

# BSBWHS407 Assist with claims management and return to work programs

## Assessment Task 5

Student name: \_\_\_\_\_

This task requires you to assist with preparing a workplace for return to work.

### Read the following scenario:

A construction worker (George) on one of the sites that you are responsible for had an accident at work and broke his ankle. The ankle was set in a surgical procedure and he is required to wear a plaster cast and use crutches for a minimum of 6 weeks. George is keen to return to work and it has been decided that he will work in the site office (assisting the site supervisor with recording, relaying and filing information) as well as some other suitable duties as approved that don't require long periods standing or doing any lifting.

The site supervisor has asked you to give a talk to the site workers at their next toolbox meeting, explaining the benefits of George returning to work. George is an experienced worker, a "team player" who helps others and is well liked by his co-workers.

ABC Corporation policy documentation lists the benefits of an effective return to work program as follows:

#### ***Benefits to the employer***

- Reduced staff turnover and training costs by retaining experienced and knowledgeable workers.
- Ability to participate in and contribute to the rehabilitation process.
- Improved morale and employee relations by offering Return-to-Work plans for both work-related and non-work-related injury or illness.
- Minimized non-recoverable expenses such as employee benefits, the hiring and training of replacement workers, and the cost of inexperienced workers.
- Improved accident experience, which may be important for companies bidding on contracts.
- Completion of tasks that may have been delayed due to other priorities.
- Decreased number of grievances and arbitrations.

#### ***Benefits to co-workers***

- Improved productivity because skilled and productive workers are kept on the job
- Improved accident experience, which improves safety overall.
- Completion of meaningful alternative duties that may not have otherwise been done due to other priorities.

### ***Benefits to the injured worker***

- Maintaining the employment relationship, which provides job security and financial independence
- Minimizing the loss of physical fitness and muscle tone due to inactivity
- Maintaining financial credibility. Financial institutions are uncomfortable about renewing mortgages and loans if their client is without a job
- Maintaining superannuation payments
- Maintaining holiday / sick leave benefits
- Maintaining social contact and support from co-workers and friends
- Focusing on their abilities and not their disabilities
- Maintaining dignity and self-worth by remaining productive
- Maintaining necessary job skills
- Alleviating feelings of dependency and lack of control
- Being able to return earlier to a healthy and productive life
- Reducing the amount of time for recovery

- ★ Complete the suitable duties plan for George based on his Medical Certificate and tasks outlined on his Job Dictionary

Referring to the Unit of Competency for this role may also be of assistance for developing suitable duties - (Identify what sections of the course outline may assist with finding suitable duties)

- ★ Discuss with your colleagues the way that you will communicate the rtw plan. Provide the information in a way that is sensitive, tactful and appropriate – bearing in mind that George and his manager will also be present at the talk.

- ★ Prepare the toolbox talk. Make notes (bullet points) of what you will say in the space on the next page.

Assessor Comments: