

Kim, Monica

From: Appointments Melbourne [Medical_melbourne@medibank.com.au]
Sent: Thursday, 7 April 2011 15:28
To: Titmuss, Paul
Subject: Confirmation Email
Attachments: fluesign.jpg; Melbourne Map.doc; Paperwork required.docm; AT1348/74.txt

Dear Paul

Thank you for referring Serene Teffaha for a consultation with Dr Smith.

An appointment has been scheduled for:

Monday 9th May at 1:00pm

We attach a location map for your reference.

We request that the attached paperwork/information be provided at least **three (3) business days** prior to the appointment date.

Documentation can be sent by any of the following methods:

1. Email to medical_melbourne@Medibank.com.au
2. Facsimile 03 9224 8861
3. Post – GPO Box 9821, Melbourne Vic 3001

If we can be of any further assistance to you, please do not hesitate to contact us.

Regards,

Renee

Released under the FOI Act 1982
ATO – SYDNEY OFFICE

Dr Peter Smith
Medibank Health Solutions
GPO BOX 9821
MELBOURNE VIC 3001

Our reference: C55515
Contact officer: Kay Dalby
Telephone: 02 4923 1250
Facsimile: 02 6201 4425
E/e BSL Cost Centre: S6960

21 April 2011

Dear Dr Smith,

Subject: Referral for Occupational Health Assessment – Serene Teffaha

The above employee has been referred to you for an occupational health assessment under the provisions of the Public Service Act 1999. The independent medical advice we receive as part of the assessment will give the ATO a greater understanding of the employee's capacity to perform current or other duties.

Brief Background

Please refer to attached Manager's Report for history.

To assist with the assessment, I have enclosed the following:

- Manager Report, and
- Summary of duties of the position showing the inherent and ancillary duties of the role
- Extract from sick leave record

While we appreciate that it is important to gather a full patient history to assist with your assessment, could you please ensure that only relevant information is included in the report you provide to us. That is, please **do not** include personal information about the employee unless it is directly relevant to the ongoing management of their employment.

To ensure that all available medical information is taken into consideration, contact with the employee's treating doctor and/or specialist must be made wherever possible prior to finalising your report. Please contact me if this will cause a delay to the completion of the report.

Would you please provide a detailed report on the employee's medical condition and specific recommendations in relation to the following questions? Please include both the questions and answers in a separate attachment. Please note that the attachment must not contain specific diagnosis, treatment or medication details, however these details may be referred to in the body of the report.

1. Does the employee suffer from any Medical Condition(s) which may impact upon her generally in the work place? If so what is your prognosis in relation to this condition(s)?

(Please do not include specific diagnosis in your response, but provide a general indication if a medical condition is impacting upon the employee in the workplace.)

2. Do you consider that the employee is fit for the inherent role as described in the attached duty statement? Please detail your opinion.
3. If the employee is not currently fit to return to duty, when do you consider she will be ready to return to her previous position/role?
4. Are there any adjustments required to be made by the ATO to ensure that the employee could perform the inherent requirements of the duties?
5. If the employee cannot perform the inherent requirements of the duties, are there any tasks in the duties that she could perform?
6. Do you consider that the employee's absences are reasonable in view of the medical condition?
7. Is the employee receiving any treatment or prescribed medication that is likely to affect the employee's ability to perform her role? (Please indicate generally rather than referring to the specific treatment or medication which the employee is receiving.)
8. Are modified hours required? If yes, please provide guidelines on appropriate hours/days per week and the rate of increase in hours.
9. Do you consider that any modifications are required to be made to the employee's duties? If yes, please detail.
10. Are there any other matters which should be considered in assisting the employee to return to normal duties? For example are there any other matters that have not been covered in the above questions that in your opinion should be considered in assisting the employee return to her pre-injury work/hours/duties?
11. It is an expectation of that an employee who is fit to be in the workplace will be fit to participate in normal management practices including:-
 - Participation in a performance management culture – which includes establishing a yearly Performance and Development Agreement;
 - Regular feedback including mid-term and Annual Review discussions with their manager/director;
 - Adhering to the APS Code of Conduct ATO Values;
 - Reporting absences from the workplace in accordance with the ATO (General Employees/EL2) Agency Agreement; and
 - If applicable, being involved in more formal performance processes as set out in the ATO (General Employees/EL2) Agency Agreement which can include

implementation of Performance Improvement Plans and performance counselling, administrative action in relation to APS Code of Conduct etc.

Given this information is the employee fit for duty and able to participate in these normal management practices as listed above?

12. The employee has lodged a complaint that requires investigation. In your medical opinion, is the employee fit to participate in this investigation?
13. Is partial invalidity an appropriate consideration for the employee?
14. Does the employee require referral to another specialist to complete this assessment? Please advise details.
15. Has contact been made with the treating doctor? If not, please provide brief reasons.
16. The employee's manager will only receive a copy of the recommendations you make in response to these specific questions (as opposed to your full report). Is there any information not covered in your recommendations above that her manager should be made aware of to assist with their management of the employee?
17. Should your report be released directly to the employee or should it be released to the employee through her doctor?

Please contact me within 2 days of the assessment on the number above to provide a verbal report following the assessment.

To ensure prompt and efficient processing of your invoice, could you please forward either electronically to HPMFinance@ato.gov.au or by mail to The Finance Officer, Health & People Management GPO Box 8064 Dandenong, VIC 3175. You will need to supply the Employee's Name, ATO Case Number and the Case Managers name on the invoice.

If you require further information, I can be contacted on the above number.

This is an official order and is placed pursuant to and subject to the terms and conditions of the Deed 07/12 between the Commonwealth and Medibank Health Solutions.

Yours faithfully

Kay Dalby
A/Senior Health Consultant
Health and People Management – Newcastle
ATO People