



Recovery and Return to Work Guide

Introduction

As a self-insured employer, SkyCity Adelaide are responsible for management of claims and return to work for our employees if a work injury is sustained, in accordance with the Act.

SkyCity Adelaide is committed to the early, safe and sustainable recovery and return to work for all employees by assisting them to access appropriate treatment and suitable work.

This guide has been developed to provide employees with an overview of the work injury process.

Key contacts

Manager/Supervisor

Your manager/supervisor is your first point of contact to report an injury, and to provide support and guidance through your recovery and return to work.

Claims Consultant

Stefani Krsevski and Sally Binns are the Claims Consultants for SkyCity Adelaide. Stefani and Sally will support you through the entire process and advise you of decisions and important information about your claim, in accordance with the Act.

Note: Stefani and Sally work for PeopleVision who have been appointed by SkyCity Adelaide to advise on the management of work injuries.

Stefani can be contacted on 0417 044 831 or Stefani.krstevski@skycity.com.au


Sally can be contacted on 0477 648 882 or Sally.binns@skycity.com.au

Return to Work Coordinators

Stefani and Sally are also the nominated Return to Work Coordinators for SkyCity Adelaide. They will assist you with your return to work and achieving the best level of recovery.

When an injury occurs

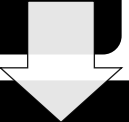
Seek first aid and immediate medical treatment, if required



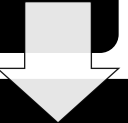
Report the injury to your manager/supervisor as soon as possible and together complete an Incident Report in DoneSafe



See a doctor to discuss your injury, start treatment and obtain a Work Capacity Certificate. Your manager can assist you in arranging an appointment at Next Generation Occupational Medicine



Contact your manager/supervisor to discuss any restrictions that may be required to your work



Meet with the Claims Consultant to make a work injury claim

Submitting a claim

Where possible, a work injury claim form should be completed by injured employee and the Claims Consultant together. Hard copy claims forms are available in Donesafe under 'Policies Procedures and Other Information', they also available at www.rtwsa.com


Once a claim has been lodged, the information provided will be reviewed to determine if it meets the criteria in the Act. In most cases, a decision on your claim will be made within 10 business days. If a decision cannot be made within this timeframe, you will be notified and offered interim payments.

The Claims Consultant will notify you of the decision. If your claim is denied the Claims Consultant will explain the reason and your review rights.


What happens if I can't return to my normal work duties?

SkyCity Adelaide understands the health benefits of good work and we encourage all employees to remain at work after an injury, even if you are unable to perform your normal job.

Contact your manager/ supervisor to discuss any restrictions your doctor has recommended



Agree suitable duties with your manager/supervisor



Seek assistance from the Return to Work Coordinator if you are unsure of what work you can perform

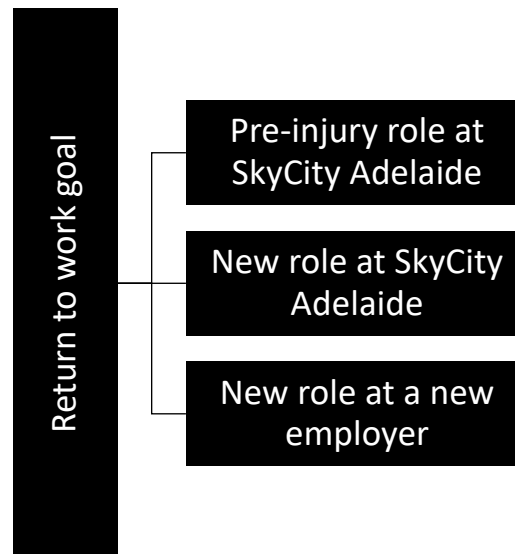
Return to Work Plans

If restrictions remain in place for more than 4 weeks, the Claims Consultant will develop a Return to Work Plan in consultation with you and your manager.

The Return to Work Plan will identify actions and assistance needed to help you achieve the best level of recovery.

If you have not achieved a full return to work within 6 months of making a work injury claim, a meeting will be held with you, your doctor and the Claims Consultant to discuss your ongoing return to work goal.

When a Return to Work Plan has been endorsed by SkyCity Adelaide, you are obligated to actively participate in the process and complete the actions detailed in the Plan.



Suitable employment

If you are unable to return to your normal job in the long term, the Claims Consultant will begin the process to identify suitable employment available within SkyCity Adelaide.

If you are not satisfied with the suitable employment offered, you may seek alternative employment from SkyCity Adelaide by a written request that:

- Confirms you are ready, willing and able to return to work with SkyCity Adelaide; and
- Provide information about the employment that you consider you can safely perform.

Upon acknowledgement of your application, SkyCity Adelaide will:

- Review and obtain any medical and/ or vocational evidence to assess your suitability for the work you identified;
- Review potential opportunities and the associated recruitment process for the roles;
- Meet with you to discuss your application and what employment options may or may not exist;
- Make a decision on the application and whether or not it is reasonably practicable to provide suitable employment.

If the decision is made that it is not reasonably practicable to provide you with suitable employment, the Claims Consultant will advise both you and ReturnToWorkSA in writing, detailing how and why the decision has been made.

Taking leave while participating in a Return to Work Plan

You may submit a leave request through the normal process, however your manager/scheduling will discuss with the Claims Consultant prior to authorising your leave request.

If you are in receipt of weekly payments of income support, the payments will be suspended for any period that you are on annual leave.

Your rights

Choose your own doctor

Receive early intervention and appropriate services

Be paid income support if you are unable to work your normal hours

Receive support from SkyCity Adelaide while you recover

Receive open and transparent communication about your claim

Have a support person present at all meetings

Have your personal information remain confidential

Seek advice before signing anything

Receive copies of all medical reports and return to work plans

Your responsibilities

Be open and honest about your recovery and support you need

Participate and cooperate in the establishment of your return to work plan

Comply with the actions in your return to work plan

Advise your manager and Claims Consultant if you are unable to complete any action in your return to work plan

Provide consecutive Work Capacity Certificates to your manager and the Claims Consultant

Return to suitable employment when you are able to do so

Take reasonable steps to mitigate any loss on account of your work injury

Attend appointments and treatment
as arranged by your doctor

Abide by medical restrictions at all
times, at work and at home

Attend medical appointments
outside of work hours

Attend an independant medical
examination, if required

Not act in a way that frustrates the
objectives of your return to work
plan

Comply with the usual requirements
of your contract of employment

SkyCity Adelaide will

Treat you with dignity and respect while you recover, and maintain regular contact with you

Support your participation in activities designed to enable you to recover and return to work

Complete actions detailed in your return to work plan

Provide suitable duties that you can safely perform

Modify the workplace, where practicable, in order to achieve a safe return to work

Provide suitable employment when you are fit to return to work, but cannot return to your pre-injury role

Provide training and retraining where necessary

Pay all reasonably incurred medical expenses in accordance with the Act

Assist you to seek external advice and representation

If your claim is accepted, you may receive

- Weekly payments of income support for any lost time from work due to your work injury. Income support is paid for up to a maximum of 104 weeks.
- Reasonable and necessary medical treatment such as doctor, specialist, physiotherapist, psychologist appointments, pharmacy expenses and cost of transport to and from treatment for a maximum of 156 weeks, or 52 weeks after your entitlement to income support ends, whichever is first. If your claim is accepted for medical expenses only, your entitlement will end after 52 weeks, or as required by the Act.
- Reimbursement of costs that you have incurred within 14 days of providing all information to the Claims Consultant.
- Recovery and return to work services.
- Costs associated with therapeutic appliances will be covered for as long as they are required to maintain employment.

Where it is considered that an expense is not reasonable and necessary, the Claims Consultant will contact you to discuss your options.

The Claims Consultant will advise you in advance when your entitlement to income support and medical expenses will end.

You should seek prior approval from the Claims Consultant for:

- Surgery
- Taxi expenses
- Accommodation costs
- Nursing or domestic assistance
- Costs associated with therapeutic appliances

Income support

Weekly payments of income support are what you receive if you are not able to work your normal hours due to a work injury. Income support is paid at the rate determined as your average weekly earnings.

Average weekly earnings (AWE)

The AWE amount is generally an average of what you earned in the 52 weeks prior to your incapacity for work.

The rate is calculated by the Claims Consultant and includes shift allowances, periods of paid leave and overtime performed in the previous 52 weeks.

Once calculated, the Claims Consultant will advise both you and payroll of the rate.

Interim payments

If a decision on your claim cannot be made within 10 business days, you will be offered interim payments of income support for any period of absence for work. You may also be offered interim payment of medical expenses.

To receive interim payments, you must complete an application form which will be provided to you by the Claims Consultant.

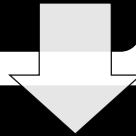
Interim payments are made on a without prejudice and without admission of liability basis. If your claim is subsequently denied, you will be required to repay the interim payments to SkyCity Adelaide.

If you elect not to receive interim payments, you may access sick or annual leave for any time lost from work. If your claim is subsequently accepted, this leave may be credited back to you.

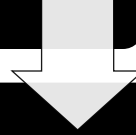
Payment of income support over designated periods

Your weekly payments of income support will be paid in accordance with the Act as follows:

The first designated period is weeks 1-52 starting from the date your incapacity for work first occurs. You will be paid at 100% of your AWE for any time lost from work during this period.



The second designated period is weeks 53-104, starting immediately after the first designated period. You will be paid at 80% of your AWE for any time lost from work during this period. Any hours that you work will be paid as normal.



There is no entitlement to income support after 104 weeks from the date your incapacity from work first occurs, unless you assessed as seriously injured.

Superannuation while in receipt of income support

As weekly payments of income support are not considered earnings from employment, the superannuation guarantee is not payable when you are off work due to a work injury. If you are working part hours, you will receive superannuation payments for any hours worked.

Cessation of income support before the end of 104 weeks

Your entitlement to weekly payments of income support may end sooner than 104 if:

You consent to the discontinuance of payments, either for a defined period, or ongoing

You cease to be incapacitated – medical evidence confirms that you no longer have an incapacity for work from your injury

You have returned to work, performing your normal work hours and earning equal to or more than your AWE

Your employment is terminated for serious and wilful misconduct

You breach the obligation of mutuality which includes, but is not limited to, failure to participate in your responsibilities or acting in a way which frustrates the claim or return to work process

If you are, without the consent of SkyCity Adelaide, outside of the state for more than 2 months in any 12 month period

Any other reason in accordance with the Act as determined by SkyCity Adelaide

Pre-approval for future surgery and supplementary income

Before the end of your entitlement to medical expenses, you may apply to SkyCity Adelaide for approval of surgery in the future. If the application is approved, surgery and associated costs will be paid, even when they are performed after all other entitlements have ended.

In addition to payment for surgery, you are entitled to up to 13 weeks of income support payments while you recover.

If you wish to apply for pre-approval of future surgery, contact the Claims Consultant to assist you with your application.

Seriously injured workers

A seriously injured worker has been assessed, or received an interim assessment, as having a whole person impairment of 35% or more for a physical injury, or 30% or more for a psychological injury.

Seriously injured workers will receive:

- Income support to retirement age, paid at 100% of the AWE for the first year and 80% for all subsequent years.
- An annual adjustment of the AWE rate.
- Lifetime coverage of medical expenses.

Seriously injured workers have no obligation to return to work. However, if they wish to return, every effort will be made to accommodate.

Interim seriously injured decision

If your injury has not yet stabilised, you are not able to undergo a whole person impairment assessment. If evidence suggests that you will likely be assessed as seriously injured once your injury is stable, you may wish to apply for an interim decision to consider you as seriously injured.

You will be notified of the decision on your application within 28 days by the Claims Consultant. If accepted, you will receive the above entitlements.

If, when your injury is stable, you undergo a whole person impairment assessment and it is determined that you are not seriously injured, you will be given written notice of your entitlements ceasing. The Claims Consultant will discuss this process with you.

Whole person impairment

A whole person impairment assessment can be undertaken if you do not achieve a full recovery from your injury and have a residual impairment. When the injury has reached maximum medical improvement, the Claims Consultant will discuss a referral to an accredited impairment assessor.

If the assessor records a whole person impairment of 5%-34% for a physical injury or 5%-29% for a psychological injury you will be entitled to lump sum payments for economic and non-economic loss. If the assessment is 35% or more for a physical injury or 30% or more for a psychological injury you will be considered as seriously injured and receive a lump sum for non-economic loss. You may also elect for a lump sum in lieu of ongoing weekly payments of income support.

Application to the Tribunal

If you are not satisfied with a decision made by SkyCity Adelaide, you may lodge an Application for Review with the South Australian Employment Tribunal within one month of the decision being made. You may lodge the application personally, with the assistance of the Claims Consultant or through a representative.

Where possible, speak to the Claims Consultant initially if you are unhappy with a decision to further understand why it was made.

Further information on your review rights are contained within letter confirming the decision.

Work injury complaints procedure

This process applies to any complaint of an SkyCity Adelaide employee about the management of a work injury claim or return to work. Complaints relating to decisions that can be reviewed at the Tribunal are not covered by this process.

SkyCity Adelaide encourages you to speak to the Claims Consultant about your concern before proceeding to the next step.

A copy of the Work Injury Complaints Procedure is available in Donesafe under Policies, Procedures and Other Information.

Employee Assistance Program

A work injury can be a challenging time and if you need to speak to someone, you can contact our Employee Assistance Program. You and your immediate family members are entitled to access this confidential counselling service, delivered by Access Programs.

You can contact Access Programs directly to book an appointment on 1300 66 77 00 or email enquiries@accesssa.com.au

Some recovery and return to work tips

Stay active – maintain as much of your normal lifestyle as you can

Accept help from your colleagues, family and friends – accepting help is a positive step to your recovery and people want to help!

Take control of your recovery – talk about what you need to recover and ask questions if something doesn't seem right

If you would like further information about your work injury claim, contact the Claims Consultant.

You can also visit www.rtwsa.com