

EMPLOYEE RESPONSIBILITIES

- Report all incidents to your manager immediately
- Where required, attend a doctor's appointment
- Actively participate in your treatment plan as prescribed by the doctor
- Promptly forward all documents relating to the injury or illness (claim forms, medical certificates, etc.)
- Willingly participate in the agreed return to work or suitable duties plan
- Report all concerns to your manager or the Compass Care team
- Maintain regular contact with your manager and the Compass Care team, informing them of your progress; and
- Support and cooperate in the rehabilitation of fellow employees.

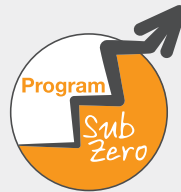
COMPASS CARE RESPONSIBILITIES

- Assist with the lodgement of claim forms
- Facilitate reasonable and necessary treatment requests
- Coordinate duties for your return to work
- Communicate details regarding your progress to key stakeholders; and
- Provide case management support.



COMPASS INCIDENT & EMERGENCY LINE

1300 725 305



PROGRAM 'SUB ZERO' is the name of the Compass Care pre-injury system.

Injury or illness can often occur unexpectedly. In addition to having a strong focus on safety and prevention, we need to plan for the possibility of an injury or illness.



PROGRAM 'ZERO TO 24' is a summary of our processes during the first 24 hours following injury or illness.

A timely response can be critical in preserving the health and well-being of our employees. Our processes facilitate a timely initial response.



PROGRAM '24 PLUS' is a summary of our processes after the first 24 hours.

Following the initial response to an employee's injury and illness, a number of actions are required by operational management and support functions.



www.compass-group.com.au



Supporting Return to Work





COMPASS CARE CONSENT FORM

Signing this consent form will enable Compass Care to oversee your recovery and to assist you with returning to work in a safe and timely manner. Compass Care provides support on a without prejudice and without admission of liability basis.

To achieve this Compass Care may need to communicate with your doctor, treatment providers (for example, physiotherapist, counsellor, etc), supervisor/ manager, and insurer (if applicable).

Personal information collected by Compass Care is treated as private and confidential, and is handled in accordance with the Commonwealth's Privacy Act (1988).

Full details are available in the Compass Care Privacy Procedure. A copy is readily available from your manager, the Compass Care team, or via our intranet (MyCompass).

I acknowledge that I have read and understand the content of the Compass Care brochure.

I, _____ (name),

authorise Compass Care to obtain and/or release information relating to my injury or illness which was sustained on ____/____/____.

Employee signature: _____.

Date: ____/____/____.

OUR COMMITMENT

Compass Group is committed to the well being of our employees and actively supports and facilitates recovery following injury or illness.

OUR AIM

Our aim is to return you, our valued employee, to your pre-injury duties and minimise the social and economic effect of your injury or illness.

OUR PRINCIPLES

Compass Care is guided by three fundamental principles.

1. Early intervention is critical when providing our employees with support following an injury or illness, and during the course of recovery should circumstances change.
2. In most instances, the return to work process should be commenced without delay. Returning to work in a timely manner is usually an essential component to successful occupational rehabilitation.
3. Our program has a shared responsibility approach. It is important that you are actively involved in your recovery.

OUR TEAM

We have a **great!** team available to assist you in your return to work. Contact details for your local team and further details about our program are available from:

- Your manager
- MyCompass.
- www.compasscare.com.au

YOUR RIGHTS RESERVED

Compass Care recognises and promotes employee rights. For full details of your rights and obligations speak to your local Compass Care team, our insurer/scheme agent, or directly with the local regulatory body.

Compass Care assistance is provided on a without prejudice and without admission of liability basis. Your right to make a claim for workers compensation is preserved and only our insurer/scheme agent can make a decision on liability for any claim.

You have the right to withdraw your consent for Compass Care to obtain and/or release information in relation to your injury or illness (as may have been provided previously).

HOW TO PARTICIPATE?

To receive Compass Care assistance, you will initially need to sign the consent form and return it to your local Compass Care team.

If your injury is work related, you are entitled to make a claim for workers compensation. Claim forms are readily available from Compass Care, our insurer/scheme agent, or the regulatory body.

Our Compass Care team can assist you with the lodgement of a claim. In some instances, you will be required to complete a claim form immediately.

If your injury is not work related, management with the support of Compass Care will consider your request and notify you of the outcome.

