



# HEALTH + SAFETY SYSTEM REQUIREMENT

10/01/2025

## INJURY MANAGEMENT AND RETURN TO WORK

### PURPOSE AND SCOPE

This System Requirement outlines Laing O'Rourke's injury management and return to work processes.

### 1.0 PROCEDURE

If any Laing O'Rourke employee, contractor, subcontractor, visitor or member of the public at any Laing O'Rourke project or workplace is injured, then the Laing O'Rourke representative must be notified as per the **System Requirement Event Management, Reporting and Investigation**.

A Personal Injury Report must be completed and the event must be recorded in Intelex, the Laing O'Rourke online event notification and investigation reporting tool.

Where the injured party is a Laing O'Rourke employee or representative, the Workers' Compensation Team must be notified within one hour of seeking medical assessment. They can be contacted through email at [workerscomp@laingorourke.com.au](mailto:workerscomp@laingorourke.com.au) or via telephone utilising the directory.

For any serious injuries, an event investigation will be conducted in accordance with **System Requirement Event Management, Reporting and Investigation**.

Where an injured Laing O'Rourke employee is required to attend a medical centre or hospital, they should be accompanied by a Laing O'Rourke representative. This person must have the authority and knowledge to advise and negotiate suitable duties available at the site or workplace with the treating medical practitioner. Where an injured Supply Chain Worker is required to attend a medical centre or hospital, they should be accompanied by a Supply Chain Partner Representative e.g. Manager, Supervisor, Team Leader or RTW Coordinator.

### 1.1 INJURY MANAGEMENT AND REHABILITATION PROGRAM

The aim of the Laing O'Rourke Injury Management and Rehabilitation Programme is to:

- Establish and maintain a timely and effective injury management system for injured workers
- Ensure that effective injury management and workplace rehabilitation is an accepted part of the workplace culture and adequate information is provided to workers about the injury management process
- Promote early intervention and return to work following a work-related injury or illness by using transitional restricted duties, where practical for injured workers
- Return the injured worker successfully back into the workplace in a manner that is sustainable by the worker
- Maintain consultation with the injured worker and other key parties to achieve the mutually set rehabilitation goal.

It is a requirement under all States' workers' compensation/injury management and rehabilitation legislation that an employer must complete a **Return to Work Plan/Workplace Rehabilitation Plan** for all injured employees. As such, the Laing O'Rourke representative, injured employee and treating medical practitioner should agree the most suitable injury management for return to work as soon as practical.

Wherever possible, a draft Workplace Rehabilitation Plan and copy of the Important Information for Treating Doctor must be taken to the appointment. In an emergency situation where this is not practical, these documents should be forwarded to the treating medical practitioner as soon as possible post-assessment.

All medical certification, related accounts, receipts, and State-appropriate claim documentation must be forwarded to the Workers' Compensation Team ([workerscomp@laingorourke.com.au](mailto:workerscomp@laingorourke.com.au)) within 24 hours of receipt for lodgement.

## 1.2 REPORTING GUIDELINES

This process describes the process for entering injury and event details into Intelex and reporting to regulatory bodies:

- Input details into Intelex or complete the **Personal Injury Report** as soon as possible following the event. All event reporting and investigation are to be recorded in Intelex. Where Intelex is not available, use **HSE Internal Incident Notification**. These completed documents must then be forwarded to a location where the information can be input onto Intelex as soon as possible.
- Continue to monitor and update Intelex with information relevant to the Injury such as treatment and information in relation to return to work status e.g., Lost Time Days, Restricted Work Days.
- For Actual or Potential Class 1 and Class 2 events, Refer to **System Requirement Event Management, Reporting and Investigation** Section 4 'Management of an Event'. This outlines what to do for Class 1 and Class 2.
- If the injury involves a Laing O'Rourke employee, inform the Workers' Compensation Team by email or telephone as soon as possible. The Workers' Compensation Team will notify the relevant workers compensation agent/insurer. For further guidance or information about accountabilities and responsibilities during the injury management and workers' compensation processes refer to **Injury Management and Rehabilitation Programme** or contact the Workers' Compensation Team directly.
- Notify the client if it is a requirement of the contract or Construction / Project Health and Safety Management Plan.

Also refer to Laing O'Rourke **System Requirement Event Management, Reporting and Investigation**.

## 2.0 GRIEF COUNSELLING – EMPLOYEE ASSISTANCE PROGRAMME (EAP)

The Project Leader (or delegate) must ensure that all personnel are aware of the Laing O'Rourke Employee Assistance Programme, should grief or other counselling be required. This includes assisting in mitigating potential psychological damage in workers experiencing or witnessing a critical incident/trauma. Contact TELUS Health by phone on 1300 361 008.

## 3.0 REHABILITATION OF WORKERS

The Project Return to Work Coordinator is responsible for implementing the Injury Management and Rehabilitation Programme with assistance from the Workers' Compensation Team. The Workers' Compensation Team is responsible for interfacing with the company's insurer, approved treatment providers, the employee's site, and all other key stakeholders during the life of the injured worker's claim.

### 3.1 RULES

It is important to maintain contact with an injured person while they are off work. This assists recovery by assuring them they still have a role in the workplace and payments are being received and accounts paid. Regular contact will be made by both the site and a representative from the Workers' Compensation Team.

Monitor the medical progress of the injured person by having them provide progress medical certificates. It is important for planning to know when they may return to work and if alternative duties can be undertaken.

Obtain a final clearance certificate before returning the person to their pre-injury duties.

### 3.2 WORKPLACE REHABILITATION PLAN

A Workplace Rehabilitation Plan is designed to help injured employees return to their pre-injury duties through a supervised process. A Workplace Rehabilitation Plan may also be referred to as transitional duties or alternative duties plans.

The plan must be approved by the treating doctor and match the injured person's abilities with appropriate work tasks and work hours. In some instances, it may be necessary for the injured person to have a convalescent period before commencing the plan. The convalescence may be at home or in hospital.

The employer, injured worker and treating doctor will consider the following when developing an alternative duties programme for an injured person:

- Advice from the treating doctor
- Pre-injury employment and what tasks the injured person is now capable of doing
- Any relevant medical information
- Employer's workplace rehabilitation policy and procedures
- Age, education, skills and work experience
- The locality of the available suitable duties programme.

A specialist such as a physiotherapist or occupational therapist may come out to the workplace to assess what duties would be suitable.

### 3.3 PAYMENT FOR ALTERNATIVE DUTIES

The injured person will continue to be paid while undertaking suitable duties in accordance with the relevant State's compensation entitlement.

### 3.4 IF AN EMPLOYEE IS UNABLE TO RETURN TO WORK

If an injured worker is unable to return to their usual job or another suitable position because of their injury, the relevant regulatory body may offer on-the-job training for new skills or sponsor the injured person to complete further study.

### 3.5 DISPUTE RESOLUTION

Any disputes about the management of the injured worker's claim can be resolved by the body designated by the relevant workers' compensation authority.

### 3.6 PRIVACY OF PERSONAL INFORMATION

It is Group policy to protect personal information and an individual's privacy. The forms associated with rehabilitation (e.g. First Aid Injury Register, Workplace Rehabilitation Plan) contain sensitive information on the individual and must be handled in accordance with the Group privacy principles.

## 4.0 SUPPLY CHAIN

Before commencing work on a project, supply chain partners must nominate in writing a contact person for rehabilitation matters. Supply chain partners must comply with Laing O'Rourke requirements at all times.

Refer to the **System Requirement Event Management, Reporting and Investigation** for further information about reporting of injuries and events

## 5.0 LEGISLATION, CODES AND STANDARDS

Key Legislation, codes and standards are as follows:

**Table 1 Legislation, codes and standards**

STATE	LEGISLATION, CODE, STANDARD
NEW SOUTH WALES	<ul style="list-style-type: none"> <li>• Workers' Compensation Legislation Amendment Act 2012</li> <li>• Workers' Compensation Commission Rules 2011</li> <li>• Workers' Compensation Regulation 2016.</li> </ul>
NORTHERN TERRITORY	<ul style="list-style-type: none"> <li>• Return to Work Act 1986</li> <li>• Return to Work Regulations 1986</li> </ul>
QUEENSLAND	<ul style="list-style-type: none"> <li>• Workers' Compensation and Rehabilitation Act 2003</li> <li>• Workers' Compensation and Rehabilitation Regulation 2014.</li> </ul>
WESTERN AUSTRALIA	<ul style="list-style-type: none"> <li>• Workers' Compensation and Injury Management Act 1981</li> <li>• Workers' Compensation and Injury Management Arbitration Rules 2011</li> <li>• Workers' Compensation and Injury Management Conciliation Rules 2011</li> <li>• Workers' Compensation and Injury Management Regulations 1982</li> <li>• Workers' Compensation Code of Practice (Injury Management) 2005</li> </ul>
VICTORIA	<ul style="list-style-type: none"> <li>• Workers Compensation Act 1958</li> <li>• Workplace Injury Rehabilitation and Compensation Act 2013</li> <li>• Workplace Injury Rehabilitation and Compensation Regulations 2014</li> </ul>

## 6.0 FORMS AND TEMPLATES

For relevant plans, forms and templates see the Laing O'Rourke HSEMS at [www.lorhsems.com](http://www.lorhsems.com).