

Who are we?

Framework Group is an Approved Workplace Rehabilitation Provider. Your employer's Workers Compensation insurer/agent pays for our services, but we are an advocate for the rehabilitation process rather than any one individual involved. Our aim is to coordinate and facilitate a safe and timely return to work for injured workers.

Approved workplace rehabilitation providers

Approved Workplace Rehabilitation providers are organisations approved by WorkCover to offer specialised workplace rehabilitation services to help injured workers to return to work. They have the qualifications, experience and expertise appropriate to provide services in accordance with the following definition based on the National Occupational Health and Safety Commission (NOHSC) (1995) definition:

"Workplace rehabilitation is a managed process involving early intervention with appropriate, adequate and timely services based on assessed need, and which is aimed at maintaining injured or ill employees in, or returning them to, suitable employment."

Responsibilities

Workplace rehabilitation service provision is largely delivered at the workplace by:

- identifying and designing suitable duties for the worker to assist the employer to meet their obligations in providing suitable employment
- identifying and coordinating rehabilitation strategies that ensure the worker is able to safely perform their duties
- promoting an early return to work of the worker
- forging the link between the insurer, employer and treatment providers to ensure integration of all injury management activities and a focus on return to work
- arranging appropriate retraining and placement in alternative employment when the worker is unable to return to pre-injury duties
- ensuring all aspects that have an impact on the worker returning to work are considered.

Employers, insurers or doctors may recommend an approved workplace rehabilitation provider to help in complex cases. However the insurer engages the workplace rehabilitation provider and pays for their services. The cost of workplace rehabilitation services is recorded as a claims cost.

YOUR PRIVACY IS IMPORTANT TO US !

Framework Group is bound by the Australian Privacy Principles (APPs) - Privacy Amendment (Enhancing Privacy Protection) Act 2012. We take great care to ensure that our information records are accurate and are treated with full regard to the privacy of our clients. We are pleased to discuss our procedures with you, and to amend any inaccuracies in your records.

We only collect information that is necessary in order to assess your capacity for occupational rehabilitation and to develop a specific **Return to Work Goal** and facilitate progress towards that goal. **Relevant** information will be obtained from, & disclosed to, relevant parties such as your insurer, doctors, treating health professionals and employer.

Health information from Framework Group is also sometimes used for research on health issues, quality assurance or clinical audit activities, which help improve the treatment and service we provide. Data used for these purposes is normally de-identified to protect the privacy of our patients. Framework Group has systems in place to protect the security of our health records. Nobody other than our staff has access to these records; they are kept in a secure location; and no unauthorised person has access to them.

In line with normal business procedures, Framework Group maintains contact lists and mailing lists of people with whom we do business or wish to contact from time to time. Injured workers can access their records via Framework Group. Our policy re access is as follows:

1. We may require a written request for this information.
2. A reasonable administration fee may apply in order to make the records available.
3. If required, the Privacy Officer (or their nominated delegate) will make the relevant information available at a meeting with the person requesting their information in order to clarify any misunderstanding about the information held.
4. Photo identification will be required in order to validate the identity of the person requesting the information.

Note: Where there are legal proceedings under way, or where it is anticipated that the health information relates to matters likely to be the subject of future legal proceedings, a health service provider may withhold information that would not be discoverable in those proceedings .

Requests to access health information or complaints about the handling of health information should be directed in writing to:

***The Privacy Officer, Framework Group,
Suite 15, 8 Karalta Road, NSW, 2250.***

Further information can also be obtained from the Office of the Federal Privacy Commissioner:

Telephone: 1300 363 992. **Website:** www.privacy.gov.au

Postal address: GPO Box 5218 Sydney NSW 1042.

If you would like to discuss any aspects of our privacy policy, please advise our staff.

Guidelines on Privacy in the Private Health Sector,

Office of the Australian Information Commissioner, 2001. <http://www.oaic.gov.au>

For all office locations visit www.frameworkgroup.com.au

P 1300 661 296 F 1300 137 208

We love people to work!

