

WORKPLACE REHABILITATION AND WORKERS' COMPENSATION POLICY

PURPOSE

The purpose of this policy is to outline the rights and responsibilities of relevant parties in relation to submitting a claim for workers' compensation where an injury has arisen out of or in the course of employment, and the rehabilitation and timely and effective return to work of the injured worker.

To comply with:

- Relevant state workers' compensation and rehabilitation legislation
- Workers' Compensation and Rehabilitation Regulation 2014 (Qld)
- The National Standards for Group Training Organisations (Standard 2)
- Standards for Registered Training Organisations 2025 (Standard 4)

SCOPE

This policy applies to all MRAEL Limited workers, including apprentices and trainees hosted external to MRAEL, and Australian Trade College North Brisbane (ATCNB) workers.

Throughout this policy 'company' shall denote both MRAEL and ATCNB, unless otherwise stated.

The meaning of 'injury' and 'worker' is as defined within the state or territory workers' compensation and rehabilitation legislation relevant to the circumstances.

POLICY

The IntoWork Quality, Risk and Safety team are appropriately trained to carry out the role of the Rehabilitation and Return to Work Coordinator and as such have the primary responsibility for implementing and monitoring workplace rehabilitation. For Group Training apprentices and trainees, this will be undertaken with consideration to and in conjunction with the Host Employer's established workplace rehabilitation processes.

Each worker's path of recovery is different. In developing a suitable duties program, consideration will be given to the worker's individual skills, education and experience; their physical and/or mental capabilities; the side effects of any prescription medications; the limitations and scope of their job description; and location of the workplace. The company will endeavour to provide suitable duties whenever practical to achieve an early return to work following an injury.

Suitable duties are selected meaningful duties at the worker's usual worksite that may include some of their normal tasks or alternate tasks that are temporarily assigned to the injured worker and designed to increase work tolerance, increase capacity to perform jobs with specific physical demands, improve physical endurance and normalise attendance patterns and work behaviours during recovery. Suitable duties will be determined in consultation with the injured worker, their treating medical and/or allied health providers, the company's nominated insurer, relevant company personnel and Host Employer representatives (as relevant). Every worker who is participating in a suitable duties program will be treated with respect and equity.

For workplace rehabilitation to be effective it requires the active participation and commitment of all relevant parties and the following summarises the expectations and obligations of those involved.

ROLES AND RESPONSIBILITIES OF AN INJURED WORKER

Workers who have sustained an injury as a result of a work-related incident are to report the injury to their manager, supervisor or the IntoWork Quality, Risk and Safety team immediately after the incident has occurred. Group Training apprentices and trainees are required to report the injury to their Host Employer and their Apprentice and Employment Consultant.

As soon as practical after the incident has occurred, an injured worker is required to complete an Incident Report. This may be the company's Incident Report or an Incident Report provided by the Host Employer.

If medical treatment is required, the injured worker is to consult their chosen doctor for treatment as soon as possible and inform the doctor that the injury was work-related. The worker is also to advise the doctor of the company's commitment to providing suitable duties that will support an early return to work when medically appropriate. If ongoing treatment is required, medical and other allied health appointments are to be made, where possible, outside of normal working hours.

The IntoWork Quality, Risk and Safety team will provide assistance and guidance to injured workers on completing and submitting the required forms for compensation to the company's nominated insurer.

A worker may choose to have a family member or nominated representative accompany them to meetings or appointments.

Entitlement to compensation will be determined by the company's nominated insurer.

The worker is required to provide authorisation for the company to contact their treating doctor and allied health providers for advice on suitable duties by completing the Authority to Contact Treating Doctors and Allied Health Providers form.

The worker is to provide the company with copies of medical certificates issued by their treating doctor. This includes a medical clearance which will be required prior to a worker's return to their full normal duties.

The worker is to actively participate in the development and undertaking of suitable duties programs and maintain contact with the IntoWork Quality, Risk and Safety team.

The worker is to discuss any concerns or problems arising out of the rehabilitation process with the IntoWork Quality, Risk and Safety team who will consider and address the issues. Any issues that are not satisfactorily resolved can be raised with the relevant manager in order to achieve a resolution. For a Group Training apprentice or trainee, this is the National Apprentice and Employment Manager.

ROLES AND RESPONSIBILITIES OF THE REHABILITATION AND RETURN TO WORK COORDINATOR

The IntoWork Quality, Risk and Safety team as the company's nominated Rehabilitation and Return to Work Coordinator, is to ensure that they maintain their knowledge and understanding of current workers' compensation legislation as it applies in each state of the company's operations. The IntoWork Quality, Risk and Safety team will also provide the company's managers and CEO with advice to assist the company in complying with the relevant state's workers' compensation legislation.

Responsibilities also include:

- Ensuring all workers are educated on the company's Workplace Rehabilitation and Workers' Compensation Policy at induction and as required.
- Communicating with workers, and any nominated representative, as soon as possible following an injury to assess rehabilitation needs and to notify relevant parties.
- Assisting with the completion and lodgement of all relevant claim paperwork to the company's nominated insurer within the legislated timeframes after a work-related injury has been reported.
- Developing the suitable duties program in consultation with the worker, relevant Host Employer representatives (as relevant), treating doctor and the nominated insurer. This includes obtaining medical approval for suitable duties programs if the treating doctor has provided insufficient information on supplied medical certificates.
- Coordinating and monitoring of workplace rehabilitation strategies and suitable duties programs.

- Monitoring and ensuring that the suitable duties program is consistent with the individual worker's current medical certificate or report.
- Maintaining accurate and objective case notes for each case and ensuring confidentiality of the information received and the storage of the same. This is to be in accordance with the standards for rehabilitation as outlined in the Workers' Compensation and Rehabilitation Regulation 2014 (Qld).
- Promoting the company's commitment to workplace rehabilitation to doctors, allied health providers and Host Employers.
- Maintaining statistical information on work-related injuries and rehabilitation.

RESPONSIBILITIES AND INVOLVEMENT OF OTHER RELEVANT PARTIES

In supporting our rehabilitation process following an injury, the company will draw upon the expertise of an injured worker's treating doctor and allied health professionals. The treating doctor will be responsible for providing medical certificates and advice in the development of a suitable duties program for their patient. The company may also seek advice on a worker's functional capabilities and progress from their treating allied health professional.

With regard to injuries sustained by Group Training apprentices or trainees, Apprentice and Employment Consultants are to notify the IntoWork Quality, Risk and Safety team immediately upon receiving notice of an injury. The Host Employer will be contacted by the IntoWork Quality, Risk and Safety team to ascertain the availability of suitable duties at the worksite in order to accommodate, where practical, workplace rehabilitation.

Managers are to support the rehabilitation of an injured worker and will actively participate in this process by assisting to identify suitable duties for a worker's early return to work following an injury. Managers will, where practical, make adjustments to processes and rosters to accommodate the implementation of a worker's suitable duties program.

In line with the company's organisational values, it is an expectation of all workers to provide support and encouragement to a worker to assist with their recovery from an injury and their integration back into their workplace, by being flexible and understanding of their peer's needs and functional capabilities.

REVIEW AND APPROVAL

Rev.	Date	Description of Amendments	Amended By	Approved By
4/0	16/09/2025	Transferred policy to approved INGT Policy Template. Updated legislation references and position titles.	Marissa O'Shea	Jason Allen