate

3. HOW TO MAKE A WORKER'S COMPENSATION CLAIM

If you need medical treatment or time off work because of your injury or illness you will be required to lodge a worker's compensation claim. This can be done in conjunction with your Rehabilitation and Return to Work Co-ordinator (RRTWC), or via telephone or online.

4. TIME OFF WORK

If you need to take some time off work or if you need to change your duties because of your injury or illness, every endeavour will be made to offer you alternate/suitable duties within your typical workplace. This is Vulcan Mines obligation under the relevant Workers Compensation legislation. Your obligation under the legislation is to actively participate in the return to work and suitable duties program.

5. MEDICAL COSTS

Should the insurer accept your Workers Compensation Claim you will have entitlement for the reimbursement of all reasonable medical, travel & like expenses.

** Remember to keep copies of all documents relating to your claim.*

6. AFTER YOU LODGE YOUR CLAIM

The Worker's Compensation Claim is submitted to the WorkCover authority agent who will assess the claim and determine whether the claim is to be accepted or denied. The Worker's Compensation agent will then inform both yourself and Vulcan Mine in writing.

You may access sick leave until such time as your claim is either accepted or denied. If your claim is accepted all entitlements will be reimbursed.

7. IF YOU CHOOSE NOT TO LODGE A WORKER'S COMPENSATION CLAIM

If you choose not to lodge a Workers Compensation Claim, please sign the attached Letter of Refusal to Lodge a Workers Compensation Claim.

8. IF YOUR CLAIM IS ACCEPTED

Vulcan Mine will begin ensuring your benefits as per your normal/standard paydays.



9. IF YOUR CLAIM IS DENIED

Notification from your Workers Compensation agent will provide you with avenues to address a rejected claim. You may also contact your nominated RRTWC. Denied Injury/ illness claims will be considered Non-Work Related and the provision of suitable duties will be provided at the discretion of Vulcan Mine and considered on a case by case basis.

10. RETURNING TO WORK

Vulcan Mine will do whatever is necessary to ensure that you are provided with every opportunity to return to work including transport to and from work, alternative and suitable duties.

11. RETURN TO WORK PLAN

If you are able to change duties or are able to return to work after a period of time off due to a work-related injury or illness, we at Vulcan Mine must prepare a Return to Work Plan for you.

This allows us to plan, ensure all tasks are within the doctor's medical restrictions/recommendations, monitor your condition and progress, stay in touch with your doctor and establish when they expect you will be able to return to work.

A Rehabilitation and Return to Work Coordinator (RRTWC), appointed by the company, will assist you in the Return to Work process, liaising with your doctor to aid in your recovery. The coordinator will write up your Return to Work Plans and discuss this with your treating doctor for approval prior to a proposed return to work. This may include a service provider that performs the duties of a Rehabilitation and Return to Work Coordinator on behalf of the Vulcan Mine.

12. MEDICAL EXAMINATION

Although you may choose your own doctor the Worker's Compensation Agent can also request an Independent Medical Examination (IME) to get expert medical opinion about your injury and what may need to be done in order to support your successful return to work.

13. YOUR RETURN TO WORK OBLIGATIONS

The law requires you to make every reasonable effort to return to work. This includes participating in your Return to Work Plans, assessments of your fitness for work, capacity, and progress. If you do not make every effort to return to work the claims agent has the authority to cease your benefits (pay) until they are satisfied that you do.



14. YOUR RETURN TO WORK CO-ORDINATOR

Vulcan Mine has an appointed Rehabilitation and Return to Work Coordinator (RRTWC) to assist you in your return to work and is required to undergo formal training to complete this role.

The RRTWC's role is to facilitate your return and rehabilitation at work, following a work-related injury or illness. They become involved when you are not able to perform your normal duties.

The things your RRTWC may do include:

- Completing the initial workers compensation claim forms with you.
- Assisting in formulating a return to work plan, in line with your treating practitioner(s) recommendations and any medical restrictions.
- Consulting with your supervisors and manager(s) regarding your return-to-work plan and duties within the plan.
- Sourcing alternate duties when you are unable to complete your pre-injury duties.
- Meeting with you to discuss your progress and updating the return to work plan.
- Documenting the initial return to work plan and any changes or upgrades to the plan.
- Contacting your treating medical practitioner(s), and/ or attending with your medical appointments, with your consent, to discuss your return to work plan.
- Maintaining confidentiality regarding your injury or illness, treatment, and rehabilitation.
- Maintaining regular contact with you if you are off work.
- Keeping records of your workers compensation claim paperwork.
- Forwarding relevant paperwork and accounts, in relation to your workers compensation claim, to the claim's agent within prescribed time frames.
- Providing you with your copies of your claim and return to work paperwork.
- Co-ordinating any occupational rehabilitation provider, and/or treating medical practitioner(s) site visits, including case conferences if required, in consultation with your claim's agent.
- Notifying your claims agent and payroll department, (depending on the size of your employer), of your hours worked, so that any entitlement to weekly workers compensation payments can be calculated, (if an entitlement exists).
- Working with you, and all parties involved in your rehabilitation, to overcome any barriers that may arise with your return to work.
- Educating the workplace regarding the principles and obligations of returning an injured employee to work.



15.YOUR RETURN TO WORK CO-ORDINATOR DETAILS:

The duties of a Rehabilitation and Return to Work Coordinator (RRTWC), are specified legally in your state’s relevant workers compensation Acts and Regulations. The RRTWC must abide by these relevant laws.

If you have any problems with your return to work, you should discuss them with your RRTWC. Keep in contact with your RRTWC; let them know about any updates/ changes in your condition and work abilities.

Your Rehabilitation and Return to Work Coordinator (RRTWC) is:

Name:

Phone:

Mobile:

Address:

Email:

Other:



16. TAKING CHARGE OF YOUR RECOVERY AND RETURN TO WORK:

A work injury can be overwhelming. It is important to remember that you have supporters in the workplace. These include your RRTW Coordinator, direct Supervisor / Manager, and your co-workers, all of whom value the contribution you make and want to see you back at work.

Helpful as these people may be, one person plays the most important role in your recovery and return to work: YOU.

To take charge of the process, it is useful to remember three things:

- You can make a difference.
- You are valuable.
- You belong to a team.

And then, you need to take action!

17. REPORT INJURIES – EVEN MINOR INJURIES – PROMPTLY

Remember the old saying “A stitch in time saves nine”? Reporting an injury promptly means that, where appropriate, you get treatment early and that can prevent a small health problem from becoming a big one. Also, your supervisor or manager can take steps to ensure that other workers don’t injure themselves in the same way.

Be an active participant in Return to Work and rehabilitation.

No one else can return to work or do the recovering for you! Since getting better is largely your responsibility, it is only fair that you have a say in what goes on.

- Make suggestions about Return to Work duties and hours.
- Attend all workplace appointments, for example with your RRTW Coordinator; and
- Work with your supervisor to develop a Return to Work Plan.

18. MAKE THE MOST OF TREATMENT.

Getting over an injury involves effort on your part. Although it might be a hassle, making the most of your treatment is less difficult in the long run than dealing with the consequences of letting treatment fall by the wayside.

Not doing your stretches or missing doctor’s appointments can have consequences that range from needing more days off work, to long-term pain, limitations, and disability. Don’t be victimized by your injury!

Take control of your treatment by:

- Doing all prescribed exercises / stretches.
- Supporting communication between the workplace and the treating practitioners.
- Attending ALL your medical appointments; and
- Complying with restrictions to avoid re-injury.

19. KEEP IN TOUCH WITH YOUR WORKPLACE.

Work might be the last thing you want to think about while you’re recovering but staying in touch with your Supervisor / Manager and co-workers.

It will make your transition back to work much smoother and less stressful.



There are also things you *need* to let your employer know about for example if:

- Your medical restrictions are updated.
- Surgery is planned; or
- There is a significant improvement or deterioration in your condition.

20. REPORT POST-INJURY WORKPLACE DIFFICULTIES EARLY

Returning to work and activity as soon as possible after an injury is good for most people, but that doesn't mean that there won't be challenges. If you're having difficulties in the workplace, remember that modifications can only be made, and problems dealt with when you let people know about the need for them.

Don't let your return to work be compromised by a lack of communication. Instead, go to your Supervisor / Manager / RRTWC with the problem and – if you can – a potential solution.

21. UNDERSTANDING THE EFFECTS OF SIGNIFICANT INJURY OR ILLNESS

When someone is injured, it can affect the injured person psychologically, especially if they have experienced trauma before or are unable to work.

Their physical ability may be reduced, they may start to lose confidence in themselves, and their treating practitioners may not be able to reliably tell them when they will get better.

People can react in different ways. Some people avoid activities, and over weeks to months become depressed and unmotivated. At the other end of the spectrum, some people push themselves to do everything they did before.

The injured person is reacting to a loss. The loss could be related to:

- Loss of function, power, skills.
- Loss of ability to have fun, exercise, seek new challenges.
- Loss of social contact and ability to maintain life balance.
- Loss of hope of recovery and source of meaning and purpose in life.
- Loss of income leading to financial stress.
- Loss of personal identity and who they are.

When confronted with major loss people tend to have a characteristic response known as the five stages of grief, being denial, anger, bargaining, depression and finally acceptance.

The five stages can be travelled in any order and can also be repeated. If someone gets 'stuck' in a phase, then this could impact on his or her recovery from injury.

It's not just the injured or ill person that is working through the 5 stages of grief. People who have a close relationship with the injured person also need to deal with any changes within the relationship they had with the person.

22. WHAT CAN I DO TO HELP?

- Acknowledge the impacts of the injury/ illness on both you and the injured person.

Consider:

- How is the other person feeling?
- What thoughts do you and the injured person have about the injury?



- What emotions are coming up and keep repeating themselves?
- To what extent is everyone keeping things to themselves versus sharing their feelings with others?
- What behaviours seem to influence and affect your loved one's mental status?
- What are the positive and negative behaviours?

Where the injury or illness has been caused by a traumatic incident, talk about the incident, and how you felt at the time and also the days after.

Accepting the loss and the changes

Helping the injured person accept what has happened can help accelerate their recovery.

In addition, your acceptance of changes the injury has had on your relationship is important for you as well as your relationship.

Acknowledging and accepting what has been lost allows everyone involved to focus on recovery rather than spending time on negative thoughts and emotions. Understand that others may not be working towards acceptance the same way you are.

Maintain open communication!

It is important that you know and consider how the other person is feeling, and they know how you are feeling to understand reactions to the injury.

Actively listen to your partner without preconceived ideas of how they should be dealing with the loss. Don't put off dealing with the issues, regardless of how tough it may seem. Factors that help to have an open conversation include:

- Find a time when both of you have time.
- Arrange the discussion in a neutral environment, one where both of you are comfortable.
- Frame the issues positively;
- Ask your partner what they need.
- Tell them about the impact on you.
- Work out what you can do together to deal with any problems.

Consider using a counsellor to help you and your loved one gain acceptance of the injury.

A counsellor can help you understand the impacts of the injury on your relationship and help you work through any feelings of anger or resentment.

Keep the focus on what the injured person can do.

Keep the focus on what your loved one can do and allow them to complete activities they can do even if it takes much longer. Offer help only when it is needed, not all the time.

Consider everyone's needs including yourself.

Take time out for yourself when needed. Use other family supports and/or other community supports available. Your claims agent may be able to help you identify supports that may be available to you. Where possible, continue to take part in activities you enjoyed before the injury or illness, and try to get back to your usual daily routines.



Follow up with your family doctor!

He or she can give you referrals as needed if you are having difficulties coping or need to seek professional assistance.

Financial matters

Incomes can reduce after a work injury.

Plan early, talk to the bank, work out how any interest or debts will be managed, and talk to the bank if appropriate.

Financial counsellors can provide assistance if the problem becomes significance.

Here are some tips for the person who has had the injury. Support your relationship by giving them a copy of the tips.