

Compliance Code 3 of 4

Return to Work Information

Edition No. 2

July 2014



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1.

Preface

This compliance code provides practical guidance to **employers** who have obligations under Part 4 of the *Workplace Injury Rehabilitation and Compensation Act 2013* (the Act) on how to comply with those obligations.

It was approved under the Act by the Hon. Gordon Rich-Phillips MLC, Assistant Treasurer.

This compliance code has been developed by WorkSafe Victoria (WorkSafe)

The public and representatives of employers, unions, occupational rehabilitation providers and health practitioners were consulted during its preparation.

Employers should use this compliance code in conjunction with the Act.

This compliance code is not mandatory. An employer who complies with this compliance code will – to the extent that the compliance code deals with their obligations under Part 4 of the Act – be taken to have complied with their obligation.

An employer can put in place other compliance solutions. These solutions must also meet the employer's obligations set out in section 107 of the Act.

Compliance with the Act in relation to obligations that are not covered by this compliance code must be achieved by other means.

WorkSafe publishes guidance to assist with matters not covered in this compliance code: visit worksafe.vic.gov.au for a list of publications.

Evidence of a failure to observe a compliance code may be used as evidence in proceedings for an offence under the Act. However, a failure to comply with a compliance code does not, of itself, give rise to any civil or criminal liability. An employer who complies with a compliance code in relation to an obligation under Part 4 of the Act is, however, taken to have complied with the Act in respect of that obligation.

A VWA Return to Work Inspector may cite this or other compliance codes in a direction or condition in a Return to Work Improvement Notice as a means of achieving compliance.

An approved compliance code may be varied or revoked by the Minister. To confirm that this compliance code is current and in force, visit worksafe.vic.gov.au.

Note

Material in this document in grey boxes including the examples and Appendices A, B, C and D is provided for information only, it does not form part of this compliance code.

2.

Introduction

2.1 Purpose

1. The purpose of this compliance code is to help employers comply with the law in relation to making return to work information available to their workers.
2. Section 97 of the *Workplace Injury Rehabilitation and Compensation Act 2013* (the Act) sets out the purpose of the Act in relation to return to work. The purpose is to provide:
 - that employers, workers and other persons involved in the return to work process cooperate to ensure that workers successfully return to work;
 - that employers are responsible for providing pre-injury employment or suitable employment to enable workers to return to work;
 - that workers are responsible for participating in the return to work process consistent with their capacity for work;
 - for workers to be represented, assisted and supported in the return to work process, and
 - for effective occupational rehabilitation for workers to facilitate their early and sustainable return to work.
3. Part 4 of the Act sets out the obligations of employers and others in relation to return to work. The Act also sets out the maximum penalties for non-compliance with obligations under the Act.

2.2 Scope

4. This compliance code covers an employer's return to work obligations under section 107 of the Act – Make return to work information available.

2.3 Application

5. A worker may be represented, assisted and supported at any stage of the return to work process, including in the consultation process. A worker may choose any person (except a legal practitioner) to perform this function. If a worker has chosen an individual to represent, support and assist them, the employer should liaise with this person at all stages of the return to work process. Any reference in this compliance code to 'the worker' should be taken to read the worker and the individual they have chosen to represent, assist and support them (if any). Employers are required to notify workers of their right to be represented, assisted and supported in the return to work information they must make available to their workers. This compliance code provides additional information on this obligation.
6. Apart from the exceptions listed below, this compliance code applies to all employers, including self-insurers. The references in this compliance code indicating that an employer or Return to Work Coordinator should involve the WorkSafe Agent (the Agent) do not apply to self-insurers. Self-insurers are employers approved by WorkSafe to manage their own injured workers compensation claims.
7. This compliance code does not apply to an employer of a worker who:
 - (a) at the time of their injury is a student at a school within the meaning of Part 5.4 of the *Education and Training Reform Act 2006*, and
 - (b) is employed under a work experience arrangement under that Part.
8. Further, the following classes of employer are not required to comply with section 107 of the Act:
 - (a) employers (including owners corporations within the meaning of the *Owners Corporation Act 2006*) who employ domestic or similar workers other than for the purposes of the employer's trade or business (but only to the extent that such workers are concerned)
 - (b) employers who hold owner-builders' permits under the *Building Act 1993* (this relates only to the workers employed to conduct the work to which the permits relate)
 - (c) employers (being corporations) who only employ workers who are directors of the corporation
 - (d) employers who only employ workers who are members of the employer's family, and
 - (e) employers who only employ workers who only perform work while outside Victoria.

3.

What does the law say?

9. Subsection 107(1) of the Act requires an employer to make return to work information available to their workers about the:
 - (a) obligations of the employer under Part 4 of the Act and how the employer is meeting the obligations
 - (b) rights and obligations of workers under Part 4 of the Act and how workers can obtain further information about their rights and obligations
 - (c) name and contact details of the authorised Agent selected by the employer
 - (d) name and contact details of the Return to Work Coordinator, if applicable, and
 - (e) procedure for resolving return to work issues in the workplace.
10. Subsection 107(2) also requires an employer to consult with its workers as to how the above return to work information is made available.
11. Subsections 107(1) and 107(2) are separate obligations, with separate penalties.

4.

How to comply

12. This compliance code sets out a two-stage process to comply with the requirements in section 107 of the Act to make return to work information available.
 - Stage 1: consult with workers about how the return to work information is to be made available
 - Stage 2: provide workers with the return to work information.

4.1 Stage 1: Consult with workers about how the return to work information is made available

This compliance code sets out one way that an employer can comply with the requirements in sub-section 107(2) of the Act to make return to work information available.

13. Inform workers that information will be made available to them about the:
 - obligations of the employer under Part 4 of the Act and how the employer is meeting the obligations
 - rights and obligations of workers under Part 4 of the Act and how workers can obtain further information about their rights and obligations
 - name and contact details of the authorised Agent selected by the employer
 - the name and contact details of the Return to Work Coordinator, if applicable, and
 - the procedure for resolving return to work issues in the workplace.

For information

The employer should give the workers an example of how the return to work information may be made available to them.

Employers should consider the workers' language and literacy skills when providing examples of the form and format in which the return to work information may be made available.

Workers should be informed about what information will be made available to them.

Examples of how the information can be made available to the workers include (but are not limited to), the information being:

- displayed in writing and placed in prominent locations within the workplace
- distributed via a workplace newsletter
- discussed at a staff meeting
- made available in workplace induction training/refresher training.

It is recommended that employers provide or remind individual workers of the availability of this information immediately following an injury, as well as during the return to work process, as this is the time that it will be most useful for them.

14. Encourage workers to ask questions, raise concerns and make suggestions about how the return to work information will be made available to them.
15. Consider workers' views before making a decision.
16. Explain the final decision to the workers and why it has been taken.

For information

Workers should be encouraged to ask questions, raise concerns, make suggestions and be part of the process that leads to decisions regarding how the return to work information will be made available to them.

It is beneficial, but not a requirement, that employers and workers agree about how return to work information should be made available.

4.2 Stage 2: Make the return to work information available

17. An employer who uses the Return to Work Information Template (RTWI Template) in **its entirety** will be taken to have complied with the obligations in sub-section 107(1) of the Act. The employer must customise the form (sections <underlined and within angled brackets>) and self-insurers must change Agent references.

For information

Employers can also include additional information in the RTWI Template.

For example, employers can include additional information about workers' rights such as privacy of their confidential information, access to compensation in the form of weekly payments and/or medical and like services (where required) and how to appeal decisions regarding a worker's claim, but there is no requirement to do so.

Return to Work Information Template

Important Return to Work Information

<Insert name of employer's> return to work obligations under the *Workplace Injury Rehabilitation and Compensation Act 2013*

<p><Insert name of employer's> return to work obligations</p>	<p>How <insert name of employer> will meet its obligations</p>
<p>Make return to work information available and consult about how the information is made available</p>	<p><Insert name of employer> will make return to work information available to its workers about:</p> <ul style="list-style-type: none"> (a) the obligations of <insert name of employer> under Part 4 of the Act and how the employer is meeting the obligations (b) the rights and obligations of workers under Part 4 of the Act and how workers can obtain further information about their rights and obligations (c) the name and contact details of the authorised Agent (the Agent) selected by the employer (d) the name and contact details of the Return to Work Coordinator, if applicable, and (e) the procedure for resolving return to work issues in the workplace – <p>by providing workers with this document after consulting with them about how the information will be provided to them.</p>
<p>Provide employment</p>	<p>To the extent that it is reasonable to do so, <insert name of employer> will provide suitable employment to an injured worker if they have a current work capacity and provide pre-injury employment to them if they no longer have an incapacity for work.</p> <p>To the extent that it is reasonable to do so, <insert name of employer> will provide pre-injury or suitable employment to an injured worker for a period of 52 weeks of the worker's incapacity. This will commence from the date a <i>Certificate of Capacity</i> or a <i>Worker's Injury Claim Form</i> in which weekly payments are claimed is received from the worker or from when the Agent notifies us of receipt of same (whichever is the earliest).</p>
<p>Plan return to work</p>	<p>From the time that <insert name of employer> receives a <i>Worker's Injury Claim Form</i> in which weekly payments are claimed or the initial <i>Certificate of Capacity</i> from the worker or the Agent notifies us of receipt of same (whichever is earlier) <insert name of employer> will to the extent that it is reasonable to do so, commence return to work planning for that injured worker.</p> <p>As part of that planning, <insert name of employer> will:</p> <ul style="list-style-type: none"> ▪ obtain relevant information about the injured worker's capacity for work ▪ consider reasonable workplace support, aids or modifications to assist the worker's return to work ▪ assess and propose options for suitable employment or pre-injury employment ▪ engage in consultation about the return to work of the worker ▪ provide the worker with clear, accurate and current details of their return to work arrangements, and ▪ monitor the worker's progress – <p>as often as is necessary to enable the worker to return to work in employment which is consistent with the worker's capacity for work.</p>

Consult about the return to work of a worker	<p><u><Insert name of employer></u> will, to the extent that it is reasonable to do so, consult with the worker, the worker's treating health practitioner (with the consent of the worker) and occupational rehabilitation provider (if one is involved) in relation to the injured worker's return to work.</p> <p><u><Insert name of employer></u> will consult with the parties listed above by:</p> <ul style="list-style-type: none"> ▪ sharing information about the worker's return to work ▪ providing a reasonable opportunity for them to consider and express their views about the worker's return to work, and ▪ taking those views into account. <p><u><Insert name of employer></u> will consult directly with the worker about their return to work, but the worker may be assisted by a representative during the consultation process (except for a legal practitioner). The worker may be represented, assisted and supported during the return to work process.</p>
Nominate and appoint a Return to Work Coordinator	<p><u><DELETE THE OPTION THAT DOES NOT APPLY></u></p> <p>Small employers (< \$2,169,670* remuneration):</p> <p><u><Insert name of organisation></u> will nominate and appoint a Return to Work Coordinator for the duration of our return to work obligations to an injured worker. They will have an appropriate level of seniority and be competent to assist <u><insert name of employer></u> meet our obligations under Part 4 of the Act.</p> <p><u><OR></u></p> <p>Large employers (≥ \$2,169,670* remuneration):</p> <p><u><Insert name of employer></u> has nominated and appointed at all times a Return to Work Coordinator who has an appropriate level of seniority and is competent to assist <u><insert name of employer></u> meet our obligations under Part 4 of the Act.</p>
Cooperate with labour hire employers	<p>If <u><insert name of employer></u> hires labour hire workers and the worker suffers an incapacity for work resulting from or materially contributed to by an injury arising out of working with us, we will, to the extent that it is reasonable to do so, cooperate with the labour hire employer in respect of action taken by the labour hire employer to provide employment, plan a worker's return to work and consult about the return to work of a worker to facilitate the worker's return to work.</p>
Resolution of return to work issues	<p><u><Insert name of employer></u> will attempt to resolve return to work issues in accordance with:</p> <p><u><DELETE THE OPTION THAT DOES NOT APPLY></u></p> <p>Option 1</p> <p>The relevant procedure specified in the Return to Work Direction No.1 of 2010 (Ministerial Direction) (The Return to Work Issue Resolution Procedure).</p> <p><u><OR></u></p> <p>Option 2</p> <p>Our agreed Return to Work Issue Resolution Procedure. Details regarding this procedure are available from <u><insert location of procedure></u>.</p> <p>If you have any questions or queries regarding this procedure, please contact <u><insert name and phone number of relevant contact person></u>.</p>

* This amount is indexed annually. For the current threshold, call your VWA Agent, visit worksafe.vic.gov.au, or call the WorkSafe Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

Worker's return to work rights and obligations

Injured worker rights are:

- to be provided with return to work information and be consulted about how that information is to be made available,
- to the extent that it is reasonable for <insert name of employer> to do so, to be provided with suitable employment if they have a current work capacity or pre-injury employment if they no longer have an incapacity for work for a period of 52 weeks in accordance with the Act,
- to be consulted by <insert name of employer> about planning their return to work,
- to be provided with clear, accurate and current details of their return to work arrangements as part of planning for their return to work,
- to the extent that it is reasonable for <insert name of employer> to do so, to be consulted and be provided with information about their return to work. The injured worker must be given a reasonable opportunity to consider and express their views about their return to work and have those views taken into account, and
- to be represented, assisted and supported (except by a legal practitioner) during any stage of the return to work process, including in the consultation process.

Injured worker's obligations are:

- in cooperation with <insert name of employer> and the Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work,
- in cooperation with <insert name of employer> and the Agent, to make reasonable efforts to return to work in suitable or pre-injury employment at their place of employment or at another place of employment,
- to actively use an occupational rehabilitation service where provided and cooperate with the provider of that service,
- to actively participate and cooperate in assessments of their capacity for work, rehabilitation progress and/or future employment prospects at the request of <insert name of employer> and/or the Agent,
- to actively participate and cooperate with the representative of the Agent in an interview to enhance their opportunities to return to work as required, and
- if an issue about their return to work arises, to attempt to resolve the issue in accordance with the procedure for resolving return to work issues (see above).

If you do not comply with one or more of the above obligations, your weekly payments may be suspended, terminated or ceased and determined in accordance with the Act by our Agent.

Additional details regarding the rights and obligations of an injured worker are available in WorkSafe's *Return to Work Obligations – Information for workers* fact sheet available from worksafe.vic.gov.au or via the WorkSafe Advisory Service ph: (freecall) 1800 136 089 or (03) 9641 1444.

Where to get help

<Our Return to Work Coordinator (details not required for small employers with \$2,169,670* total remuneration with no workers with an incapacity for work – delete this contact if it is not required)>

Name: <insert first and last name>

Phone: <insert contact number>

Email: <insert email address>

Postal Address: <insert postal address>

Our Agent (details not required for self-insurers – delete this contact if it is not required)

Name: <insert name>

Phone: <insert contact number>

Web: <insert web address>

Postal Address: <insert postal address>

Email: <insert email address>

WorkSafe Victoria

Phone: freecall 1800 136 089 or (03) 9641 1444

Web: worksafe.vic.gov.au

Email: info@worksafe.vic.gov.au

Postal Address: VWorkSafe Victoria, Ground Floor, 222 Exhibition Street, Melbourne 3000

* This amount is indexed annually. For the current threshold, call your VWA Agent, visit worksafe.vic.gov.au, or call the WorkSafe Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

5.

Appendices

Appendix A

Examples of making return to work information available

These examples are provided for information only and do not form part of the compliance code itself.

Example 1 – Small employer

- Simon is a small employer looking to adhere to his employer obligations regarding making return to work information available. After reviewing WorkSafe's *Compliance Code 3 of 4: Return to Work Information* and considering his workplace size and structure, he decides the easiest way to comply with his obligations is to follow the information provided in *Compliance Code 3 of 4: Return to Work Information*.
- Simon customises the 'Return to Work Information' template detailed in *Compliance Code 3 of 4: Return to work information*. He inserts his organisation's name, relevant contact details and customises the sections relating to the nomination and appointment of a Return to Work Coordinator and issue resolution.
- He meets his obligation to consult with his workers about how to make this information available. He does this by informing all workers at an extended morning tea break. During this time, Simon and his employees discuss what return to work information needs to be made available and several options on how the return to work information could be made available. He takes into consideration the different language and literacy levels of the workers.
- Agreement is reached between Simon and the workers. They agree that the return to work information, together with VWA publications and other relevant information, will be displayed in the tea room which all workers can access.

Example 2 – Large employer – one workplace

- Company X is a large single site employer with 762 workers. They have existing policies and procedures relevant to return to work and decide to include their issue resolution process within the return to work information they are required to make available to workers.
- Company X uses the existing workplace representative committee consisting of management, union, and worker representatives, as a way of consulting with their workers about how to provide the return to work information to workers. This representative committee is used for many purposes, including EBA negotiations.
- The representative group agree on the return to work information and how it will be made available for all workers. They advise the workplace representative committee of this three weeks later.
- At the subsequent workplace representative group meeting, worker feedback about how the return to work information should be made available is taken into account. Based on this feedback, Company X makes several changes to the manner in which the return to work information is to be made available to workers and builds in an annual review of the information and a bi-annual consultation process. The purpose of this is to ensure the return to work information and the way in which the information is made available remains accurate and acceptable to Company X and its workers.
- Following this period of consultation, Company X reviewed the compliance checklist to ensure that whilst they used the flexible approach, they still adhered to all employer obligations. The final approach is circulated to all workers and the method implemented.

Example 3 – Workers from non-English speaking backgrounds

- Company Y is a medium size company with a large number of workers coming from non-English speaking backgrounds who have minimal English language skills.
- Company Y customises the 'Return to Work Information' template by inserting the company name and relevant contact details. Each divisional manager uses two of their monthly divisional meetings to inform the workers of the employer's return to work obligations, advise what return to work information will be made available, and to consult with the workers about how to make this information available. Given that many workers are from non-English speaking backgrounds, Company Y recognises they need to undertake the consultation in a manner appropriate to their communication needs. They arrange interpreters to assist where required or requested to facilitate dissemination of information and facilitate the discussion.
- During the two month period of consultation, the workers have the opportunity to consider the information and express their views.
- Following this period of consultation, Company Y communicates the outcome of the consultation and implements the approach.

Appendix B

The Return to Work Compliance Framework

The table below sets out the elements of the Return to Work Compliance Framework. It also describes the legal status of each element under the *Workplace Injury Rehabilitation Compensation Act 2013* (the Act).

<i>Workplace Injury Rehabilitation Compensation Act 2013</i>	Workplace Injury Rehabilitation Compensation Act 2013 Sets out the law in relation to workers compensation in Victoria.
<i>Ministerial Directions</i>	Ministerial Directions specify the way in which an obligation under the Act must be performed or prescribe procedural or administrative matters to support the Act.
<i>Compliance Codes</i>	Compliance Codes provide practical guidance in relation to obligations under the Act. A compliance code is not mandatory. A person or entity that has an obligation under Part 4 of the Act and complies with a compliance code will – to the extent that the compliance code deals with that obligation under the Act – be considered to have complied with their obligations.
<i>Non-statutory guidance</i>	Non-statutory guidance includes information published by WorkSafe which assists with building people's knowledge and awareness of return to work related matters. Non-statutory guidance is not mandatory, nor does it provide any 'deemed to comply' outcomes in relation to an obligation.

Appendix C

Terminology from the Act

Occupational Rehabilitation Service
(s3 of the Act)

Occupational rehabilitation service means any of the following services provided by a person who is approved by the Authority as a provider of an occupational rehabilitation service:

- (a) initial rehabilitation assessment
- (b) functional assessment
- (c) workplace assessment
- (d) job analysis
- (e) advice concerning job modification
- (f) occupational rehabilitation counselling
- (g) vocational assessment
- (h) advice or assistance concerning job seeking
- (i) vocational re-education
- (j) advice or assistance in arranging vocational re-education
- (k) advice or assistance in return to work planning
- (l) the provision of aids, appliances, apparatus or other material likely to facilitate the return to work of a worker after an injury
- (m) modification to a work station or equipment used by a worker that is likely to facilitate the return to work of the worker after the injury
- (n) any other service authorised by the Authority –
but does not include a hospital service.

Pre-injury employment
(s96(1) of the Act)

Employment in a position which is the same as or equivalent to the position in which the worker was employed before receiving the injury.

Terminology from the Act (continued)

Suitable employment (s3 of the Act)

In relation to a worker, suitable employment means employment in work for which the worker is currently suited having regard to –

- (a) the nature of the worker's incapacity and the details provided in medical information including, but not limited to, the *Certificate of Capacity* supplied by the worker
- (b) the nature of the worker's pre-injury employment
- (c) the worker's age, education, skills and work experience
- (d) the worker's place of residence
- (e) any plan or document prepared as part of the return to work planning process; and
- (f) any occupational rehabilitation services that are being or have been, provided to or for the worker, and
regardless of whether –
 - i. the work or the employment is available, and
 - ii. the work or the employment is of a type or nature that is generally available in the employment market.

For the purposes of Part 4 of the Act, suitable employment also includes:

- (a) employment in respect of which the number of hours each day or week that the worker performs work or the range of duties the worker performs is suitably increased in stages in accordance with return to work planning or otherwise
- (b) employment the worker is undertaking or that is offered to the worker regardless of whether the work or the employment is of a type or nature that is generally available in the employment market, and
- (c) suitable training or vocational re-education provided by the employer or under arrangements approved by the employer (whether or not the employer also provides employment involving the performance of work duties), but only if the employer pays an appropriate wage or salary to the worker in respect of the time the worker attends suitable training or vocational re-education.

The Act

Workplace Injury Rehabilitation and Compensation Act 2013

Appendix D

Further information

WorkSafe has a range of publications, tools and templates that may assist with undertaking return to work activity and meeting return to work obligations. These are available from [worksafe.vic.gov.au/returntowork](https://www.worksafe.vic.gov.au/returntowork).

To order hard copies of publications, please contact the WorkSafe Advisory Service.

VWA publications

- *What to do if a worker is injured – A guide for employers*
- *Return to Work Coordination – The basics you need to know*
- *Suitable employment for injured workers – A step by step guide to assessing suitable employment options*
- *Return to Work Arrangements Template*
- *Labour hire and return to work*
- *Return to Work Coordinators*
- *Return to work obligations – Information for employers*
- *Steps to resolving return to work issues*
- *Who's who in the claims process – A glossary for injured workers*
- *Return to Work Inspectors*
- *Returning to work – A guide for injured workers*
- *Introducing WorkSafe – A guide for injured workers*
- *Return to work obligations – Information for workers*

Other Return to Work Compliance Codes

- *Compliance Code 1 of 4: Providing employment, planning and consulting about return to work*
- *Compliance Code 2 of 4: Return to Work Coordinators*
- *Compliance Code 4 of 4: Cooperating with labour hire employers about return to work*

Other useful references

Further information can also be provided by Agents, industry associations and unions. Agents can provide assistance regarding the management of workers compensation claims. Small businesses may also request the Agent to assist in obtaining the involvement of an occupational rehabilitation provider.

WorkSafe Victoria

Advisory Service

Phone.....(03) 9641 1444
 Toll-free.....1800 136 089
 Email.....info@worksafe.vic.gov.au
 Website.....worksafe.vic.gov.au

WorkSafe Agents

ALLIANZ Workers' Compensation (Vic) Limited

Freecall: 1800 240 335

CGU Workers Compensation (Vic) Limited

Freecall: 1800 066 204

Gallagher Bassett Services Workers Compensation Vic Pty Ltd

Freecall: 1800 774 377

QBE Workers Compensation (Vic) Limited

Freecall: 1800 817 820

Xchanging Pty Ltd

Freecall: 1800 801 070

For information about WorkSafe in your own language, call our Talking your Language service

廣東話.....	1300 559 141
Ελληνικά.....	1300 650 535
Македонски.....	1300 661 494
Italiano.....	1300 660 210
普通话.....	1300 662 373
Српски.....	1300 722 595
Español.....	1300 724 101
Türkçe.....	1300 725 445
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English.....	1300 782 442
Other.....	1300 782 343