

REHABILITATION

Terra Cat cares about providing a safe, healthy, and supportive environment for our people who are injured or ill, helping them regain their fitness so they may remain or return to work where possible.

BY LIVING OUR VALUES, WE WILL:



ACT WITH INTEGRITY NGĀKAU PONO

- Maintain regular engagement with our people who are injured or ill.
- Treat our people fairly during their injury management and recovery process.
- Expect our people to actively participate and assist in the return to work rehabilitation process.
- Engage with all leaders regarding their role in understanding and managing rehabilitation processes and practices, and their involvement with on-going education, improvement, and leadership.
- Continually evaluate and update the Rehabilitation program, Injury Management Standards and Procedures for effectiveness. These evaluations will include consultation with our people and their representatives.
- Respect the confidentiality of medical and rehabilitation information for our people.
- Require the direct manager, case manager and the injured person to take responsibility for working collaboratively so that rehabilitation plans are safe, timely and durable, managed equitably and each person is fully aware of their obligations.
- Aspire to resolve any conflicts internally in the first instance. We will work with an injured person and their representative to resolve any disputes. A disputes Manager will be appointed, and the injured person will be informed of their rights, the dispute resolution and escalation processes.



CARE FOR ALL TŪPORE KITE KATOA

- Provide team members with training on injury management to improve awareness of our injury management processes.
- Where applicable, establish appropriate alternative duties to support early or partial return to work and / or a full return to substantive or alternative duties.
- Provide ongoing two-way communication to create a meaningful connection with our people.
- Rehabilitation opportunities will also be offered for non-work injuries when practicable.
- Promote a team approach to rehabilitation through supporting involvement and participation in regular rehabilitation process reviews and encouraging the presence of a support person at rehabilitation meetings.



WIN TOGETHER TAKATINITANGA

- Promote continuous improvement by providing an effective and robust health and safety management system with proactive trend analysis from early reporting and health monitoring.
- Promote best practice rehabilitation processes through early incident reporting, early intervention and medical referral.



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Every team member is responsible for cooperating with this policy.