

# Postal Transport Officer Pack



*WorkReady* is a voluntary program designed to make sure Australia Post employees who report a work-related injury or illness receive early, quality medical treatment and a safe transition back into the workforce, with suitable work restrictions, as soon as medically possible.

This pack contains:

- ▶ *WorkReady* Program Introduction
- ▶ Employee, Manager and Medical Practitioner Responsibilities
- ▶ Frequently Asked Questions
- ▶ *WorkReady* Forms
  - ▶ Introduction Letter to Doctor
  - ▶ *WorkReady* Report – Certificate of Physical Capacity
  - ▶ Suitable Duties Guide



# Welcome to Your *WorkReady* Program Pack

---

Australia Post employees who report a work-related injury or illness have access to the *WorkReady* program, offering early, quality medical treatment and suitable work restrictions. The aim is to enable you to transition back into the workforce safely with meaningful duties as soon as medically possible.

*WorkReady* is based on best practice injury management principles. Medical research shows that early return into the workplace results in a quicker and greater level of recovery. The program also aims to prevent aggravation of injuries and help maintain a connection with work.

*WorkReady* was developed in consultation with our principal unions, is part of the Fair Work Agreement and is voluntary for all employees.

You can decide for yourself whether to participate and have access to the following benefits of the program:

- ▶ Up to four treatment sessions by a nominated independent *WorkReady* Medical Practitioner (WRMP);
- ▶ Up to four physiotherapy treatment sessions with nominated service providers; and
- ▶ Cost of x-rays (to confirm/eliminate fractures), tetanus injections and basic medication recommended by the WRMP.

The cost of these benefits will be met by Australia Post.

We have established a network of independent *WorkReady* Medical Practitioners and physiotherapists who are familiar with Australia Post work facilities and the duties performed by employees. This network means you will usually receive quality medical treatment on the same day that a work related injury or illness is reported.

This pack contains detailed instructions on how to use the program and what to do if you would prefer to see your own treating doctor outside of the *WorkReady* Program.

All information generated by the program will be retained confidentially and will not be used for any other purpose. It should be noted that Australia Post is able to request an employee's medical records under Section 58 of the Safety and Rehabilitation Act where they lodge a claim for workers compensation.

Further information concerning the program including the responsibilities of employees, managers and medical practitioners can be obtained from your manager or on Postnet.



## Employees

In the event of an injury, you are required to report your injury to your supervisor as a matter of priority and complete an Incident Form. If you choose to participate in the WorkReady Program (WRP) voluntarily you are required to:

- Attend the WorkReady Medical Practitioner (WRMP) medical examination at the earliest available time;
- Provide the WRMP with full details of the circumstances in which the reported injury was sustained;
- Consider the content of the WorkReady Report and contact your manager/supervisor to discuss;
- Discuss with your supervisor what duties you are capable of performing; and
- Commence the return to duties in accordance with WorkReady Report as discussed with your manager/supervisor.

If you choose to see your own doctor you are required to:

- Report your injury to your supervisor as a priority and complete the Incident Form;

- Advise your supervisor as soon as practicable that you will not be participating in the WRP;
- Obtain a WRP Pack from your supervisor relevant to your job;
- Make an appointment with your own doctor;
- Provide your doctor with full details of how the injury was sustained and request your doctor complete the WorkReady Report;
- Ensure that the completed WorkReady Report is immediately supplied to your supervisor. Alternatively, you can fax from any official Australia Post site or have the doctor forward the WorkReady Report by email or fax;
- Discuss with your supervisor what duties you are capable of performing; and
- Commence the return to duties in accordance with WorkReady Report as discussed with your manager/supervisor.

In some cases the rehabilitation area may assist in developing return to work duties. Employees must immediately contact their supervisor if they require assistance with any step of the WRP process.

## Managers

When an employee reports a work related injury, the workplace manager/supervisor is to provide the employee with an Incident Form and assistance completing the form. If the employee elects to voluntarily participate in the WRP, the manager/supervisor is required to:

- Provide employees with WRP documentation and make them aware of the requirements of the WRP, their rights and responsibilities;
- Reinforce the voluntary aspect of the program;
- In consultation with employees make the appointment arrangements with the WRMP, provide the WRMP with a referral, provide employee with appointment letter and WorkReady Pack;
- Where required, assist the employee to attend the WRMP medical appointment and provide interpreter assistance;
- Upon receipt of the WorkReady Report provided by the WRMP, consider whether duties are available consistent with any medical restrictions outlined;
- Discuss with the employee what duties they are physically capable of performing;
- Seek assistance from the rehabilitation area or from your HR business partner in cases where this is required;

- Coordinate the employees return to safe and meaningful duties in accordance with the WorkReady Report;
- Monitor employee progress and provide support to the employee and other relevant personnel while the injury and restricted capacity to work continues;
- Maintain appropriate record notation in each case;
- Maintain all WRP documentation in accordance with privacy requirements and do not release for any purpose other than the WRP except with written authority of employee; and
- Managers and supervisors are required to supply WRP packs, and if necessary workers' compensation claim packs, to employees upon request. WRP packs are also available via the Australia Post internet and intranet sites and employees can download directly from those sites. Employees may also seek WRP packs from any official Australia Post facility. Managers must provide packs to any employee on request.

Where the employee chooses to be examined by their own doctor, managers must provide them with a WorkReady Pack for their role, with work centre contact details included. The employee will arrange an appointment with their doctor and then provide the WorkReady Report to their supervisor for consideration in the same way a report from a WRMP occurs.

## Medical Practitioners

WorkReady Medical Practitioners (WRMP) who examine Australia Post employees under the WRP are required to:

- Explain the purpose of the examination and how information will be used;
- If the employee agrees, treat the injuries sustained by the employee and make any necessary referrals (eg x-rays) or prescribe basic medication;
- Discuss with the employee their job with Australia Post and how the injuries occurred;
- Familiarise themselves with the job tasks and the suitable duties that Australia Post can provide for the job the employee performs. This information will be provided with the referral from the workplace or by the employee;
- Discuss with the employee what duties they are capable of performing if they were to return to work on alternative/modified duties;

- Where necessary discuss with the workplace manager/supervisor any queries concerning the duties that can be provided;
- Complete the WRMP report outlining the duties the employee can perform, the duration of the report and all other relevant information;
- Provide a copy of the WRMP report to the employee, the workplace and the WRP co-ordinator; and
- Make a follow up appointment and continue treatment where necessary.

In some cases Australia Post's rehabilitation area will provide assistance in the development of return to work duties and a formal rehabilitation program may be developed. In these cases the WorkReady Medical Practitioner may be contacted by the rehabilitation case manager or program provider to assist with the program.

# Frequently Asked Questions

---

## 1. For what type of injury/illness can I participate in the *WorkReady* Program?

The *WorkReady* Program only applies to reported work related injuries or illnesses. The program does not apply to non-work related conditions including colds, influenza and viral illnesses.

## 2. Do I have to be examined by a *WorkReady* doctor?

Participation in the *WorkReady* Program is voluntary and employees must decide whether they want to be examined by a *WorkReady* Medical Practitioner or their own treating doctor.

## 3. Can I see my own doctor?

Yes you can and you will need to ask your doctor to complete the *WorkReady* Program Report.

## 4. When can I be required to attend for a fitness for duty assessment by an Australia Post *WorkReady* Medical Practitioner under Australia Post's *WorkReady* Program?

Where your doctor does not complete the *WorkReady* Program Report, Australia Post may need to ascertain or confirm your fitness to continue working or return to work safely.

## 5. Who will conduct the examination?

A *WorkReady* Medical Practitioner who is experienced in work-related injuries and illnesses and familiar with the duties undertaken by Australia Post facilities will conduct the examination and provide an independent assessment of your work capacity.

## 6. What is the role of Australia Post's *WorkReady* Medical Practitioner?

Where you voluntarily decide to see a *WorkReady* Medical Practitioner they will provide treatment of your injury/illness and make any necessary referrals such as x-rays covered by the provisions of the *WorkReady* Program to help you return to work safely as soon as medically possible.

*WorkReady* Medical Practitioners are not empowered to provide Australia Post with employee confidential medical information, other than the information required on the *WorkReady* Report, unless authorised in writing by the employee or required by legislation. Management representatives are not to request such information. It should be noted that Australia Post is able to request an employee's medical records under Section 58 of the Safety and Rehabilitation Act where they lodge a claim for workers compensation.

## 7. Who arranges the appointment?

Your supervisor or manager will arrange the appointment, as soon as is practicable, and you will be advised of the details in writing prior to attending the appointment.

## 8. Will it cost me anything?

Australia Post will pay for the examination by the *WorkReady* Medical Practitioner. Reasonable travel costs will be paid where the round trip for medical treatment provided by *WorkReady* Medical Practitioner exceeds 50kms. Reasonable travel costs for attendance at fitness for duty examinations will be paid as per Australia Post's Travelling Allowance provisions.

## 9. What if I don't speak English very well?

You can request through your supervisor or manager that an interpreter attends the appointment or you may bring a person who can assist in this regard.

**10. What happens at the consultation?**

The *WorkReady* Medical Practitioner will explain the purpose and nature of the assessment and obtain your agreement before undertaking any physical examination.

**11. What if further tests are required?**

If the *WorkReady* Medical Practitioner feels that further tests are required or has a concern regarding your injury or illness, he or she will contact your treating doctor to inform the doctor of this opinion. If you have chosen to participate in the *WorkReady* Program voluntarily for treatment and you do not have a treating doctor the *WorkReady* Medical Practitioner will arrange the other tests or referrals that are within the scope of the *WorkReady* Program.

**12. What if I require medication for the treatment of my injury?**

If you require basic medication for the treatment of your reported work related injury or illness the *WorkReady* Medical Practitioner will discuss this with you and indicate your requirements on the *WorkReady* Report. Australia Post will pay for basic medication indicated by the *WorkReady* Medical Practitioner where receipts are provided. This will include anti-inflammatory, medication, pain killers, antiseptic creams or tetanus injections.

**13. Who has access to my report?**

The *WorkReady* Medical Practitioner will provide you with a copy of the *WorkReady* Report. A copy will also be provided to your management representative and the *WorkReady* Program Co-ordinator. There are strict rules regarding your privacy and both Australia Post personnel and the *WorkReady* Medical Practitioner must observe these rules. If you submit a workers' compensation claim under the provisions of the Safety, Rehabilitation and Compensation Act 1988, any doctors who have treated or examined you may be requested to provide a report to a workers' compensation delegate where you have given authority for this to occur.

**14. What if I am unhappy about the examination or process?**

It is important that you report this to your manager/supervisor as soon as possible so they can initiate investigation through relevant personnel.

**15. If my doctor ticks options on the suitable duties guide are they the only duties I should perform?**

No, the guide is only a guide and your manager's job is to find duties, including those noted from the guide, within the overall medical restrictions noted by your doctor on the *WorkReady* Report.

## WorkReady Forms

---

You will need the following pages when you visit your doctor.

▶ Introduction Letter to Doctor

Please fill in the details at the top of the page and hand this letter to your doctor.

▶ WorkReady Report – Certificate of Physical Capacity

Ask your doctor to complete this form, fax a copy to the WorkReady Co-ordinator and give the signed original back to you. Then immediately supply the form to your supervisor.

▶ Suitable Duties Guide

Show this section to your doctor to help him or her recommend suitable duties for you.





The following duties are examples only of the more common suitable duties which could be available for this designation.

Name: \_\_\_\_\_

Duties	Physical Requirements	Approved (tick)
<p><b>Yard Duties</b></p> <p><b>Compliance Sticker Checks</b></p> <p>Involves: opening the trucks back doors by pulling, turning, manoeuvring the handles on the back door (height approximately 1.5m), pulling the door open (less than 5kg force) and visually observing the vehicles compliance sticker located on the back door.</p>  <p>Observation of sticker</p>  <p>Opening back door</p>	<ul style="list-style-type: none"> <li>• Walking around the yard to observe the trucks (intermittent sitting can be accommodated)</li> <li>• Standing</li> <li>• Bilateral pulling (less than 5kg)</li> <li>• Lifting (less than 5kg)</li> <li>• Visual acuity</li> <li>• Bilateral reach at approximately chest height</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>NHVAS (National Heavy Vehicle Accreditation) Book checks</b></p> <p>Involves: lifting an individual's body weight into the cabin of a truck sitting in the driver's seat and obtaining the booklet from the compartment located in the roof of the vehicle (directly above the steering wheel); observing the book is in situ.</p>  <p>Climbing into cabin</p>  <p>Example of NHVAS Book</p>	<ul style="list-style-type: none"> <li>• Climbing and lifting own body weight into vehicle cabin</li> <li>• Adopting seated position in cabin</li> <li>• Raising arms above shoulder height to access compartment</li> <li>• Lifting less than 1kg (booklet) from above shoulder height</li> <li>• Climbing down (weight = own body weight) from vehicle cabin</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>

Continued next page...

# Postal Transport Officer

## Suitable Duties Guide continued...

Duties	Physical Requirements	Approved (tick)
<p><b>Yard Duties cont...</b></p> <p><b>Registration and NHVAS Sticker checks (External)</b></p> <p>Involves: walking around the yard to observe registration stickers are positioned on all trucks. Involves visual observation of the externally positioned sticker.</p>  <p>Observation of external registration sticker</p>  <p>Observation of external NHVAS sticker</p>	<ul style="list-style-type: none"> <li>• Walking around the yard to observe the trucks (intermittent sitting can be accommodated)</li> <li>• Standing for short periods</li> <li>• Visual Acuity</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Wheel nut checks</b></p> <p>Involves: squatting down to tyre level and manoeuvring the plastic wheel nut indicators to confirm they are in a rigid position.</p> <p><b>Internal truck cleanliness observation</b></p> <p>Inside cabin – lifting own body weight visually observing interior of truck cabin for cleanliness.</p> <p><b>External truck cleanliness/damage observation</b></p> <p>Walking around truck to observe any damage or cleanliness to vehicle</p>  <p>Wheel nut checks and general truck cleanliness observation</p>	<ul style="list-style-type: none"> <li>• Intermittent squatting</li> <li>• Unilateral reach</li> <li>• Fine motor manipulation of unilateral hand</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>

Duties	Physical Requirements	Approved (tick)
<p><b>Yard Duties cont...</b></p> <p><b>Traffic control duties</b></p> <p>Involves: monitoring the speed of traffic through the yard and directing traffic.</p>  <p>Traffic control wand</p>	<ul style="list-style-type: none"> <li>• Sitting and standing can be accommodated</li> <li>• Visual acuity</li> <li>• Verbal cues to direct traffic</li> <li>• Unilateral grasp of traffic control wand (less than 2kg weight)</li> <li>• Gross unilateral shoulder movements to control traffic control wand</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Fuel bowser swipe card assistance duties</b></p> <p>Involves: walking from the administration office to the fuel bowser area (less than 50 metres); utilising the master swipe card to assist drivers who have misplaced their own cards (usual duty of drivers is to refuel trucks after every use).</p>  <p>Swiping fuel card</p>	<ul style="list-style-type: none"> <li>• Walking 50 metres (each way)</li> <li>• Standing</li> <li>• Unilateral reach to shoulder height</li> <li>• Unilateral grasp of swipe card</li> <li>• Visual acuity</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Line Marking duties</b></p> <p>Involves: pushing/pulling the line marking machine (less than 5kg) around the yard to mark parking bays etc; squeezing the trigger on handle (to release marking product).</p>  <p>Line marking machine</p>	<ul style="list-style-type: none"> <li>• Intermittent walking around yard (intermittent sitting can be accommodated)</li> <li>• Pushing/pulling less than 5kg</li> <li>• Forward neck flexion to view ground for marking</li> <li>• Visual acuity</li> <li>• Fine motor manipulation of unilateral hand</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Boom Gate Monitoring</b></p> <p>Involves: Sitting and monitoring incoming and outgoing visitors to the yard and also monitoring of traffic speeds and recording on checklist</p>  <p>Seated boom gate monitoring</p>	<ul style="list-style-type: none"> <li>• Seated</li> <li>• Intermittent standing to flag and control speeding traffic</li> <li>• Visual acuity</li> <li>• Fine motor manipulation (to write on documentation)</li> <li>• Intermittent neck flexion</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>

Continued next page...

# Postal Transport Officer Suitable Duties Guide continued...

Duties	Physical Requirements	Approved (tick)
<p><b>Yard Duties cont...</b></p> <p><b>Trailer / barn door quality checks</b></p> <p>Trailer/rear door quality checks for cleanliness and products (checking no mail has been left in the back of the truck).</p> <p>Involves: opening and closing back doors; undoing the ratchets on the side of the curtain; pulling curtains (equivalent to 10kg) down to release support bar; sliding curtains across and visually inspecting the back of the truck.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="579 427 836 645">  <p>Stage 1 curtain pull</p> </div> <div data-bbox="579 707 836 925">  <p>Stage 2 curtain pull</p> </div> </div>	<p><b>To open back door</b></p> <ul style="list-style-type: none"> <li>• Standing</li> <li>• Bilateral Pulling (less than 5kg)</li> <li>• Lifting (less than 5kg)</li> <li>• Visual acuity</li> <li>• Bilateral reach at approximately chest height</li> </ul> <p><b>To open trailer curtain</b></p> <ul style="list-style-type: none"> <li>• Standing</li> <li>• Intermittent walking</li> <li>• Bilateral pulling up to 10kg at approximately waist – chest height (1.5m)</li> <li>• Visual acuity to check for cleanliness.</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Driving</b></p> <p><b>Moving trucks within the yard</b></p> <p>Approximately 10 minutes driving can be accommodated; involves climbing in and out of the truck's cabin (from 1.5-1.8m in height); moving trucks from parking area to line up for distribution use (100m movement); or moving trucks from parking spot to washing bays and back again; and or moving trucks from parking bays into the workshop for repairs.</p> <p>Trucks' cabin height varies 1.5m to 1.8m; truck fleet includes manual and automatic transmission vehicles.</p> <p><b>Driving trucks to external repairers</b></p> <p>Involves: manually lifting body weight into cabin and driving between 15-40 minutes (dependent on location of repairer).</p> <p><b>Other driving duties</b></p> <p>Unscheduled pick-up drives – 30-60 minutes driving (can rest at destination prior to driving back).</p> <p>Car driving – driving colleagues out to trucks (in the event of breakdowns); picking drivers up from repairers etc can accommodate those workers with an inability to climb into trucks cabin.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="579 1066 836 1283">  <p>Climbing into vehicle (3 point contact)</p> </div> <div data-bbox="579 1368 836 1585">  <p>Seated driving position</p> </div> </div>	<ul style="list-style-type: none"> <li>• Climbing and Lifting own body weight into vehicle cabin</li> <li>• Adopting seated position in cabin</li> <li>• Bilateral arm use to control steering wheel and manual gear shifts</li> <li>• Climbing down (weight = own body weight) from vehicle cabin</li> <li>• Visual acuity</li> <li>• High level concentration to manoeuvre through both high and low level traffic</li> </ul> <p>Driving can be accommodated from 10 minutes to 1 hour in these suitable duties.</p>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>

Duties	Physical Requirements	Approved (tick)
<p><b>Dock Duties</b></p> <p><b>Assisting Dock Supervisor</b></p> <p>Involves: quality control checks of ULD labels (is the labelling correct); completing dock sheets – manual entry of when trucks arrive and depart and how many ULDs (unit loading devices) are taken.</p>	<ul style="list-style-type: none"> <li>• Walking (sitting can be accommodated for intermittent periods)</li> <li>• Standing</li> <li>• Visual acuity of labels</li> <li>• Fine motor manipulation dominant hand (writing in dock sheets)</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>LSE Operation / Powered Pallet Trucks (PPT)</b></p> <p>PPT operation involves: standing on PPT and moving and marshalling ULDs around to loading dock area.</p>  <p>Powered Pallet Truck (ULD crates in the background)</p>	<ul style="list-style-type: none"> <li>• Stepping onto PPT</li> <li>• Operation of the PPT whilst standing and visually observing loads and movement of the equipment</li> <li>• Full neck/trunk rotation required</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Dock Leveller operation</b></p> <p>Involves: standing at the dock area and pressing automated leveller to control the dock levels when trucks are coming in to be loaded.</p>  <p>Pressing automated button to level loading dock</p>	<ul style="list-style-type: none"> <li>• Standing (intermittent sitting periods can be accommodated)</li> <li>• Visual acuity of dock</li> <li>• Unilateral control of dock leveller control panel</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>

Continued next page...

# Postal Transport Officer

## Suitable Duties Guide continued...

Duties	Physical Requirements	Approved (tick)
<p><b>Admin Duties – Main Transport Office</b></p> <p><b>Filing</b></p> <p>Involves: accessing the filing cabinet up to 1.3m in height (top drawer); finding appropriate dividers, grasping the manila folders out, slotting paperwork into folders and sliding back into filing cabinet prior to closing the drawer.</p>  <p>Standing and accessing filing cabinet</p>  <p>Grasping files from cabinet</p>	<ul style="list-style-type: none"> <li>• Standing (sitting can be accommodated intermittently after completing task)</li> <li>• Pushing/Pulling less than 2kg (drawer)</li> <li>• Unilateral grasp of manila folder</li> <li>• Intermittent neck flexion</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Duty book changes</b></p> <p>Involves: accessing the plastic sleeved folder, opening and taking duty pages out, placing new duty page into plastic sleeve and returning to shelving (located at waist height).</p>  <p>Observation of duty book change</p>	<ul style="list-style-type: none"> <li>• Standing (sitting can be accommodated)</li> <li>• Unilateral forward reach to access folder (waist height reach)</li> <li>• Unilateral/bilateral grasp of folder (weight less than 1kg)</li> <li>• Fine motor control of unilateral hand to place paper into plastic sleeve</li> <li>• Intermittent neck flexion</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>
<p><b>Seated administrative duties</b></p> <p>Involves: Addressing envelopes and placing documentation into envelopes for staff information /bulletin mail outs; data entry onto spreadsheets.</p>  <p>Observation of duty book change</p>	<ul style="list-style-type: none"> <li>• Seated (intermittent standing periods can be accommodated)</li> <li>• Fine motor control of both hands (unilateral hand use can be accommodated)</li> <li>• Intermittent neck flexion</li> <li>• Keying (keying restrictions can be accommodated)</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>or</p> <p>No <input type="checkbox"/></p>



