

## WORKCOVER AND EAST COAST - FACTSHEET

East Coast has a Return to Work (RTW) program and RTW Coordinator to support you, as an injured worker, with your WorkCover requirements and getting back to work.

During this program, you have responsibilities involving communication and participation in your rehabilitation. This ensures you are getting the best chance to return to work.

### TALK TO YOUR DOCTOR

#### Discuss with your Doctor:

- \* How your injury is work-related and ask for a **Worker's Compensation Medical Certificate (WCMC)**.
- \* Your employer, East Coast Apprenticeships, has suitable duties and a return to work program for you.
- \* That you need a medical clearance certificate before returning to full duties.
- \* Your application for WorkCover (or ask East Coast to assist).

### COMMUNICATION IS THE KEY

#### Communicate with your:

- \* RTW Coordinator ( M: **0409 589 090**, E: [whs@ecapprenticeships.com.au](mailto:whs@ecapprenticeships.com.au) )
- \* Field Officer and
- \* WorkCover Representative (1300 362 128)

#### Promptly respond to:

- \* Emails, texts and phone calls

#### Provide updates:

- \* Appointments made
- \* new WCMCs
- \* Progress and concerns



## ACTIVELY PARTICIPATE IN YOUR REHABILITATION

- \* Make appointments before / after working hours (where possible)
- \* Attend appointments and ensure WCMC's cover all dates
- \* Follow medical advice (including exercises and treatments)
- \* Attend Suitable Duties (SD) and **communicate regularly**

**If you are not active in your rehabilitation, WorkCover can suspend your payments**



## PAYMENTS WHILE ON WORKCOVER

#### Submit your timesheets WEEKLY, writing:

- \* **"WorkCover"** for days OFF WORK
  - \* **"WorkCover suitable duties"** for SD days worked with a Host / College.
- The Host's signature is required to confirm hours worked on suitable duties. Overtime work requires East Coast's approval **first** while on WorkCover.

#### East Coast pays your wages:

- \* For days off work due to injury, with a Timesheet
- \* For hours worked on suitable duties, with a Host signature,
- \* Sick days (paid as sick leave) for days off due to illness that is not related to the injury.

#### WorkCover pays you for:

- \* Reimbursements on valid receipts, invoices, treatments, etc.

**Refer to FAQs section if you have not been paid, or not paid correctly**



## INJURED WORKER RESPONSIBILITIES

1. **COMMUNICATE** with East Coast and WorkCover
2. **APPLY** for Worker's Compensation
3. **ADVISE** your doctor of East Coast's Return to Work (RTW) program
4. **ACTIVELY PARTICIPATE** in your RTW program
5. **SUBMIT TIMESHEETS** weekly by 9am Monday
6. **GET A CLEARANCE** certificate before returning to full duties work

Failure to comply with all requirements can negatively impact your WorkCover Claim and Apprenticeship / Traineeship.

## YOUR RTW COORDINATOR

The RTW Coordinator will assist you in getting back to work and staying compliant with WorkCover.

### You can expect your RTW Coordinator to:

1. **HELP** you make a WorkCover claim and lodge documents.
2. Keep your injury files **confidential**.
3. **UPDATE** ECA Finance and WorkCover
4. **CONSULT** with you, your doctor, your WorkCover Claims Rep and your Field Officer on early return to work (suitable duties) and clearance dates
5. **PREPARE** with your Field Officer for any long term impacts to your apprenticeship / traineeship (if any)

## FREQUENTLY ASKED QUESTIONS

### I haven't been paid / I haven't been paid correctly, why?

There are 3 main possibilities that could be impacting your WorkCover payments:

- 1) Your claim has not been accepted by WorkCover yet. This can take up to 20 days. Then East Coast has up to 10 days to make the excess payment to you.
- 2) Your timesheet was not submitted on time or completed fully.
- 3) Your WCMC was not submitted to WorkCover or it did not cover all your WorkCover dates during that pay period.

If you have not identified the issue or you are struggling to fix it, contact your RTW Coordinator or WorkCover Representative asap.



### What are suitable duties?

Suitable duties are designed to be temporary. They assist your return to work by keeping you engaged at work, with your colleagues and in your apprenticeship / traineeship (minimising any impact). You may be expected to perform duties that are outside of your apprenticeship / traineeship while on WorkCover. Examples include paperwork or computer work.

At East Coast, suitable duties can include college theory / prac work, or completing suitable tasks with a Host Employer.

### Do I talk to my RTW Coordinator about apprenticeship / traineeship concerns?

Your Field Officer is still your first contact with questions relating to your apprenticeship / traineeship. If the concern is related to your WorkCover claim, for example you have not been paid correctly for suitable duties hours, contact your RTW Coordinator.