

Appendix 12 Rehabilitation Policies and Procedures

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Issue 10, 11 March 2021
Issued by Amanda Flavell
Status - Final

Rehabilitation Rights and Responsibilities:

The information below is sent to all Tradestaff workers on an annual basis via the monthly safety newsletter, and is also on our Tradestaff Website.

Your responsibilities while receiving help from Tradestaff

- Co-operate in your recovery and participate in early return to work planning.
- Provide Tradestaff with medical certificates that show the progress of your injury and/or fitness for work.
- Not do any activities that your medical certificate or health professional says you shouldn't do (e.g. driving, sports, etc.)
- Participate in appropriate treatment and rehabilitation.
- Contact your Manager/Tradestaff Consultant if your circumstances change.
- Attend all your appointments, including all assessments required by Tradestaff.
- Change appointments in advance if you can't attend.

If you have a Rehabilitation Plan

If you have a rehabilitation plan, you have the right to:

- Involve a support person, such as a family member, friend, representative, advocate, cultural advisor or interpreter in preparing your plan.
- Involve your health professional in preparing your plan.
- Involve Tradestaff/WorkAon in preparing your plan.
- Ask for independent advice before signing your plan.
- Apply for a formal review of your plan if you don't agree with it.

Your responsibilities are to:

- Help Tradestaff prepare and update your plan.
- Follow your plan.

If you are receiving weekly compensation

If you are receiving weekly compensation payments from Tradestaff, your responsibilities are to:

- Tell Tradestaff before you do any work (paid or unpaid) other than for Tradestaff or increase your work hours.
- Tell Tradestaff immediately if you receive any income, such as payment for work done outside of Tradestaff or wish to take holiday pay.
- Tell Tradestaff immediately if you receive anything in place of wages from Tradestaff, such as work done for you, free board or petrol money.

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If responsibilities aren't met

If you don't think we're meeting our responsibilities, you can:

- Talk to your Tradestaff Manager or ACC AEP Coordinator.
- Consider mediation if you don't think your concerns have been addressed after discussing them.
- Make a complaint if you're unhappy with our service or think your rights have been breached.
- Apply for an independent review if you disagree with a decision we've made on your claim.

If you don't meet your responsibilities without a good reason, Tradestaff may:

- Stop making payments or providing entitlements.
- Decline to provide entitlements.
- Take legal action against you.

If you are overpaid weekly compensation as a result of not meeting your responsibilities, you may be:

- Asked to repay the amount overpaid.

Your rights while receiving help from Tradestaff

The Code of ACC Claimants' Rights helps guide how Tradestaff work with you. The Code states your right to:

- Be treated with dignity and respect.
- Be treated fairly and have your views considered.
- Have your culture, values and beliefs respected.
- A support person or persons.
- Effective communication.
- Be fully informed.
- Have your privacy respected.
- Make a complaint.

We also have a responsibility to make sure you know about your right to:

- Be involved in the decision-making about your recovery.
- Ask Tradestaff/WorkAon for more information about the Accident Compensation Act 2011 and the Code of ACC Claimants' Rights.