

UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES

We believe it is vitally important that you actively participate in your recovery. Therefore, it is equally important that you understand your rights and responsibilities (of which some are listed below).

You have a right to:

- Work in a safe workplace;
- Make a claim for compensation;
- Be treated by a doctor of your choice;
- Appeal decisions made in relation to your injury or illness;
- Have your information held in a private and confidential manner; and
- Not be dismissed because you reported an injury or illness.

You have responsibilities to:

- Report all incidents to your Manager immediately;
- Provide information which is true and not misleading;
- Where reasonably requested, attend a doctor's appointment;
- Maintain a current medical certificate;
- Keep receipts for expenses;
- Promptly forward all documentation (claim forms, medical certificates, expense forms, etc.) to claims@compass-group.com.au;
- Willingly participate in reasonable treatment, rehabilitation, and return to work activities;
- Comply with obligations and requirements set out in plans to facilitate your recovery; and
- Maintain contact with your Manager and the Compass Care team, informing them of your progress.

For more information visit
www.compasscare.com.au

NOT GETTING THE HELP YOU NEED?

Require assistance with reporting an injury or illness, making a claim for compensation, returning to work, a pay query, a workplace grievance, or any related matter?

Call Compass Group's MyService on 1300 369 725

Program 'Sub Zero'

is the name of our pre-injury approach.

Injury or illness can often occur unexpectedly. In addition to having a strong focus on health and safety, 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 or illness, a number of actions are required by Managers, the Compass Care team, and injured or ill employees.



Supporting Return to Work Authority to Exchange Information



OUR COMMITMENT

Compass Group actively supports and facilitates return to work following injury or illness.

OUR AIM

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

OUR PRINCIPLES

Compass Group is guided by fundamental principles, including:

1. Early intervention is critical when providing support following an injury or illness;
2. In most instances, the return to work process should be commenced without delay. Returning to work in a timely manner usually assists in achieving a successful occupational rehabilitation outcome; and
3. A shared responsibility approach, where employees are actively involved in their recovery and occupational rehabilitation, is encouraged.

OUR TEAM

Compass Group has professionals who assist our employees with returning to work, known as the Compass Care team.

NEED MORE INFORMATION?

Further details about our injury management program are available from:

- Your Manager;
- The Compass Care team;
- MyCompass; and
- www.compasscare.com.au

YOUR RIGHTS RESERVED

Compass Group respects and promotes employee rights. For more details on your rights and responsibilities speak to your Manager, the Compass Care team, our insurer/scheme agent, or directly with the local regulatory body. Contact details can be found on www.compasscare.com.au.

Assistance is provided on a without prejudice and without admission of liability basis. Your right to make a claim for workers compensation is preserved. Only our insurer or scheme agent can make a decision on liability for any claim.

You have the right to withdraw your consent for Compass Group to obtain and/or release information in relation to your injury or illness.

OBTAINING ASSISTANCE

To receive assistance, you will initially need to provide Compass Group with your authority to exchange information.

If you believe your injury or illness is work related, you are entitled to make a claim for workers compensation. Claim forms are readily available from the Compass Care team, MyCompass, www.compasscare.com.au, our insurer/scheme agent, or the local regulatory body.

The Compass Care team can assist you with making a claim.

YOUR CONSENT

Signing this consent form will enable Compass Group to assist you with returning to work in a safe and timely manner.

Compass Group provides support on a without prejudice and without admission of liability basis.

To assist you Compass Group may need to communicate with your doctor, treatment providers (for example, Physiotherapist, Counsellor, etc.) and insurer/scheme agent (if applicable).

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

Full details are available in our policy and procedure. A copy is readily available from your Manager, the Compass Care team, MyCompass, or www.compasscare.com.au

I acknowledge that I have read and understood the content of the Supporting Return to Work – Authority to Exchange Information brochure.

I, (name)

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

Date:

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Employee signature:

Date:

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