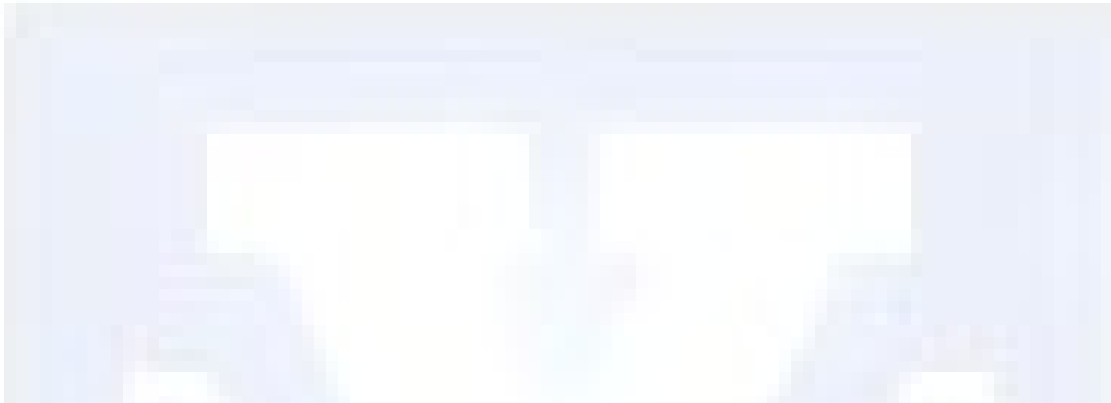
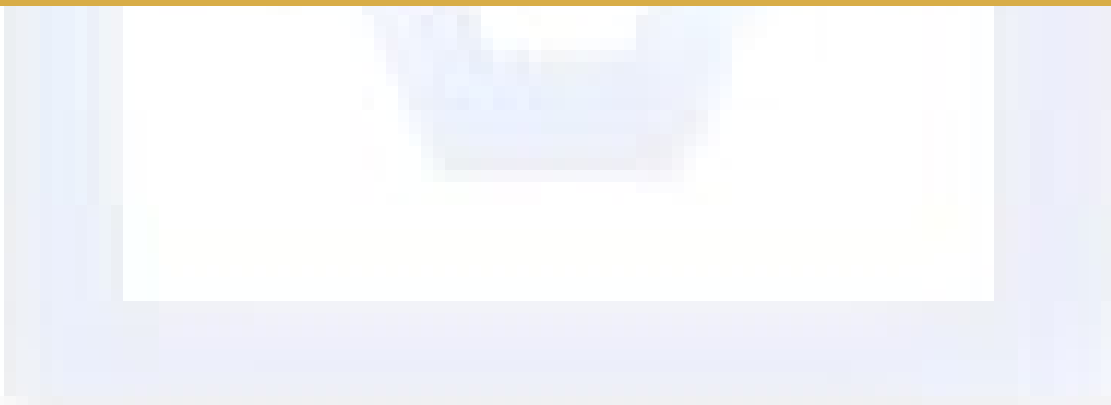




Mine Operating Procedure Injury Management





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1. Purpose

The purpose of this Procedure is to define the Vulcan Mine process for managing rehabilitation of workers returning to work after an injury or illness.

2. Scope

This procedure is applicable to all persons at the Vulcan mine including employees, contractors, and visitors, and Is applicable across all Vulcan Mine Operations. The controls within this procedure are mandatory.

3. References

Relevant Workers Compensation Legislation

4. Workplace Rehabilitation

- Is a formalised process to assist workers to remain at work, or return to work as quickly as possible, following a work-related injury/illness (WRI).
- Is mandatory where a worker has sustained a WRI and is not able to return immediately to their pre-injury duties and / or requires ongoing medical treatment.
- Must commence immediately following a WRI.
- Involves the injured worker, their Supervisor, the Rehabilitation and Return to Work Coordinator (RRTWC), the injured workers nominated treating Doctor and/or the VULCAN MINE nominated clinic, the regulator/insurer, other rehabilitation providers and specialists including HST Team, and company appointed Occupational Physician where applicable.
- Must be conducted to meet company obligations and jurisdictional legal requirements to facilitate durable return to work outcomes.
- Is a confidential process and information obtained during rehabilitation must be treated as sensitive and confidential by all parties and stored in accordance with the records management procedure?

5. Workers Compensation

- All injured workers have the right to lodge a worker's compensation claim for WRI or illnesses. Claim acceptance is made by the regulator/insurer not Vulcan Mine.
- Where a worker's compensation claim is:
 - Accepted by the regulator/insurer, the injury or illness will be considered work related and rehabilitation will proceed in accordance with this procedure.
 - Declined by the regulator/insurer, the injury will be considered not work related, and rehabilitation will be as per Section Non-Work-Related Rehabilitation;
 - Pending Claims (those awaiting determination) will be managed with sensitivity and with workplace rehabilitation principles. If accepted, claim costs incurred will be reimbursed by the regulator/insurer to the relevant stakeholders.
- If an injured worker chooses not to lodge a worker's compensation claim, then the RRTWC must have the injured worker complete a Letter of Refusal to Lodge of Workers Compensation Claim Form.

6. Non- Work-Related Rehabilitation

- The provision of rehabilitation and suitable duties for non-work related conditions will be offered at the discretion of the injured workers Supervisor and Management.
- In the event the workplace can accommodate the worker, a Return to Work Plan (RTWP) must be



developed in line with workplace rehabilitation principles, outlining suitable duties and restrictions, and forward to the HST Manager and Human Resources Advisor for feedback/approval.

- No expenses will be incurred by VULCAN MINE for non-work-related injury (NWRI) treatment or therapies.
- Payment of wages during the provision of rehabilitation and a RTWP for non-work-related injuries will be in-line with actual hours worked. Any absences from work or if the workers hours are restricted, the worker is required to complete an application for personal leave.

7. Procedure

This procedure sets out under each listed stakeholder their responsibilities and activities required for Workplace Rehabilitation.

7.1. Workers Responsibilities

If a worker sustains a WRI, they must:

- Immediately obtain first aid assistance.
- Notify their supervisor as soon as practically possible, and no later than the same shift that the injury occurred, or within 12 hours of the symptoms first being identified; or prior to leaving or returning to site.
- Complete an Incident Report Form and submit to their supervisor within 24 hours of the injury notification – refer to the Incident Reporting and Investigation Procedure.
- Attend for a review with their nominated treating Doctor or VULCAN MINE nominated clinic transported by their supervisor or RRTWC (or delegate) as soon as practically possible, and within 24 hours of the injury or symptoms being first identified, if the injured worker:
 - Is unable to safely resume their pre-injury duties; and / or
 - Intends to claim Workers Compensation for the injury.
 - Requires medical treatment or assessment.
- Inform the Doctor that other (suitable) duties may be available at the workplace even if unable to do your normal role.
- Must obtain a workers' compensation medical certificate – (NB: this is required to make a compensation claim).
- Give a copy of the workers' compensation medical certificate to the RRTWC and to the Insurer and keep a copy for your own records.
- In order to make a claim, injured workers must liaise with their RRTWC in accordance with this procedure. The RRTWC will assist them through the claims process relevant to the applicable jurisdiction.
- Understand that failure to report and notify injury as per this procedure may result in disciplinary action due to the critical nature of reporting injuries as they occur and not in retrospect. This enables VULCAN MINE to provide the most effective injury management support for you, whilst managing the risk for your team and fellow workers.
- Attend prescribed medical or therapeutic treatment for their injury outside of work hours where applicable.
- Attend any medical examinations or appointments arranged by the regulator/insurer in connection with your injury or illness.
- Inform your Supervisor and RRTWC of any absences from work and obtain a worker's compensation Medical Certificates for absences that relate to the WRI.



- Ensure medical certificates remain current for the duration of the workers compensation claim.
- Actively participate in rehabilitation, including.
 - the development of a Suitable Duties Plan (SDP).
 - to sign and participate in an SDP.
 - abide by any medical advice/restrictions.
 - willingly and cooperatively comply with an SDP. Non-compliance with medical restrictions or an SDP may result in disciplinary action and notification to the Insurer which may impact your claim entitlements.
 - notify the Supervisor and RRTWC of any difficulties in performing duties as per SDP.

7.2. Supervisor Responsibilities

Supervisors must refer to the Workplace Rehabilitation Checklist - VUL-FRM-08-18- Workplace Rehabilitation Checklist to assist with the rehabilitation processes.

Additionally, Supervisor's must:

- Ensure all immediate rehabilitation needs for the injured worker are met. For example.
 - Ensure first aid has been provided immediately following the injury or illness.
 - Transport to a treating Doctor is organised where required, including situations where a worker is participating on SDP but is incapable of driving due to restrictions, VULCAN MINE may be responsible for arranging alternate transport).
- Immediately notify the RRTWC as soon as the Supervisor becomes aware of the injury or illness occurring.
- Ensure the Incident Report Form – VUL-FRM-05-02-Incident Report, is completed in full within 24 hours of the injury notification and provide a copy to the HST Coordinator and RRTWC.
- Obtain a copy of the injured workers Medical Certificate where:
 - The injured worker has already attended for a review with their nominated treating Doctor.
 - They have concerns that the injured worker cannot safely resume their pre-injury duties.
 - Forward all medical certificates to the RRTWC within 24 hours of receiving.
- In consultation with the RRTWC, maintain supportive contact with the injured or ill worker and (where necessary) their family.
- Assist the RRTWC with Return-to-Work Plan (RTWP) VUL-FRM-08-19- Return to Work Plan development by.
 - Identify duties for a RTWP.
 - Sign and support the implementation of a RTWP.
 - Notify the RRTWC if a worker is absent whilst participating on a RTWP.
 - Advise the RRTWC of any emerging problems with a RTWP being undertaken by a worker under their direction.
- Actively manage appropriate attitudes and behaviour of other workers towards the rehabilitation process and an injured or ill worker who is engaged in that process.
- Assist the RRTWC as necessary in the cessation of a rehabilitation program.



7.3. RRTWC Responsibilities

The role of the RRTWC is to coordinate the development, implementation, and management of individual rehabilitation and RTW programs.

The RRTWC must:

- Provide nominated treating Doctor with information regarding workers normal duties e.g., job demands.
- Contact the worker as soon as practically possible, and within 24 hours of the injury notification, and assess the requirement for workplace rehabilitation.
- Commence rehabilitation planning if the injured worker is unable to resume their pre-injury duties.
- Assist the injured worker in submitting their Workers Compensation claim where applicable.
- Obtain detailed information regarding the injury and medical certificate details.
- Provide the worker with an Injury Information Pack - VUL-FRM-08-14-Injury Information Pack
- Explain the workers' rights and responsibilities regarding workplace rehabilitation.
- Obtain a signed Medical Authority Form - VUL-FRM-08-17- Medical Authority from the worker to assist with rehabilitation planning:
 - Is not required for the release of information to VULCAN MINE regulator/insurer.
 - Is not required when distributing SDPs to stakeholders.
- Keep accurate Case Notes of all contact and rehabilitation activities.
- Liaise with the nominated treating Doctor by phone or in writing regarding formal diagnosis, prognosis, and associated treatment plan as soon as practically possible. Documents to support these actions include Letter to Treating Medical Practitioner - VUL-FRM-08-16- Letter to Treating Medical Practitioner.
- Obtain wages information and provide to the insurer (gross weekly wage) with the completed employer's report as per relevant jurisdictional legislation.
- To develop Return to Work plan's as per Section 7.5.
- Complete regular reviews of rehabilitation, which must include:
 - regular contact between all parties.
 - regular workplace meetings as required.
 - regular progress reports from rehabilitation providers as required.
 - formal case reviews where the case progresses past 6 weeks in accordance with Section 7.7 Formal Case Reviews for Longer Term Cases.
- If a compensation claim is submitted, the RRTWC is to advise the HST Advisor in writing as soon as practicable, and no longer than 24 hours after becoming aware of claim submission to ensure VULCAN MINE meet reporting requirements under relevant jurisdictional legislation.
- Comply with statutory reporting and notification requirements as per relevant jurisdictional legislation.
- Where a claim for Workers Compensation has been lodged and no Incident Report Form has been completed (for example accumulative injuries), an Incident Report Form must be completed immediately as per Incident Reporting and Investigation Procedure. The findings must be reported to the HST Manager and if applicable the regulator/insurer.



7.4. Return to Work Plans (RTWP)

Where an injured worker is fit to perform suitable duties, a Return-to-Work Plan must:

- Be developed by the RRTWC (or external rehabilitation provider where relevant) in consultation with the injured worker, the injured workers Supervisor and nominated treating Doctor.
- Be consistent with the current medical certificate and follow the return-to-work hierarchy of returning to work.
- Document the days, hours, and duties to be performed by the injured worker.
- All duties must be meaningful and have regard to the objective of the injured workers rehabilitation and medical certificate.
- Be time limited, monitored closely, regularly reviewed, and progressively upgraded, to be consistent with the injured workers recovery and medical certification.
- Signatures on plan are mandatory for the injured worker, Supervisor, and RRTWC:
 - signatures by the nominated treating Doctor should be obtained for all plans.
 - the nominated treating Doctor's signature is required for all Return-to-Work Plans where upgrades to the injured workers capacity are proposed (to working hours or physical demands of duties).
 - in instances where attempts to obtain nominated treating Doctor signature on the Return-to-Work Plan are unsuccessful, the plan is able to be implemented provided that the duties, and medical restrictions comply with the medical recommendations stated on the Medical Certificate.
- A copy of the signed Return to Work Plan is promptly provided to the injured worker, injured workers Supervisor and Insurer; and saved in the injured workers Rehabilitation File.
- Alternative or modified duties may take many different forms:
 - Modification of a worker's own job, which may include modification of a workstation and/or tools.
 - Provision of a different, but already existing job.
 - Combination of several different suitable tasks to constitute a whole job.
 - Initial reduction of working hours to aid a severely injured worker back to the workforce.
 - An opportunity to teach a person new skill.
- Alternate duties are offered for the purposes of rehabilitation, are time limited, and do not constitute a new offer of employment, or permanent modified duties.

7.5. Rehabilitation and Return to Work Service Providers

Rehabilitation Service Providers may be used to perform the role of VULCAN MINE's nominated RRTWC, and or provide assistance to the company in maintaining the employee at work or returning them to work as quickly as possible by:

- Coordinating early intervention and acute injury management services which may involve using telemedicine services or organising medical assessments at designated clinics.
- Providing an initial rehabilitation assessment and in consultation with the employee, treating doctor and RRTWC to develop a Return-to-Work Plan.
- Undertaking services considered appropriate by VULCAN MINE or by the insurer.

7.6. Return to Work Plans

Where an injured worker is fit to perform suitable duties, a Return-to-Work Plan must:

- Be developed by the RRTWC (or external rehabilitation provider where relevant) in consultation with



the injured worker, the injured workers Supervisor and nominated treating Doctor.

- Be consistent with the current medical certificate and follow the return-to-work hierarchy of returning to work.
- Document the days, hours, and duties to be performed by the injured worker.
- All duties must be meaningful and have regard to the objective of the injured workers rehabilitation and medical certificate.
- Be time limited, monitored closely, regularly reviewed, and progressively upgraded, to be consistent with the injured workers recovery and medical certification.
- Signatures on plan are mandatory for the injured worker, Supervisor, and RRTWC:
 - signatures by the nominated treating Doctor should be obtained for all plans.
 - the nominated treating Doctor's signature is required for all Return-to-Work Plans where upgrades to the injured workers capacity are proposed (to working hours or physical demands of duties).
 - in instances where attempts to obtain nominated treating Doctor signature on the Return-to-Work Plan are unsuccessful, the plan is able to be implemented provided that the duties, and medical restrictions comply with the medical recommendations stated on the Medical Certificate.
- A copy of the signed Return to Work Plan is promptly provided to the injured worker, injured workers Supervisor and Insurer; and saved in the injured workers Rehabilitation File.
- Alternative or modified duties may take many different forms:
 - Modification of a worker's own job, which may include modification of a workstation and/or tools.
 - Provision of a different, but already existing job.
 - Combination of several different suitable tasks to constitute a whole job.
 - Initial reduction of working hours to aid a severely injured worker back to the workforce.
 - An opportunity to teach a person new skill.
- Alternate duties are offered for the purposes of rehabilitation, are time limited, and do not constitute a new offer of employment, or permanent modified duties.

7.7. Return to Pre-Injury Duties

Following a WRI or illness, workers will resume their pre-injury duties only when medically certified safe to do so.

If the worker has required:

- First aid assistance; they may resume their pre-injury duties if the Supervisor is satisfied with the workers ability to do so.
- Medical treatment: the worker may only return to pre-injury duties if they have received a medical certificate stating that they are fit to resume pre-injury duties.

7.8. Formal Case Review for Longer Term or Complex Cases

Formal case reviews of an injured worker's case will be completed by the RRTWC, Health and Fitness for Work Advisor, Claims Advisor and Rehabilitation Provider (where appropriate) to review ongoing case management, identify barriers to rehabilitation, and to develop return to work strategies where required.

- Formal case reviews must be completed at 6, 12, 18 and 26 weeks post injury, or if requested by the RRTWC, HST Manager, Claims Advisor, or the Rehabilitation Provider.
- The RRTWC must add case review minute meetings to the Rehabilitation File.



7.9. Refusal or Failure to Participate

Workers have an obligation under relevant jurisdictional legislation to participate in rehabilitation.

Worker's weekly payments of workers compensation benefits can be reduced or terminated where the worker has failed or refused to undertake or participate in a rehabilitation program recommended by the employer.

Where a worker has refused or failed to participate in a rehabilitation program recommended by

VULCAN MINE, the following procedural steps will be followed:

- The RRTWC will consult with the worker to establish the reason(s) for the worker's actions or non-compliance.
- The RRTWC, in consultation with the Insurer, shall determine whether the worker has genuine, reasonable, and justifiable reasons for their action.
- Where the worker does have reasons that are considered genuine, reasonable, and justified, the RRTWC will take the necessary steps to rectify the situation.
- Where the worker is unable to provide a satisfactory reason for their actions, the RRTWC will reiterate to the worker their legislative obligations to participate in the rehabilitation program (as per relevant jurisdictional legislation). This is to ensure the worker has a clear understanding of the possible consequences of non-compliance which may include being stood down from work or other disciplinary action.
- Where there is a continuation of the action by the worker, or a subsequent occasion of the action, the RRTWC will notify the Insurer of the non-compliance, which may result in termination of the workers eligibility for Workers Compensation benefits.

7.10. Cessation of a Rehabilitation Program

Cessation of a rehabilitation program will occur in any of the following circumstances:

- There are clear indications that continuation of rehabilitation is inappropriate; or
- There is no further incapacity, and the worker has received medical clearance to return to their full, normal pre-injury or illness duties and does not require any further treatment; or
- The worker has failed or refused to participate in a rehabilitation program; or
- The worker is non-compliant with the rehabilitation program without reasonable or justifiable reasons for their actions; or
- If the injured workers claim has been finalised by the regulator/insurer, and the injured worker has not yet returned to pre-injury duties, the injured worker shall be managed in accordance with the RTW Plan - VUL-FRM-08-19- Return to Work Plan where the claim has provided insufficient information to make an ongoing determination regarding:
 - Reasonable workplace modification; or
 - Retraining or redeployment to a new role.

7.11. Dispute and Grievance Process

In the event that a worker does not agree with a decision made at the workplace regarding their rehabilitation, the worker should in the first instance raise the matter with their RRTWC.



If the matter is unresolved, the worker can escalate the matter to the HST Manager.

If the worker continues to disagree with the decision, they can request that the regulator/insurers Case Manager becomes involved to resolve the dispute.

7.12. Other Considerations during Rehabilitation

Within the context of Workplace Rehabilitation there are additional considerations that need to be made when managing an injured worker that may fall under the scope of other VULCAN MINE Procedures.

The items below are for consideration, and to be read in-conjunction with relevant procedures.

7.13. Payment of Medical Expenses

Depending on the work-related injury, compensatory benefits payable by Workcover may include medical, hospital and rehabilitation costs, and reasonable travel expenses.

Compensation is not payable for damage to clothing, jewelry, or vehicles.

All expenses or invoices for Workcover approved medical, hospital, rehabilitation costs, and reasonable travel expenses should be submitted directly to the insurer.

7.14. Payment of Wages

Salary payments during workplace rehabilitation:

- For work-related injuries, VULCAN MINE will normally pay for all hours worked on a Suitable Duties Plan.
- For work hours not worked, payment can be claimed from Workcover.
- The RRTWC will advise Workcover of wage claims and update payroll of workers status.

7.15. Employee Leave during Rehabilitation

Before granting or approving annual or other paid leave, such as long service leave, to an injured worker participating in a rehabilitation program, the Manager should consider the status and progress of that rehabilitation program.

This is to ensure that the commencement or progress of a rehabilitation program is not unnecessarily jeopardised.

7.16. Resignation or Termination of Employment Whilst on Rehabilitation

If an injured worker resigns or has their employment terminated whilst participating in rehabilitation and they have an open Workers Compensation Claim, rehabilitation assistance will continue in accordance with the requirements of the relevant jurisdiction's legislation.

8. Continuous Improvement

Periodic file audits and case file reviews of rehabilitation programs may be undertaken to ensure legislative compliance and continuous improvement.



9. References

- Privacy Act 1988 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012
- QLD Information Privacy Act 2009
- QLD Workers Compensation and Rehabilitation Act 2003
- QLD Workers Compensation and Rehabilitation Regulation 2014

10. Related Documents

- VUL-FRM-08-18- Rehabilitation Checklist
- VUL-FRM-08-16- Letter to Treating Medical Practitioner
- VUL-FRM-08-17- Medical Authority
- VUL-FRM-08-19- Return to Work Plan
- VUL-FRM-08-15- Letter of Refusal to Lodge a Workers Compensation Claim
- VUL-FRM-08-14- Injury Information Pack
- VUL-FRM-05-02- Incident Report

11. Review

This document shall be reviewed at a minimum two (2) yearly, or as follows:

- when there is a change of method and/or technology and/or legal or other requirement that may affect the accuracy of this document.
- when operational changes occur that effect the currency of the document.
- when there has been a significant event to which this document was relevant; and
- as a result of relevant audit findings.

12. Amendments

Version	Date	Description	Document Controller
01	04/10/2023	Initial Document	Kelly Jensen



13. APPENDIX ONE –DEFINITIONS and ABBREVIATIONS

MUST	Means mandatory
REHABILITATION	Workplace rehabilitation is a process that facilitates injured workers get back to work or remain at work whilst recovering from an injury.
REHABILITATION AND RETURN TO WORK COORDINATOR (RRTWC)	A rehabilitation and return to work coordinator is a qualified person appointed to work with injured workers, their Supervisors and Managers, treating doctors and insurers to assist workers back to pre-injury employment. This may be outsourced via a service provider
REHABILITATION AND RETURN TO WORK SERVICE PROVIDER	Rehabilitation service providers are qualified person(s), or companies appointed by Vulcan Mine Group to perform the functions of a RRTWC or other such return-to-work services to facilitate early intervention, treatment and return to work of VULCAN MINE workers.
REGULATOR / INSURER	Refers to Vulcan Mines Workers Compensation Insurer
SUITABLE DUTIES PLAN (SDP)	A suitable duties plan (SDP) outlines specially selected duties that are matched to the capacity for work of the injured worker. Also referred to as a Rehabilitation Plan or Rehabilitation is a similar document designed for non-work-related injury/illness (NWRI) and Return to Work Plan. A Support Plan is provided at the business' discretion.
SUPERVISOR	The person to whom an injured worker reports; including all management levels
WORKER	Any person who carries out work for Vulcan Mine Group, including work as workers, contractors, subcontractors, self-employed persons, labourers, apprentices or trainees, work experience students, labour hire workers and volunteers.
WRI	Work related Injury.