Business

LAING O'ROURKE

National Injury Management and Rehabilitation Program

REVISION HISTORY

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REVIEWED BY

POSITION	FULL NAME	DATE
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1. DEFINITIONS

TERM	DEFINITION
Case Manager (CM)	The CM works for the Insurer and coordinates all aspects of a worker's claim and is the primary contact for the worker and others in assisting the worker return to and recover at work.
Claims Management Provider (CMP)	Laing O'Rourke has different claims management providers in different states of operation. • ACT, NT and WA: CGU • QLD: Workcover Queensland • SA and VIC: EML
Incapacity	• An injury, illness or disease which adversely affects a worker's ability to perform their normal or comparable duties.
Independent Medical Examiner (IME)	An assessment conducted by an appropriately qualified and experienced medical practitioner to help resolve an issue in injury or claims management.
Injury	Any injury or illness arising out of, or in the course of employment.
Injury Management	The process that comprises activities and procedures that are undertaken or established for the purpose of achieving a timely, safe and durable recovery at work/return to work for workers following workplace injuries.
Laing O'Rourke	Laing O'Rourke Australia Pty Ltd and any subsidiary companies including Laing O'Rourke Australia Construction Pty Ltd, Laing O'Rourke Australia Management Services Pty Ltd, Select Plant Australia Pty Ltd, LORQ Pty Limited, EPP Solutions Pty Ltd, Laing O'Rourke Rail Operations Pty Ltd and I&E 2025 Pty Ltd.
Managers and supervisors	Managers and Supervisors are to promote an environment that supports injured workers returning to work.
National Injury Management and Rehabilitation Program (NIMRP)	A coordinated and managed program that integrates all aspects of injury management (including treatment, rehabilitation, retraining, claims management and employment) for all different states. A Program established by Laing O'Rourke with respect to policies and procedures for the rehabilitation (and if necessary vocational training) of an injured worker. At Laing O'Rourke, this program is known as the National Injury Management and Rehabilitation Program.
Nominated Treating Doctor (NTD)	The treating doctor nominated by the worker for the purposes of injury management plan for the worker.
NT WorkSafe	Manages workers' compensation, injury claims, and workplace safety. Dispute resolution in Northern Territory (NT) is managed through the NT WorkSafe scheme.
Rehabilitation	A process of restoring an injured worker to the maximum physical, psychological, social, vocational and economic capacity through a structured WRP including any transitional / suitable or restricted work options consistent with the injured workers medical capacity.

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TERM	DEFINITION
Return-to-work Coordinator (RTWC)	A RTWC is the person appointed by Laing O'Rourke who is responsible for the implementation of the Injury Management and Rehabilitation Program. The RTWC is responsible for implementing our RTW Program, supporting workers as they recover at work/to return to work and assisting Laing O'Rourke to meet our obligations as required under workers compensation legislation. The RTWC is a key link between the worker and their support team as they recover. RTWC's may help a worker with a workers compensation claim to recover at work/return to work.
Return-to-work Plan (RTWP)	A statement of goals and objectives (and services required to achieve them) for an injured worker undergoing recovery at work/to return to work. It should clearly outline the injured workers capacity for work including hours, supervision requirements, treatment times and review dates.
Return to Work SA (RTWSA)	Oversees workers' compensation, injury management, and return-to-work programs. In South Australia (SA), dispute resolution is handled through the Return-to-work SA
Significant Injury	A workplace injury that is likely to result in the worker being incapacitated for a continuous period of more than 7 days, whether or not any of those days are workdays and whether or not the incapacity is total or partial or a combination of both.
Suitable Employment	Suitable employment in relation to a worker means employment in work for which the worker is suited.
Victorian Workcover Authority (VWA)	Disputes in VIC are managed through VWA and the dispute resolution service.
Work Capacity Certificate	Usually completed by the worker's nominated treating doctor, the Work Capacity Certificate is used to describe the nature of a worker's injury/illness, their capacity for work, and the treatment required for a safe and durable recovery.
Work Health Team	Refers to the Workers Compensation and Health Advisor(s)and RTWC's who primarily act as liaison between all key stakeholders following an injury or illness.
WorkCover WA	Manages workers' compensation claims, injury management, and workplace safety. Dispute Resolution in Western Australia (WA) is managed through the WorkCover WA scheme
Workers	Employees and Workers as defined by the various States and Territories Workers Compensation and Injury Management Acts and Regulations
Workers' Compensation Regulator	Workers' Compensation Regulator oversees dispute resolution processes in QLD
Workplace Health and Safety Queensland (WHSQ) and QComp (Queensland Workers' Compensation Regulator)	Oversees workers' compensation schemes, injury management, and workplace safety.
Workplace Rehabilitation Plan (WRP)	Also known as a Return-to-work Plan or Recover at Work Plan. A statement of goals and objectives (and services required to achieve them) for a worker undergoing recovery at work/to return to work. It should clearly outline the worker's capacity for work including hours, supervision requirements, treatment times and review dates along with the duties to be undertaken while recovering at work/to return to work and is made in collaboration with the injured worker and their NTD.
Workplace Rehabilitation Provider (WR Provider)	A Workplace Rehabilitation Provider is an accredited or authorized organization or individual that delivers services aimed at assisting

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TERM	DEFINITION
	injured workers to recover and return-to-work safely and effectively. These services typically include medical rehabilitation, functional assessments, workplace modifications, vocational retraining, and support for reintegration into the workforce.
WorkSafe ACT	Dispute resolution in Australian Capital Territory (ACT) is handled through the WorkSafe ACT. It also, oversees injury management, workers' compensation, and workplace health and safety.
WorkSafe Victoria	Manages workers' compensation, injury claims, and workplace safety.

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2. INTRODUCTION

Laing O'Rourke and their Australian Executive Committee (AEC) values its workers and is committed to maintaining a safe and healthy workplace, and to implementing early intervention strategies with a focus on occupational rehabilitation, to facilitate effective return-to-work of any Laing O'Rourke workers who are injured at work.

Laing O'Rourke recognise the rights and expectation of all workers to sustainable rehabilitation following injury. Laing O'Rourke are committed, as part of this management plan, to the prevention of work-related injury and/or illness, reducing injury severity and effectively managing the return-to-work of all workers through structured Workplace Rehabilitation Plans (WRP's).

Laing O'Rourke is committed to:

- Maintaining a timely and effective WRP for injured workers.
- Ensuring that effective injury management and recovery at work/to return to work is an accepted part of the workplace culture and adequate information is provided to workers about the injury management process.
- Promoting early intervention and recovery at work/to return to work consistent with medical advice as an integral part of recovery following a work-related injury and/or illness by utilising transitional restricted duties, where practicable for injured workers.
- Returning, wherever possible, the injured and/or ill worker successfully back into the workplace in a manner that is sustainable by the worker; and
- Ongoing consultation with the injured and/or ill worker and all other key parties so that the outcomes of any rehabilitation goal is sustainable and effective.

All references to Laing O'Rourke in this National Injury Management and Rehabilitation Program (NIMRP) refers to all companies listed below:

- EPP Solutions Pty Limited
- I&E 2025 Pty Ltd.
- Laing O'Rourke Australia Management Services Pty Ltd.
- LORQ Building Pty Limited.
- Laing O'Rourke Australia Construction Pty Ltd;
- Select Plant Australia Pty Ltd; and
- Laing O'Rourke Rail Operations Pty Ltd.

This NIMRP applies to our workers in the Australian Capital Territory (ACT), Northern Territory (NT), Queensland (QLD), South Australia (SA), Victoria (VIC) and Western Australia (WA). New South Wales (NSW) workers should refer to the Injury Management and Rehabilitation Program – New South Wales.

3. LEADERSHIP AND COMMITMENT

The Laing O'Rourke Health and Safety Management System (HSEMS) establishes senior management leadership and commitment to providing a safe working environment for all workers as part of an overall risk and compliance framework. Our HSEMS has been developed to encompass all key safety critical requirements to ensure the safety and wellbeing of workers. Our key management commitments within the HSMS include, however is not limited to:

- Management representatives are held accountable for promoting and implementing work health and safety (WHS) requirements.
- Appropriate training is provided to managers, supervisors and workers to ensure they are suitably qualified to perform their work.
- Workplace hazards are identified, evaluated, and eliminated or managed to a level as low as reasonably practicable.
- Open consultation, coordination, cooperation, and feedback mechanisms are maintained with workers regarding the management and resolution of WHS matters; and
- Workplace incidents and injuries are reported and investigated, and corrective or remedial actions are implemented to avoid reoccurrence of incidents and/or injuries where possible.

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Project/Site health & safety management plans specify how the health and safety component of the HSEMS is specifically implemented at the respective project/site.

System Requirements and other Primary Standards and procedures which underpin our HSEMS can be found on our website https://lorhsems.com/.

Notwithstanding the above, Laing O'Rourke recognises that from time to time an injury and/or illness may occur, and it is a leadership priority to ensure that injured workers are supported with their recovery at work/to return to work. Laing O'Rourke are focused on engaging our workers to return-to-work as soon as possible following injury and/or illness and recognise that an efficient NIMRP is imperative to achieving this outcome. The aim of the NIMRP is to support the injured worker to recover at work/to return to work, restoring the injured worker to their fullest physical, psychological, and vocational capacity, consistent with their current medical information via the most direct pathway back to employment. To achieve this our rehabilitation and return-to-work principles are:

- Genuine care is demonstrated through regular contact with the injured workers, monitoring their progress with recovery, providing support to be engaged at work and at the provision of meaningful duties.
- Ensuring consistency in the return-to-work approach and support provided to all injured workers
- Early intervention for medical treatment and rehabilitation; and
- Timely support when identifying and providing suitable work options and acting on claims information.

Laing O'Rourke also educate our leadership and management teams on how best to support workers with an injury, with supervisors holding an important role in return-to-work planning. Information regarding the benefits and importance of injury management is shared with all workers during their induction.

Our NIMRP is incorporated into our HSEMS as a key component of worker safety and wellbeing at work. Therefore, our NIMRP is to be read in conjunction with our System Requirements, Primary Standards and procedures in the HSEMS which have been prepared and applied in accordance with the State based Work Health and Safety acts and regulations as below:

State/Territory	Main Safety Act
ACT	Work Health and Safety Act 2011
NT	Work Health and Safety (National Uniform Legislation) Act 2011
QLD	Workplace Health and Safety Act 2011
SA	Workplace Health and Safety Act 2012
VIC	Occupational Health and Safety Act 2004
WA	Work Health and Safety Act 2020

State/Territory	Main Safety Regulation
ACT	Work Health and Safety Regulation 2011
NT	Work Health and Safety Regulations 2011
QLD	Workplace Health and Safety Regulation 2011
SA	Workplace Health and Safety Regulations 2012
VIC	Occupational Health and Safety Regulations 2017

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State/Territory	Main Safety Regulation
WA	Work Health and Safety (General) Regulations 2022

Following a workplace incident and/or injury/illness outcome, workplace investigations are required with the details of the investigation to be recorded, and corrective measures implemented where practicable to prevent re-occurrence. Accordingly, pursuant to our HSEMS the following activities are required:

- An incident investigation into the circumstances of the injury will be completed in line with the System Requirement Event Management, Reporting and Investigation, to determine the cause and develop recommendations on action to prevent similar incidents from recurring.
- Any essential corrective actions to the work site and/or practices when required will be made as soon as possible after consultation with workers.
- Injury and illness data will be monitored, and statistical information retained and reported on to enable adverse trends and high-risk areas to be identified. Using this information, minimisation strategies such as additional training or modification to work systems can be developed.
- Injured or ill workers are expected to participate and cooperate to improve workplace health and safety; and
- Relevant state regulators will be notified by telephone immediately after becoming aware that a notifiable incident has occurred. Refer to System Requirement Event Management, Reporting and Investigation

  Please see below list of different state regulators
    - ACT: WorkSafe ACT
    - NT: NT WorkSafe
    - QLD: Workplace Health and Safety Queensland (WHSQ)
    - SA: SafeWork SA
    - VIC WorkSafe Voctoria
    - WA: WorkSafe Western Australia

Our HSEMS is ISO45001 accredited and as a component of this standard the WHS and Injury Management team review lead and lag safety indicators on a weekly basis. The performance data is compiled monthly and submitted to the Laing O'Rourke Executive Committee as a performance report. Any issues, trends and gaps are raised via the appropriate channels for review, assessment and delegation of corrective actions, review of policies and procedures and other strategies assigned to the relevant parties in accordance with our HSEMS. Furthermore, Laing O'Rourke reviews injury management performance on a quarterly basis, and an annual review of our HSEMS is conducted. The policies and procedures within our HSEMS are amended and updated in response to our data and these processes as required.

Our NIMRP is incorporated into safety management system as a key component of worker safety and wellbeing at work. Therefore, our NIMRP is to be read in conjunction with our policies and procedures which have been prepared and applied in accordance with the relevant Act and Regulations:

State/Territory	Act and Regulations
ACT	Workers' Compensation Act 1951
NT	Return to Work Act 1986 and Return to Work Regulations 1986
QLD	Workers' Compensation and Rehabilitation Act 2003 and Workers' Compensation and Rehabilitation Regulation 2025
SA	Return to Work Act 2014

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State/Territory	Act and Regulations
VIC	Workplace Injury Rehabilitation and Compensation Act 2013
WA	Workers' Compensation and Injury Management Act 2023

Upon commencement of employment with Laing O'Rourke, workers are advised where to locate the National Injury Management and Rehabilitation Plan (NIMRP). Our NIMRP is available on our website https://lorhsems.com/.

Laing O'Rourke recognise that to implement the NIMRP successfully across Laing O'Rourke, it is crucial for all workers to understand their individual obligations and accountabilities following an injury, the appropriate policies and procedures will be reviewed to identify gaps and opportunities for improvement.

This NIMRP outlines how Laing O'Rourke will:

- Ensure work-related injuries and/or illnesses are consistently managed to best practice care standards.
- Ensure a system exists that prioritises and supports the early and safe recovery at work for our workers.
- Promote successful and sustainable outcomes through responsive management of claims and injury management intervention.
- Consult with injured workers and any other key stakeholders regarding WRP; and
- Create a culture that promotes recovery at work.

Laing O'Rourke will consult with workers via safety forums, toolbox talks or other scheduled meetings and discussions with nominated site safety representatives as part of the development, implementation and ongoing review of the NIMRP.

Laing O'Rourke are committed to supporting workplace rehabilitation activities and recognise the substantial, mutual benefits gained by assisting workers recover at work or make an early and safe return-to-work after a workplace injury and/or illness.

Laing O'Rourke commit to a timely, safe and durable WRP for which the worker is suited, having regard to their capacity, pre-injury employment, age, education, skills and work experience. Laing O'Rourke commit to:

- Preventing workplace injury and illness by taking all reasonable precautions to protect the health, safety and welfare of our workers, contractors and visitors while they are on our premises.
- Commencing the recover at work process as soon as is practicable following an injury or illness, irrespective of a worker's claims status;
- Ensuring that a return-to-work following a work-related injury and/or illness is facilitated as soon as possible and is the normal practice and expectation.
- Ensuring all workers are informed of their responsibilities under the workers' compensation acts for each jurisdiction as listed above;
- Ensuring that suitable employment as part of an injured worker's WRP is an integral part of the injury management process;
- Working collaboratively and in consultation with workers and key stakeholders when developing their individual WRP; and
- Ensuring that participation in a WRP will not of itself prejudice or disadvantage an injured worker.

Laing O'Rourke will continue to work towards fostering a positive attitude which promotes recovery at work and promoting the health benefits of meaningful work. This will include education sessions, inductions, toolbox talks targeted at various cohorts of the workforce including supervisors and managers. The sessions and information provided are aimed at demonstrating the process which must be followed by all stakeholders.

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4. WORKPLACE ARRANGEMENTS

4.1 PERSONS RESPONSIBLE FOR RETURN-TO-WORK

Laing O'Rourke appointed appropriately qualified Return-To-Work-Coordinators (RTWC) who are responsible for managing injuries excluding NSW. A list of RTWC's is located below.

Contact	States	Pone	Email
Caitlin Manning	NT and WA	0404234019	caitlin.manning@mercermarshbenefits.com
Liam Cooper	QLD	0403386672	liam.cooper@marsh.com
Rachael Brereton	ACT, SA and VIC	0403127059	rachel.brereton@mercermarshbenefits.com

In addition to our qualified RTWC's, each site will have dedicated site-based contacts who assist our workers in the recovery at work process. Details of site-based contacts can be found on the notice board for each project/site.

Laing O'Rourke provide the RTWC with the necessary authority and resources to negotiate and adhere to this NIMRP.

The RTWC is the person appointed by Laing O'Rourke who is responsible for the implementation of our NIMRP, supporting workers as they recover at work and assisting Laing O'Rourke to meet obligations as required under workers compensation legislation. The RTWC is a key link between the worker and their support team as they recover.

The RTWC does not make decisions on claim liability or funding for treatment – this is the insurer's responsibility.

Our RTWC's have the necessary resources to negotiate and adhere to the NIMRP to assist in ensuring a safe and durable recovery at work including:

- External qualification training.
- Industry events;
- Regulator provided training.
- Internal professional development; and
- Insurer and broker news bulletins.

The RTWC role is essential in recovery at work planning and managing workers with a work-related injury or illness. These duties must include:

- Compiling the initial notification information.
- Coordinating the worker's recovery at work, including identifying suitable work opportunities.
- Preparing, monitoring and reviewing a WRP (in consultation key parties) that documents the worker's capacity and the duties available.
- Liaising with key stakeholders, such as the NTD, CM, treatment providers, relevant union and WR Providers.
- Implementing the NIMRP.
- Supporting the redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties.
- Keeping injury and recover at work statistics.
- Keeping confidential case notes and records in line with laws and guidelines.
- Promoting the health benefits of meaningful work to the workforce; and
- Contributing to the improvement of relevant policies and systems.

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4.2 WORKPLACE REHABILITION PROVIDERS

Laing O'Rourke may enlist the services of an approved WR Provider in cases where the injured worker is likely to have an extended period of total incapacity, there is difficulty in identifying suitable employment or the injured worker is unlikely to resume full pre-injury duties in the long-term.

Laing O'Rourke will consult with key parties if involvement of a WR Provider is needed.

Laing O'Rourke have identified the following WR Provider, in consultation with workers and their representations, to be used when required.

Provider	Phone	Website
Recovre	1300 550 276	Recovre - Contact us and locations

The WR Provider will:

- Be familiar with Laing O'Rourke's policy and procedures, worksites and suitable duty options.
- Identify barriers to the injured worker's recovery at work and develop strategies to address these barriers.
- Identify and design suitable employment for the worker to assist us meeting our obligations in providing suitable employment.
- Identify and coordinate rehabilitation strategies to ensure the injured worker can safety perform their duties without risk or further aggravation to their injury.
- Arrange appropriate re-training and placement in alternative employment when the injured worker is unable to return to normal duties.
- Communicate with relevant parties throughout service provision to ensure progress towards the recover at work goal.

4.3 WORKERS RIGHT TO CHOOSE THEIR PROVIDERS

Laing O'Rourke acknowledge that the injured worker has the right to choose their own medical, approved WR Provider and legal service providers. Laing O'Rourke are committed to working with all service providers to facilitate a durable recovery at work outcome for every injured worker.

Where an injured worker wishes to change their provider, they are required to contact their CM to discuss the reasons.

Upon appointment, the WR Provider will make contact with the RTWC who will ensure reasonable access to the workplace and injured worker and ensure the unique needs and arrangements of the workplace are understood by the WR Provider.

4.4 COMMUNCAITON AND TRAINING

Laing O'Rourke will ensure the NIMRP is communicated to all workers during their health and safety induction (HS Induction) and workers are made aware of its location on the HSEMS https://lorhsems.com/. Workers will be informed of any updates and/or proposed changes via way of toolbox talks or other regular/scheduled meetings.

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4.5 MONITORING, REVIEW AND DISPLAY ARRANGEMENTS

The NIMRP is available for review on the Laing O'Rourke website https://lorhsems.com/ and hard copies are available on request via the project/site safety teams.

In consultation with our workforce, Laing O'Rourke will formally review the NIMRP every 2 years at a minimum to ensure legislative compliance and more often if required.

The NIMRP will be monitored through the following processes:

- Internal and/or external injury management audits (annually)
- Performance analysis (lead and lag indicators) quarterly: and
- By conducting formal policy reviews.

4.6 CONSULTATION

Laing O'Rourke believes that consultation is a primary way to improve outcomes for workers and understands that workers can only cooperate effectively if there is appropriate consultation with management. This includes the method, frequency and type of communication, which extends (where requested) to the use of interpreter services. For further information on our consultation process, please refer to SR Communication and Consultation.

Effective consultation leads to an improved ability to ensure health and safety through worker cooperation, which in turn helps to develop a safety culture in the workplace.

The HS Functional support team on behalf of Laing O'Rourke have developed this NIMRP in consultation with the workforce and union representatives. Consultation and education for workers will be facilitated through safety forums, toolbox talks, or other scheduled meetings and discussions with nominated site safety representatives.

Laing O'Rourke will consult on the NIMRP by asking for feedback from employees and Unions.

This will be undertaken every two (2) years to ensure procedures remain effective in achieving NIMRP objectives.

Feedback, comments and/or suggestions can also be provided at any time to the HS Functional Support team by emailing workerscomp@laingorourke.com.au. Feedback is encouraged to ensure that this program can achieve positive injury management outcomes for all workers following a workplace injury.

5. RIGHTS AND OBLIGATIONS

Upon receipt of a claim, the RTWC and CM will confirm the rights and obligations of the injured person, as part of the initial contact. Laing O'Rourke will let workers know what they will do to assist in their recovery at work and discuss reasonable expectations around the level of the injured persons involvement and cooperation throughout their recovery at work and injury management process.

A flowchart of responsibilities is available on the LORHSEMS.

5.1 WORKERS RIGHTS AND OBLIGATIONS

The worker's primary role is to focus on recovery and aim to stay at work in some capacity or return-to-work as soon as possible. The worker must find a doctor to act as their NTD.

Workers are obliged to:

- Notify Laing O'Rourke as soon as possible after a work-related injury occurs.
- Participate and cooperate in establishing an IM Plan.
- Carry out the actions such a plan requires of them.
- Authorise their NTD to provide relevant information to their insurer or Laing O'Rourke using the certificate of capacity, claim form or other form of authority; and
- Make all reasonable efforts to recover at work/to return to work.

Workers have the right to:

- Nominate their own NTD.
- Employment that is both suitable and, so far as reasonably practicable, the same or equivalent to their pre-injury employment.

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- Be consulted and involved in identifying suitable work and developing their WRP.
- Privacy and confidentiality; and
- Access mechanisms for resolving complaints and disputes.

5.2 LAING O'ROURKE RESPONSIBILITIES AND OBLIGATIONS

- Ensure the health, safety and welfare at work of all workers.
- Have workers compensation insurance.
- Display a summary of the act that details how a worker notifies an injury and how they may make a claim. Laing O'Rourke will do this by displaying the 'If You Are Injured At Work' poster for the relevant jurisdiction;
- Notify workers of the documented NIMRP which describes the steps Laing O'Rourke will take if a worker is injured.
- Maintain a record of work-related injuries.
- Notify the insurer of all workplace injuries within notification timeframe.
- Participate in the development of the workers IM Plan, written by the insurer, and comply with our obligations in the Plan.
- Provide suitable work (so far as reasonably practicable) when a worker can return-to-work, in either a full-time or part-time capacity;
- Provide suitable work that is (so far as reasonably practicable) the same as or equivalent to the work being performed at the time of injury;
- An injured worker must not be dismissed soley of becoming unfit for employment as a result of an accepted work-related injury and/or illness within the following timeframes: 12 months in Queensland and Western Australia, 52 weeks in Victoria, and 6 months in the Northern Territory."
- In South Australia, LORA is obligated to provide suitable duties for the injured worker for as long as it is reasonably practicable.
- Ensure education and the promotion of the NIMRP is conveyed to all workers, including informing workers of their rights and obligations.
- Make available our NIMRP to all workers via onsite notice boards, online at https://lorhsems.com/ or induction training.
- To nominate approved WR Provider's.
- Appoint suitably qualified RTWC's with the necessary qualifications, authority and resources to negotiate, develop and implement return-to-work policies and procedures;
- Immediately notify relevant state-based regulator listed above if an incident involves a death, serious injury or illness or is a dangerous incident that requires notification in accordance with state legislation, Refer SR Event Management, Investigation and Reporting;
- Participate and co-operate in the establishment of a WRP for an injured worker; and
- Provide a worker with a Workers Compensation claim form, if requested.

5.3 SITE MANAGER AND SUPERVISOR RESPONSIBILITIES AND OBLIGATIONS

Ensure as part of project/site establishment that a medical centre or doctor who is willing to participate in the management of injured and/or ill workers is identified and a copy of this NIMRP should be conveyed to them. The location of these preferred providers should form part of the project/site Work Health and Safety Management Plan or sub-plan. This does not affect the workers right to choose their own medical provider.

In the event of an injury and/or illness to a worker in their respective workplaces, the Site Manager and Supervisor (or equivalent) shall ensure that:

- Should the services of a medical practitioner (doctor or hospital) be required and when permitted by the injured worker, the RTWC or other appointed person will accompany the injured worker to explain the key objectives of our NIMRP and outline the alternative work options available;
- Recovery work as soon as practicable after a work-related incapacity is actively encouraged.
- Incapacitated workers from their respective workplaces are provided with the necessary support and assistance.
- The NIMRP is made available in addition on request

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- Meaningful suitable work options are actively sought and made available on site to injured workers.
- Contact with the injured worker during absences from work is maintained and encourage fellow workers to do likewise.
- They work with the injured worker, assisted by the appointed RTWC to Identify current and suitable work options, develop an appropriate WRP, Provide support in the implementation of the WRP;
- Monitor job performance and progress for suitability and sustainability.
- Fellow workers where necessary, are advised of any workplace adjustments required in order to comply with the injured workers WRP. Wherever possible these adjustments should be advised at the earliest convenience to assist in the daily planning of planned work; and
- A WRP has been developed in consultation with the worker and other key parties.

5.4 WORKERS COMPENSATION AND HEALTH ADVISOR RESPONSIBILITIES AND OBLIGATIONS

As a representative of Laing O'Rourke, the Workers Compensation and Health Advisor has the responsibility to:

- Ensure there are appropriate programs and guidelines developed and promoted throughout the company.
- Provide guidance and assistance to Laing O'Rourke to ensure compliance to state-based workers compensation legislation and regulation.
- Regularly monitor and review the NIMRP to ensure ongoing compliance to legislation;
- Assist in the development, implementation and periodic review of this and other related programs to ensure they remain legislatively compliant.
- Monitor the performance of the appointed RTWC.
- Support appointed site coordinators in the implementation of the developed program;
- Ensure workers compensation policies are current for all employing entities.
- Ensure all workers compensation claims are effectively managed.
- Ensure appropriate RTWC's are in place across Laing O'Rourke.
- Promote the NIMRP within our workplaces, to maintain staff commitment, and externally to treating health professionals to develop their trust and support in the management of injured workers.
- Assist in the education of the organisation, including line managers and frontline leadership outlining their responsibilities in the rehabilitation and return-to-work process;
- Maintain injury and return-to-work statistics and develop strategies to continually improve all injury management systems.
- Provide injured workers with the opportunity to give feedback on the NIMRP and document all feedback received.
- Ensure appointed RTWC's have been suitably trained.
- Provide information on the return-to-work process and associated workers compensation benefits to injured workers.
- Liaise with the RTWC to ensure effective and timely management of the injury.
- Assist the workplaces, in the identification of appropriate suitable work options to enable the injured worker to return-to-work as soon as possible.
- Provide guidance to the RTWC's in the preparation of the WRP's to ensure an appropriate recovery at work goal, suitable work options and work restrictions are documented so that all parties involved are informed and can effectively manage the recovery at work process; and
- Ensure weekly benefits and other entitlements are paid to the worker in accordance with the legislation.

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5.5 RETURN-TO-WORK COORDINATOR'S RESPONSIBILITIES AND OBLIGATIONS

RTWC's shall hold the relevant training, skills and experience to perform their role and functions. Key responsibilities include but are not limited to:

- Compiling the initial notification information and reporting to the Insurer within 24 hours.
- Coordinating the worker's recovery at work, including identifying suitable work opportunities.
- Preparing, monitoring and reviewing a WRP (in consultation key parties) that documents the worker's capacity and the duties available.
- Liaising with key stakeholders, such as the NTD, CM, treatment providers, union and WR Provider
- Implementing the NWR & RTWP;
- Supporting the redeployment of workers (internally or externally) into suitable work when they cannot return to their pre-injury duties;
- Keeping injury and recover at work statistics.
- Keeping confidential case notes and records in line with laws and guidelines.
- Promoting the health benefits of good work to the workforce.
- Contributing to the improvement of relevant policies and systems.
- Ensure that any injured worker is aware of what information needs to be shared with external parties and that a signed authority has been given by the injured worker before obtaining or releasing any information about the workers injury to these external parties.
- Refer the injured worker to a WR Provider as needed.
- Be the key point of contact point for all matters relating to the injured worker.
- Set strategy, coordinate and monitor the injured workers progress in treatment, rehabilitation and recovery work; and
- Ensure that the workplace management and direct supervisors are aware of the injured workers current capacity for work and any restricted duties that are applicable.

5.6 SITE RETURN-TO-WORK COORDINATORS RESPONSIBILITIES AND OBLIGATIONS

Site based Laing O'Rourke RTWC's may be appointed to the various workplaces in addition to the appointed RTWC outlined in section 4.1 Person responsible for Return-to-work. Site RTWC's will work closely with the Workers Compensation and Health Advisor and the appointed RTWC and assume the day-to-day monitoring of the recovery at work of injured workers in their workplaces. Details of Site RTWC's are available on the individual sites / projects and will be detailed in the individual site work health safety plans or sub plans.

Site RTWC's shall hold the relevant training, skills and experience to perform their role and functions. Key responsibilities include but are not limited to:

- Assist the relevant site / project in meeting their legislated obligations.
- Ensure injured workers are made aware of their responsibilities as outlined in this program.
- Ensure injured workers are given contact details of their appointed RTWC and escalation process.
- Ensure the development of WRP's for injured or ill workers in consultation with the key parties including the injured workers and the NTD.
- Ensure the appointed RTWC is notified of any developments that become apparent on site that may impact on the recovery at work strategy for an injured or ill worker.
- Assist with the implementation of strategies during the management of an injury or illness as determined by the appointed Workers Compensation and Health Advisor or RTWC.
- Assist in the identification of suitable work options available on the site and report any difficulties to the appointed RTWC immediately; and
- Notification of process to be followed for first aid injuries, other injuries and notifiable incidents at their site as detailed in site safety plans.

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5.7 INSURER RESPONSIBILITIES AND OBLIGATIONS

The insurer provides guidance and support to injured workers to achieve the goal of returning to work. The Insurer will:

- Receive and process workers' compensation claims.
- Make early, supportive contact with the injured workers and (where necessary) the NTD within three working days of being notified of a significant workplace injury.
- Investigate claims to determine validity and liability.
- Approve or deny claims based on policy terms and legislation.
- Manage ongoing claims, including medical treatment, rehabilitation, and compensation payments;
- Assess for risk of delayed recovery and return-to-work
- Ensure all aspects of injury management (treatment, rehabilitation claims management, employer practices and return-to-work) are coordinated and integrated to optimise outcomes;
- Ensure compliance with relevant workers' compensation legislation in each state/territory.
- Organise support and assistance from third-party service providers in consultation with the injured worker and NTD.
- Provide information to all stakeholders regarding their obligations.
- Provide help to facilitate recovery at work and to support the injured worker in finding work that they can do safely.
- Manage disputes or disagreements related to claims, benefits, or assessments.
- Facilitate access to external dispute resolution bodies when necessary.
- Submit required reports to government authorities, including claims data, financial reports, and compliance documentation.
- Maintain secure and confidential data management systems.
- Provide educational resources and guidance to employers and workers about workers' compensation processes; and
- Offer support services to assist with claims and return-to-work procedures.

5.8 NOMINATED TREATING DOCTOR RESPONSIBILITIES AND OBLIGATIONS

The NTD is a doctor nominated by the injured worker who is prepared to assist with the development, implementation and review of both the NIMRP. The NTD is responsible for:

- Completing certificates of capacity.
- Recommending or referring for appropriate treatment.
- Certifying fitness for work.
- Advising on the suitable work options for recovery at work and specifying any work restrictions; and
- Participating in any case conferences arranged by the insurer, as necessary.

5.9 WORKPLACE REHABILITATION PROVIDERS RESPONSIBILITIES AND OBLIGATIONS

A WR Provider can assist resolve problems associated with the recovery at work process. They play a lead role in educating and promoting safe and early recovery at work for our workers. The WR Provider is responsible for:

- Proactively contributing to the successful management of a worker's recovery at work by positively influencing a supportive employment experience for the worker after an injury.
- Contacting the injured worker as soon as possible following a referral from the CM.
- Maintaining regular contact with the injured worker, RTWC and other key stakeholders until the agreed goal is achieved.
- Ensuring a current and signed WRP is always maintained, in partnership with the RTWC; and
- Participating in case conferences with the NTD, with the worker's consent, to drive positive treatment and durable recovery at work outcomes.

The CM will consult with key stakeholders to identify and arrange referral to an approved WR Provider in the worker's local area.

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5.10 UNION REPRESENTING WORKERS RESPONSIBILITIES AND OBLIGATIONS

A worker may elect to receive support from a union representative following a workplace incident. The union representative is responsible for:

- Proactively contributing to the successful management of a worker's recovery at work.
- Supporting the worker with engagement of external stakeholders, such as the NTD, insurer, treating providers and WR Provider when requested by the worker
- Maintaining the privacy and confidentiality of worker's personal, health and injury management information at all times.

6. AFTER AN INCIDENT

Our Event Management, Reporting, and Investigation System Requirements outlines the notification, reporting, management and investigation process for all Health, Safety and Environmental (HSE) events and observations at Laing O'Rourke.

6.1 FIRST AID ARRANGEMENT

An injured worker should seek first aid or where necessary medical treatment immediately following an injury to facilitate early management of the injury.

As outlined in our Event Management, Reporting, and Investigation System Requirement, the 'Event Notification Flowchart + Emergency Contacts Printout' sheet is displayed at local project common areas. Details of trained first aiders can be found on the safety noticeboard for each project and workplace, including profile pictures for ease of identification.

If the first aider/supervisor reporting the injury to is in doubt regarding the seriousness of the injury, they are to act on the side of caution and take the injured worker to the NTD for a medical assessment.

6.2 REGISTER OF INJURIES AND REPORTING AN INJURY

Laing O'Rourke will keep a register of injuries detailing all work-related injuries and illnesses, whether or not they result in a workers compensation claim. All workers will receive training regarding how all incidents and injuries are to be reported as part of their induction to Laing O'Rourke. Further training on how to access the register of injuries may also be provided via toolbox talks as required. Laing O'Rourke will also keep a record of each notifiable incident.

All events must be entered into Intelex, our Online Incident Notification and Investigation Reporting Tool within 24 hours. This will ensure the relevant persons below are appropriately notified depending on the event classification:

- Health and Safety Advisor
- Environment Advisor
- Project Leader/Workplace Manager
- Operational Manager
- Health Safety/Environmental Leader
- Director responsible for the project or operation
- HS General Manager
- ES General Manager (for environmental matters)
- Head of Legal
- Employee and Industrial Relations Lead

Intelex can be accessed from our Launchpad on iGATE or directly.

NOTE: Complete the **Internal Event Notification Form** and **Personal Injury Report Form** when a project site does not have access to Intelex. Verbally notify the relevant personnel, depending on the class of the Event, as soon as possible and forward a completed copy of the form.

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The register of injuries will include the following:

- The name of the injured worker
- The worker's address
- The worker's age at the time of injury
- The worker's occupation at the time of injury
- The industry in which the worker was engaged at the time of injury
- The time and date of the injury
- The nature of the injury
- The cause of the injury.

Upon receiving notification of a workplace injury or illness, the Work Health Team will provide details of the incident to the RTWC. The RTWC will contact the injured worker, obtain information on their injury/illness and the circumstances that led to the injury/illness. The RTWC will advise on next steps and commence the notification process for the worker. Relevant timeframes for claims lodgement below:

State	Notification Requirements
ACT	48 hours of receiving notification
NT	3 days upon receipt of claim form
QLD	8 days upon receipt of completed form
SA	5 days upon receipt of claim form
VIC	10 days upon receipt of completed worker claim form. Psychological injuries need to be sent through 3 days upon receipt
WA	5 days upon receipt of claim form

Workers are advised of their obligation to notify their supervisor as soon as a work-related injury occurs via toolbox talks and via the induction process.

Worker can notify the insurer directly following their injury to proceed with a worker's compensation claim if that is their preference

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6.3 NOTIFIABLE INCIDENTS

A notifiable incident is:

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

Notifiable incidents are required to be reported immediately by the HS Team to the relevant authorities below. Refer to System Requirement Event Management, Reporting and Investigation.

State	Notification Requirements
ACT	WorkSafe ACT - 02 6207 3000
NT	NT WorkSafe - 1800 019 115
QLD	Workplace Health and Safety Queensland - 1300 362 128 or online
SA	Safework SA Life threatening issues or a death – 1800 777 209 Non-life threatening injuries/issues – 1300 365 255 or notification form
VIC	WorkSafe Victoria - 13 23 60
WA	Worksafe WA – 1800 678 198

7. SUPPORT FOR THE WORKER

7.1 COMMUNICATION

Laing O'Rourke are committed to developing a positive culture which promotes recovery at work. When communicating with injured workers, the RTWC will:

- Focus on helping the worker to recover at work as safely as possible.
- Encourage the worker's colleagues to keep in touch via phone, email, visit or text.
- Address and attempt to resolve outstanding issues that may be a barrier to returning to work. This may include conflict with a co-worker and transport difficulties.
- Discuss how the wider Laing O'Rourke team will help their recovery at work including reasonable expectations around the level of their involvement throughout the recover at work process.
- Maintain regular communication with the injured worker and stakeholders involved in managing the claim and recovery at work.
- Collaborate to identify suitable work options with all stakeholders.
- Liaise with the worker (and any union representing them) and their manager for return-to-work planning and implementation, and this will also extend to treating practitioners as required; and
- Encourage the worker's supervisor to check in regularly with the worker throughout each WRP and be actively involved in their recovery.

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7.2 INFORMED CONSENT

Consent promotes good communication and transparent decision-making between the worker, the RTWC and Laing O'Rourke.

Good communication can increase adherence to treatment, improve long-term outcomes hasten recovery and reduce emotional distress.

Individual's personal health information will only be disclosed after careful consideration of applicable privacy principles, including whether the worker has consented to the disclosure.

Personal information is any information or opinion that can identify an individual.

Health information includes any information or opinion about a worker's physical or mental health or disability, or the provision of other health services.

Injury management information includes any information that involves the treatment, rehabilitation, retraining, claims management and employment management practices that are directed to assisting an injured worker to recover at work. It includes:

- File notes, letters and emails completed by the RTWC
- NTD assessments and reports
- Documents such as WRP's, progress reports and invoices
- Injury Management Consultant (IMC) reports

Our Privacy Policy accessible on iGMS provides full details of what, why and how personal information may be collected and used.

The RTWC will inform the injured worker of how their personal and health information will be used prior to providing their consent including what information may be collected, stored, used and disclosed and their rights to withdraw and modify their consent.

To ensure the informed consent of the injured worker and that all parties involved in the injury management process are included, written consent is obtained using the Laing O'Rourke Employee Authorisation Letter form (Appendix 1).

If the worker does not wish to provide consent, the RTWC will raise the matter with the CM and attempt to educate the worker on the benefits of information exchange and their associated rights, obligations and potential implications for recovery at work when consent is not given.

7.3 ENTITLEMENTS AND WEEKLY BENEFITS

Workers are entitled to weekly payments when an accepted claim for a work-related injury has resulted in a loss of earnings due to a reduced capacity for work.

The CM will obtain the injured workers payroll information directly from the RTWC to calculate the weekly payment amounts.

All the states have different weekly benefits and timeframe to commence payment as listed below:

Australian Capital Territory (ACT) – ACT WorkSafe

Timeframe: Payments should start within 10 days of claim acceptance.

Weekly Compensation rate: Up to 95% of pre-injury average weekly earnings.

Maximum Weekly Benefit (2025): About AUD $2,300 per week.

Northern Territory – NT WorkSafe

Timeframe: Payments generally made within 10 days after claim acceptance.

Weekly compensation rate: Up to 95% of pre-injury weekly earnings.

Maximum Weekly Benefit (2025): Around AUD $2,300 per week.

Queensland – Workcover Queensland

Timeframe: Weekly benefits are typically paid within 10 days of the claim being accepted.

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Weekly Compensation Rate: Up to 100% of the workers' pre-injury average weekly earnings.

Maximum Weekly Benefit (2025): Approximately AUD $2,600 per week.

South Australia – Return to Work SA

Timeframe: Payments are generally initiated within 10 days after the claim is accepted.

Weekly Compensation Rate: Up to 95% of the workers' pre-injury weekly earnings.

Maximum Weekly Benefit (2025); Around AUD $2,300 per week.

Victoria – WorkSafe Victoria

Timeframe: Payments are usually initiated within 10 days of the claim being accepted and all necessary documentation being provided.

Weekly Compensation Rate: Up to 95% of the worker's pre-injury average weekly earnings.

Maximum Weekly Benefit (2025): Around AUD $2,400 per week.

Western Australia – WorkCover WA

Timeframe: Payments should start within 14 days of the claim being accepted and all required information being provided.

Weekly Compensation Rate: Up to 95% of the worker's average weekly earnings.

Maximum Weekly Benefit (2025): About AUD $2,300 per week.

The most up to date maximum weekly benefit amount can be found on the relevant Worksafe/Workcover website.

Once the CM receives an initial notification of injury, they will:

- Commence provisional payments according to state legislation timeframe.
- Determine liability
- Ensure weekly payments are prompt and correct
- The CM will calculate PIAWE from the information provided by the RTWC
- The CM will commence payments as the usual times workers' wages are paid
- Ensure the injured worker is reimbursed for any out-of-pocket medical expenses incurred as soon as practicable following receipt of supporting documentation and after provisional liability has been determined
- The CM will advise injured workers of their calculated PIAWE and weekly payment amounts and any dispute resolution mechanisms.

8. RECOVERY AT WORK

Recovery at work after injury is an important part of an injured worker's treatment and rehabilitation. Staying active after an injury helps workers return to their usual activities at home and at work sooner.

8.1 IDENTIFYING AND PROVIDING SUITABLE DUTIES EMPLOYEMENT

Laing O'Rourke are committed to offering workers suitable work, where reasonably practicable, so workers have the opportunity to recover at work. The employment may be either full time or part time and, where reasonably practicable, the same as or equivalent to the worker's pre-injury employment.

When identifying suitable work options for the injured worker, the goal of returning the worker to the same job as at the time of injury is preferable. Sometimes, due to the nature of the injury or other circumstances this is not possible. In these situations, the goal reflecting the most direct path back to work is recommended.

Suitable work options may include the same job with different hours or modified duties, a different job at the same or a different workplace/client, training opportunities or a combination of these. This is also referred to as suitable, alternate, modified or light duties.

Laing O'Rourke will provide suitable work, where reasonably practicable.

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When the injured worker has capacity to recover at work, an individual WRP will be developed by the RTWC (in consultation with the NTD, worker and Supervisor), offering suitable work.

In determining suitable work options, regard shall be given to:

- Physical demands
- Psychological, cognitive and social demands
- Work environment
- Risk management
- Training/education
- Psychosocial factors
- Contribution to the workplace.

The RTWC will work closely with the injured worker (and any industrial union that represents them), to support a safe and durable return to pre-injury employment in a timely manner.

If Laing O'Rourke have difficulty identifying suitable work options to accommodate the worker's capacity, the CM can arrange a workplace assessment.

A workplace assessment involves an approved WR Provider assessing the injured worker as they perform a range of duties and determining their capacity to perform the duties safely.

The findings of the workplace assessment will be discussed with the injured worker, NTD and the RTWC to help develop an appropriate WRP.

8.2 DEVELOPING A WORKPLACE REHABILITATION PLAN

Tailored planning is essential to a successful work outcome for both the worker and Laing O'Rourke. This involves developing and maintaining a WRP.

The WRP is intended to focus on what the injured worker can do rather than what they cannot. The WRP will be developed in consultation with the worker, NTD, the RTWC and the worker's immediate line manager or frontline leader.

When developing a WRP Laing O'Rourke will:

- Give the worker the opportunity to participate in its development.
- Describe the plan in writing.
- Discuss with the worker who will receive a copy of the plan and what injury management information should be shared with co-workers.
- Provide copies of the plan to the worker, NTD and any other relevant stakeholders; and
- Provide the worker with written documentation of any changes made to the plan.

A copy of the WRP will be kept on file with copies provided to the injured worker's Supervisor and the CM.

The WRP will contain the following information:

- The recover at work goal.
- The injured worker's diagnosis, capacity and restrictions.
- Treatment and/or rehabilitation arrangements.
- Available duties and hours to be worked.
- Supervisor arrangements.
- Review date.
- Contact details of the support team within the plan; and
- Any additional support that helps ensure a successful recovery at work.

Laing O'Rourke acknowledges that workplace injuries/illnesses and the subsequent recovery at work process may be the source of disagreement between the stakeholders which can lead to disputes. Successful injury management in the workplace requires co-operation between all parties. Conflicts and disputes should be resolved as quickly as possible in order to ensure continued effective injury management. Laing O'Rourke is committed to making all efforts to resolve disputes and effectively manage conflicts whenever they arise.

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- Where a dispute results from a recovery at work situation, Laing O'Rourke will make an effort to resolve any disagreement immediately and efficiently in order to ensure the injured worker continues to receive the appropriate injury management.
- Laing O'Rourke's dispute process will involve discussions and negotiation between the key stakeholders who may include:
    - Injured worker
    - Health & Safety Team
    - RTWC
    - NTD
    - CM
    - Union representatives
    - Independent representatives
    - Supervisor

Where required an approved WR Provider may be utilised to assist in resolving disagreements.

8.3 MONITORING AND UPGRADING THE WORKPLACE REHABILITATION PLAN

As the injured worker recovers, their capacity for duties at work will increase, requiring updates to the WRP. Laing O'Rourke can gradually upgrade the plan by:

- Increasing the hours of work
- Reducing the number or length of rest breaks
- Reducing assistance to the worker to complete tasks
- Requiring the worker to perform more work in the same time period (increasing work pace)
- Introducing new duties that allow increased physical or functional demand.

Each version of the plan will describe the gradual updates to the worker's duties and reflect their current capacity. This plan must reflect all changes, even minor ones.

When updating the WRP, Laing O'Rourke will continue to consult with the injured worker, seeking their agreement.

Laing O'Rourke will provide copies of all updated WRP's to the injured worker, NTD and any other relevant stakeholders.

8.4 MAXIMUM MEDICAL IMPROVEMENT

After an injury and/or illness occurs, continual monitoring of recovery is required until such a time as it is deemed the worker has reached maximum medical improvement. In some rare instances, it may be deemed by the worker, NTD and/or the RTWC that a return to pre-injury duties is not safe and/or durable.

In some cases, injured workers may need to be supported through re-deployment internally or externally. Considerations may include:

- The size of the worker's current workplace
- Whether permanent accommodation of the worker's fitness for workplaces unsafe additional work onto other workers in the workplace
- Whether reasonable work adjustments can be sustained by the worker and Laing O'Rourke long term.

The CM will assist in appointing a WR Provider to determine vocational goals.

8.5 SUPPORT DURING JOB SEEKING

During the process of assisting the worker to obtain suitable employment, the following assistance will be provided (as required):

- Vocational assessment. This will enable identification of appropriate job opportunities, available transferable skills held by the worker, interests and preferences of the worker, to assist in successful job seeking.

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- Functional capacity evaluation to accurately determine the type or nature of work that is safe and durable to consider during the job seeking process.
- Provision by the WR Provider of the following support:
    - Education and training in interview skills
    - Assistance in developing a resume; and
- Assistance in completing application forms including online applications.

During this job seeking process the worker must not unreasonably decline an offer of suitable employment. Weekly benefit payments may be suspended if a worker has not made reasonable attempts to return-to-work.

8.6 DISMISSAL OF INJURED WORKERS

To the extent that it is reasonable to do so, Laing O'Rourke will provide pre-injury or suitable employment to an injured Worker. See below obligation to keep suitable employment open for each state.

State	Requirement to offer suitable employment
ACT	Employers are required to offer suitable employment that aligns with the worker's medical capacity. Legal Basis: Under the Workplace Injury Rehabilitation and Compensation Act 2019, the employer must develop a return-to-work plan and offer suitable duties.
NT	Employers and insurers must make reasonable efforts to offer suitable employment consistent with the worker's capacity. Legal Basis: Under the Work Health Act 2012, the employer must develop a return-to-work plan and offer suitable duties.
QLD	Employers and insurers must offer suitable employment that the worker is capable of performing, considering medical restrictions. Legal Basis: Under the Workers' Compensation and Rehabilitation Act 2003, the employer must develop a return-to-work plan, including offering modified duties or alternative roles.
SA	Employers must offer suitable employment that the worker can safely undertake, considering their medical capacity. Legal Basis: Under the Return-to-work Act 2014, the employer is required to develop a return-to-work plan and actively seek suitable roles.
VIC	52 weeks of the employee's incapacity. This will commence from the date a WorkSafe Certificate of Capacity or a Worker's Injury Claim Form in which weekly payments are claimed is received from the employee or from when the WorkSafe Agent notifies Melbourne Legacy of receipt of same (whichever is the earliest)
WA	Employers and insurers are required to offer suitable employment that matches the worker's capacity. Legal Basis: Under the Workers' Compensation and Injury Management Act 1981, the employer must develop a return-to-work plan and offer suitable duties.

If Laing O'Rourke are required to dismiss a worker after our obligations have expired, this will be in line with relevant Laing O'Rourke Policies and Procedures.

Additional vocational and retraining support will be made available to workers to assist in successful redeployment. The CM may enlist the services of a WR Provider to support workers in vocational support programs.

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9. DISPUTE PREVENTION AND RESOLUTION

9.1 PREVENTION AND DISPUTES

To prevent disputes around injury management and return-to-work, Laing O'Rourke are committed to working collaboratively with its workers and the relevant stakeholders within the claims process for the purposes of early intervention and recovery at work, as far as is reasonably practicable. This collaborative approach will commonly include monitoring and discussion with a worker from the onset of injury through to claims finalisation. Laing O'Rourke stakeholders will receive training (injury management training is provided to line managers and frontline leaders) on how to manage the return-to-work processes with a best practice approach that incorporates early reporting, timely support, genuine care and consistency.

9.2 INTERNAL RESOLUTION OF DISPUTES

If a dispute arises in the workplace regarding return-to-work planning, identification and/or provision of suitable work or injury management, Laing O'Rourke aim to resolve these disputes promptly and fairly, in accordance with its internal Dispute Resolution Procedure, once the RTWC has been advised. Internal dispute resolution methods may include:

- Formal discussion with relevant stakeholders. This could include H&S, RTWC or the People function
- Mediation between stakeholders (such as the line manager, frontline leader and worker), or
- Case conference with the worker's treating doctor/health care provider.

The RTWC will advise the CM of any disputes that impact the RTW process and work collaboratively with the insurer to implement any relevant interventions. The CM may engage WR Provider to assist with workplace disputes in order to prioritise the worker's recovery.

Alternatively, workers can contact their CM directly using the contact details provided following receipt of a claim.

9.3 FORMAL DISPUTE MECHANISMS

Where the above channels have not resolved the dispute, workers can contact one of the services listed below to resolve disputes relating to their workers' compensation claim.

Workers are encouraged to speak with their CM to obtain further information on the appropriate escalation channel.

Dispute Resolution Agency	Role	Contact Number	Website
WorkSafe ACT — Workers Compensation Dispute Resolution	Handles disputes related to workers' compensation	02 6207 3000	https://worksafe.act.gov.au
NT Workers Compensation Dispute Resolution Service (via NT WorkSafe)	Manages disputes regarding claims	1800 019 115	https://worksafe.nt.gov.au
Queensland Industrial Relations Commission (QIRC) — Workers' Compensation and Rehabilitation Tribunal	Resolves disputes related to workers' compensation	1300 278 787	https://www.qirc.qld.gov.au

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Dispute Resolution Agency	Role	Contact Number	Website
South Australian Employment Tribunal (SAET)	Resolves workers' compensation disputes	1300 722 387	https://www.saet.sa.gov.au
Victorian WorkCover Authority (WorkSafe Victoria) — Dispute Resolution Service	Handles disputes about claims and benefits	13 23 60	https://www.worksafe.vic.gov.au
Workers' Compensation and Injury Management Tribunal	Handles disputes regarding claims	1300 307 877	https://www.commerce.wa.gov.au/worksafe

10. ADMINISTRATION

Laing O'Rourke are committed to ensuring that the worker's privacy is protected at every stage of the recovery at work process.

Laing O'Rourke have strict rules regarding the secure storage of information about a worker's claim. These rules apply to both paper and electronic records.

Our Privacy Policy accessible on iGMS provides full details of what, why and how personal information may be collected and used.

Electronic claim files will be maintained in Solv, Laing O'Rourke's online injury management system, with appropriate safeguards in place to ensure integrity and confidentiality. Solv access is granted to approved workers only noting that permissions and segregation of role and function are addressed through the inbuilt authorisation framework managed on a user and role basis.

Where applicable, hard copy documentation is uploaded into Solv and securely destroyed to protect against unauthorised access, interference, misuse, loss and theft.

Any claims information stored in email accounts, or cloud storage will only be accessible by appropriate persons.

Please refer to section 5 *Rights and Obligations* for further information on how Laing O'Rourke maintain confidentiality and comply with our obligations with regards to record keeping.

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APPENDIX 1 - EMPLOYEE AUTHORITY TO RELEASE MEDICAL INFORMATION

EMPLOYEE DETAILS

CLAIM NUMBER			
GIVEN NAME(S)		SURNAME	
ADDRESS			

EMPLOYER DETAILS

ORGANISATION			
CONTACT NAME		POSITION	
PHONE		EMAIL	
EMPLOYER ADDRESS	Level 21, 100 Mount Street, North Sydney NSW 2060		

EMPLOYEE'S DECLARATION

I have discussed this consent form with my employer / insurer representative.

I understand Laing O'Rourke and their Agent (Insert Agent / Insurer) may collect, disclose or share my personal and health information from various sources for the purposes of processing, assessing and managing my claim. I understand that any personal information (including health information) collected will be kept in a confidential case file, with access restricted to those who are directly responsible for coordinating and monitoring my recovery at work and for the management of my workers compensation claim.

I understand my employer and their Agent will:

- Only collect personal and health information that is relevant and necessary to manage my recovery at work and facilitate the workers compensation claim
- Only use and disclose information for the purpose for which it was collected
- Keep any information collected separate from my other personnel records
- Take reasonable steps to protect my information by ensuring it is stored securely, kept no longer than necessary and disposed of appropriately
- Allow me to access my information without unreasonable delay, unless providing access would be unlawful or pose a serious threat to another person's life or health.

I understand that:

- My consent is voluntary and I may change or withdraw this consent at any time by notifying my employer. Cancelling or amending the authority might affect my entitlements to compensation under my claim
- I may change my nominated treating doctor at any time, subject to the obligations set out in my Injury Management Plan
- My Injury Management and/or Workers Compensation benefits may be impacted if I do not agree to the release of medical information; and
- Information may be released to a third party as required by law or in the litigation of a claim.

I am aware of my rights and obligations as outlined in the Laing O'Rourke *Injury Management and Rehabilitation Program.*

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Considering the above, I authorise and consent to any person who provides a medical or hospital service to me in connection with my injury and/or workers compensation claim to provide upon request from the Laing O'Rourke Return-to-work Coordinator, Workers Compensation Advisors and/or, an authorised Return-to-work Support Person, and/or Laing O'Rourke's Agent any information relevant to my claim.
I understand my authority and consent has effect for the duration of my workers compensation claim. I authorise and consent to the collection, use and disclosure of my personal and health information in connection with my recovery at work and workers compensation claim.

EMPLOYEE		**EMPLOYER REPRESENTATIVE**	
NAME		**NAME**	
SIGNATURE		**SIGNATURE**	
DATE		**DATE**	

INTERPRETER

NAME		**SIGNATURE**		**DATE**	

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WA SPECIFIC EMPLOYEE AUTHORITY TO RELEASE MEDICAL INFORMATION

SECTION 1 – WORKER DETAILS

Full Name: _____

Residential Address: _____

Date of Birth: _____

Phone Number: _____

Email Address (if applicable): _____

Claim Number (if known): _____

SECTION 2 – PURPOSE OF CONSENT

I consent to the collection, use, and disclosure of personal and health information about me for the purpose of managing my workers' compensation claim, in accordance with the **Workers' Compensation and Injury Management Act 2023 (WA)**.

This includes information relevant to:

- Determining liability and entitlements;
- Coordinating treatment and rehabilitation services;
- Facilitating return-to-work planning;
- Meeting legislative and regulatory requirements.

SECTION 3 – PARTIES AUTHORISED TO EXCHANGE INFORMATION

I authorise the following parties to collect and exchange information relevant to my claim:

- **WorkCover WA**
- **The **** Client name ****and its authorised representatives, including the **** Client name **** insurance broker Marsh Pty Ltd**
- **Approved Insurer**
- **Medical and health professionals**, including treating doctors, specialists, allied health providers, and independent medical examiners
- **Rehabilitation providers** involved in my return-to-work
- **Legal and union representatives** (if engaged)
- **Other government bodies** as required by law

SECTION 4 – INFORMATION THAT MAY BE SHARED

I understand the information shared may include (but is not limited to):

- Medical records, certificates, and reports
- Injury management and return-to-work plans
- Employment and wage details
- Claim forms, correspondence, and investigation reports

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SECTION 5 – ACKNOWLEDGEMENT

I acknowledge that:

- This consent remains valid for the duration of my claim unless I revoke it in writing;
- Withdrawing consent may affect the management or assessment of my claim;
- I may request access to my information in accordance with applicable privacy laws.

SECTION 6 – SIGNATURE

Worker Signature: _____
Date: _____

Witness Name: _____
Witness Signature: _____
Date: _____

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APPENDIX 2 - TREATING DOCTORS REHABILITATION PLAN

Dear Treating Doctor,

Thank you for seeing **[INSERT NAME]** today.

[NAME] has reported an injury occurred at **[TIME AND DATE]** at **[LOCATION]** during [**DESCRIBE HOW THE INJURY OCCURRED]**.

Laing O'Rourke are committed to returning employees to work following any injury/illness or medical treatment and every effort is made to provide suitable work options for injured employees.

Laing O'Rourke also have an obligation under local Workers Compensation Legislation to provide suitable work to injured employees, so they have the opportunity to recover at work.

Laing O'Rourke have suitable work for **[INSERT NAME]** to complete at **[INSERT PROJECT/DEPOT LOCATION]**. This will be documented in the Workplace Rehabilitation Plan following receipt of a Workcover certificate.

If you need any additional information, please feel free to contact me

Regards

Name
Laing O'Rourke
[INSERT PROJECT/DEPARTMENT]

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APPENDIX 3 - WORKPLACE REHABILITATION PROGRAM (SAMPLE)

WORKPLACE REHABILITATION PLAN (RECOVER AT WORK PLAN)

RECOVER AT WORK PLAN

Plan number		**Date plan developed**	

SECTION 1: EMPLOYEE DETAILS

Given name(s)			
Surname		**Claim number**	
Contact number		**Mobile number**	
Job title			
Work location			

SUPERVISOR'S DETAILS

Name		**Daytime contact number**	
Email			

SECTION 2: EMPLOYEE'S CAPACITY

Employee's diagnosis and capacity (refer to *certificate of capacity*, discussion with employee etc)

Treatment arrangements (list any upcoming treatment appointments)

Date	Time	Treatment

Proposed recover at work goal(s) and predicted timeframe for achieving them

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SECTION 3: DUTIES

Duties identified within the employee's capacity to be performed

From		To		Format : (DD/MM/YYYY)

Identified duties

Work attendance arrangements (hours or days of work) and location(s)

Equipment, workplace modifications or other strategies to support recovery at work

Monitoring arrangements

Person	Contact number	Frequency

SECTION 4: REVIEW AND PLANNING ARRANGEMENTS

Date of next review (DD/MM/YYYY)		Name of person responsible for review and updating of plan	

The following duties are available when the employee's capacity improves or at next review:

SECTION 5: AGREEMENT

I, (insert employee name) of (insert company name) confirm that I have participated in the development of the above workplace rehabilitation plan, agree to the arrangements as detailed and understand that those duties offered that are outside of my normal work are offered on a short-term basis to help me recover.

I, (insert employer representative / RTWC) for (insert company name)confirm that relevant stakeholders have been consulted in the development of this workplace rehabilitation plan and understand the arrangements as detailed.

The following parties have been provided with a copy of the plan (tick if applicable)

☐ Supervisor ☐ Nominated Treating Doctor ☐ Workplace Rehabilitation Provider ☐ Union Representative

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