

Service Standards and Complaints under the Return to Work Act 2014

Our service standards

Crown Agencies are required to deliver on the 11 service standards set out in the Return to Work Act 2014.

The service standards cover:

- recovery and return to work as the primary goal
- early and timely intervention
- active assistance and participation of the worker and employer to ensure the maintenance of the relationship between the worker and employer
- employer's recovery and return to work obligations
- fairness, integrity, respect and courtesy
- clarity about the claims management and return to work process
- help to make a claim
- clear and effective communication
- confidentiality and privacy
- avenues for feedback and complaints resolution
- your right to be supported.

These standards encourage positive relationships between Agencies and their workers and acknowledge that we all need to work together to achieve the best outcomes, especially by adopting early intervention and return to work support when someone is injured at work.

Complaints about breaches of the service standards

Lodging a complaint with an agency

If you have any concerns about whether your employing agency has complied with the service standards, you may raise the issue directly with the agency so that it can be dealt with immediately. Each agency has a documented complaint management procedure, outlining the process for making and managing such complaints.

What to expect when a complaint is lodged

The agency that receives the complaint will:

- work with you to address and resolve the problem
- provide a response within 10 business days after receiving the complaint
- advise you of the steps taken to address the issue
- if the matter requires extended investigation, within 10 business days, an interim response will be provided and you will be advised when a final response will be issued
- advise you what to do if you want to lodge a complaint with the Ombudsman if you are not satisfied with the resolution of the matter.

What to expect if a service standard has been breached

If a service standard has been breached, you may receive one or more of the following:

- a written or verbal apology, or a written explanation
- the opportunity to discuss your views on the matter in person so that a resolution can be reached
- information either in writing or verbally about the status of your claim and entitlements, review rights under the Return to Work Act 2014, what services are available and any timeframes that apply in relation to a dispute
- if you have made a work injury claim, we will provide a copy of your file if you request it, in line with section 180 of the Return to Work Act 2014, or the Freedom of Information Act 1991
- an opportunity to give feedback on any response given and have questions answered and requests responded to in an appropriate way
- any other reasonable steps to remedy the matter.

Ombudsman SA

Lodging a complaint with the Ombudsman SA

If you are not satisfied with the steps taken by your agency to resolve your complaint, you may also lodge a complaint with the Ombudsman SA.

Ombudsman SA contact details

Phone 08 8177 8450 / 1800 182 150 (outside metropolitan area only)

Website: www.ombudsman.sa.gov.au

Email: ombudsman@ombudsman.sa.gov.au

Address: Level 9, 55 Currie Street, Adelaide SA 5000