



SIRA RTW COORDINATOR TRAINING

We help people get their lives back



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RTW COORDINATOR

Under Workers Compensation legislation it is a SIRA requirement that all employers with more than 20 employees should have at least one employee who is designated as a RTW Coordinator.

In order to complete the role of RTW Coordinator satisfactorily SIRA has created a set of free e-learning training modules available via their website – [Click the link here.](#)

These modules replace the WorkCover RTW Accreditation Course that was delivered over two days but is now out of date and has not been provided for some years. Each module has been designed to take between 15 to 30 mins and can be completed at times of your own choosing.

A Certificate of Completion is available after all 14 modules are signed off.

SIRA retains records of those who have completed this training course but it is strongly suggested you print the Certificate of Completion for your own records.

Some modules are recommended for supervisors or managers who supervise injured workers returning on 'suitable duties' and are working in accordance with Recover at Work Plans (also known as RTW Plans) set by their Nominated Treating Doctor. The following modules are suggested as suitable for Managers or Supervisors:

MODULE 2: THE NSW WORKERS' COMPENSATION SYSTEM; (15 MINS)

MODULE 3: WHAT EMPLOYERS NEED TO KNOW; (25 MINS)

MODULE 6: RTW PROGRAMS (20 MINS)

MODULE 8: RECOVER AT WORK PLANNING. (25 MINS)

MODULE 11: UNDERSTANDING THE CLAIMS PROCESS. (25 MINS)

RTW PROGRAM

As part of Workers Compensation management SIRA requires every employer to have a documented RTW Program that outlines the manner in which injured workers are looked after. The requirements for these programs are very specific and the degree of detail required by SIRA is dependent on the size of the employer.

Category 1: employer has 20 or more employees and the RTW Program is complex. Trinity Insurance has created a template RTW Program that can be adjusted to suit your own specific circumstances which is located as a download on this site.

Category 2: employer has fewer than 20 employees and can use the simple SIRA produced template RTW Program. The template is located [here](#).

FURTHER INFORMATION

For more information regarding RTW Coordinator qualifications or queries concerning RTW Programs please contact:

TRINITY INSURANCE

☎: 02 8251 9100

✉: info@trinityinsurance.au

SUMMARY OF RTW MODULES

1. HOW TO USE THIS PORTAL

(10 mins approx.)

Learn who this training is for and how to use this portal, including obtaining a certificate of completion. Understand how different roles will be represented.

2. THE NSW WORKERS' COMPENSATION SYSTEM

(15mins approx.)

(Suitable for Managers and Supervisors)

Learn about injury management, the State Insurance Regulatory Authority (SIRA) and the health and workplace benefits of supporting workers to recover at work.

3. WHAT EMPLOYERS NEED TO KNOW

(25mins approx.)

(Suitable for Managers and Supervisors)

Learn about the role of an Employer and Return To Work (RTW) Coordinator including the developing of a RTW program and recover at work planning.(Template is available on this website.)

4. UNDERSTANDING THE ROLE OF THE INSURER

(20mins approx.)

Learn about insurance arrangement in NSW, the role of the insurer in injury claims management and the decisions they make to support recovery at work.

5. WORKING WITH THE SUPPORT TEAM

(20mins approx.)

Learn about the roles of each person in the worker's support team and how regular and effective communication will provide better recovery at work outcomes.

6. RTW PROGRAM

(20 mins approx.)

(Suitable for Managers and Supervisors)

Every employer in NSW must have a RTW Program. Understand what is involved in establishing one for an organization and what it needs to cover.

N.B: Employers with less than 20 employees are classified as **Category 2** and can use the SIRA standard RTW Program – [click the link here.](#)

N.B: Employers with more than 20 employees are classified as **Category 1** and can use the template RTW Program located on the Trinity Insurance website as a guide

7. TAILORING A RTW PROGRAM

(30mins approx.)

Learn how to develop a return to work (RTW) program for a Category 1 Employer or to tailor a RTW program for a Category 2 Employer.

(See the Trinity Insurance website for a template guide.)

8. RECOVER AT WORK PLANNING *(Suitable for Managers and Supervisors)*

(25 mins approx.)

Learn why recover at work planning is important, the roles of the support team in the planning process and an employer's obligations regarding suitable work.

9. DEVELOPING A RECOVER AT WORK PLAN

(25 mins approx.)

Learn how to identify suitable work, assess the workplace and develop a recover at work plan. Find out how SIRA funded programs can support recovery at work.

10. RECOVER AT WORK COMMUNICATION

(25 mins approx.)

Learn about communicating effectively with workers and their support team to support recovery at work.

11. UNDERSTANDING THE CLAIMS PROCESS *(Suitable for Managers and Supervisors)*

(25 mins approx.)

Learn what a return to work coordinator's role is in the claims management process.

12. WORKER ENTITLEMENTS – AND WEEKLY PAYMENTS

(30 mins approx.)

Learn about the types of claims and entitlements that may be available to workers and exempt workers including weekly payments.

13. WORKER ENTITLEMENTS – OTHER ENTITLEMENTS

(30 mins approx.)

Learn about medical, hospital and rehabilitation expenses, lump sum payments and other entitlements that a worker can claim depending on their circumstances.

14. WHEN THINGS DON'T GO TO PLAN

(20 mins approx.)

Learn about what to do if a worker's recovery at work does not go to plan and the formal dispute process a worker can follow.

RESOURCES TRINITY INSURANCE WEBSITE:

- a. RTW Program Category 1 Employers
- b. RTW Program Category 2 Employee

CONTACTS

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