

# Rehabilitation and Return to Work

## Policy Statement

**JetBlack Plumbers is committed to supporting injured or ill workers through early intervention, effective rehabilitation and a structured return-to-work process. We recognise that timely and well-managed workplace rehabilitation provides significant benefits to the worker, the organisation and the broader community.**

Workplace rehabilitation includes early provision of appropriate services, suitable duties programs and coordinated support aimed to:

- Maintain injured or ill workers safely at work wherever possible;
- Ensure the earliest and safest possible return to work;
- Maximise functional recovery and long-term independence;
- Support durable and sustainable employment outcomes.

This policy has been developed collaboratively between management and workers.

### **Leadership, Commitment & Early Intervention**

JetBlack Plumbers will:

- Provide a safe and healthy workplace and implement effective injury prevention strategies.
- Initiate workplace rehabilitation as early as possible, following medical advice and in consultation with the injured worker.
- Engage rehabilitation providers, treating practitioners and specialists as required through a multidisciplinary approach.
- Ensure a dedicated Return to Work Coordinator oversees each case and supports both the worker and manager throughout the process.

### **Return to Work, Suitable Duties & Recovery at Work**

JetBlack Plumbers will:

- Provide suitable duties that are safe, meaningful and aligned with medical restrictions.
- Develop individual Return to Work Plans that outline duties, hours, restrictions and review dates.
- Ensure suitable duties are time-limited, medically appropriate and regularly reviewed for progress.
- Support injured workers to remain at work wherever possible (“recover at work”), recognising that this often leads to faster recovery and better long-term outcomes.
- Ensure no injured worker is disadvantaged for participating in rehabilitation or suitable duties programs.

## **Worker Rights, Participation & Consultation**

In the event of injury or illness, all workers will:

- Be consulted and involved in developing their Return to Work Plan.
- Be treated respectfully, fairly and with empathy throughout the process.
- Have the right to confidential handling of medical and rehabilitation information.
- Receive clear communication regarding duties, medical restrictions and expectations.

## **Confidentiality & Information Management**

JetBlack Plumbers will:

- Maintain strict confidentiality of all medical, rehabilitation and return-to-work documentation.
- Ensure personal information is stored securely and accessed only by authorised personnel.
- Communicate with treating practitioners and insurers only with appropriate consent.

## **Legislative Compliance & Continuous Improvement**

JetBlack Plumbers will:

- Comply with all relevant state-based return-to-work, workers' compensation and rehabilitation legislation.
- Provide workers with information about rights and responsibilities under relevant laws and schemes.
- Review this policy annually to ensure it meets legislative requirements and organisational needs.
- Continually improve our rehabilitation and return-to-work procedures to support effective recovery outcomes.

## **Procedures**

Detailed workplace rehabilitation and return-to-work procedures have been developed to support this policy. These procedures define key terms, outline responsibilities and describe each step in the rehabilitation and return-to-work process.

## **Policy Review**

This Rehabilitation and Return to Work Policy will be reviewed annually or when significant changes occur



CEO  
Karla Kirch

**Date:** January 2026

**Next Review Date:** January 2027