



Injury Management System Template

Agency:

Injury Management Policy

Choose one of the following options

Include a statement of commitment to injury management here such as “XYZ agency is committed to providing injury management support to all workers who sustain a work related injury or illness with a focus on safe and early return to meaningful work and in accordance with the *Workers’ Compensation and Injury Management Act 1981*.”

OR

Refer to a policy document which contains the statement of commitment. This may be a specific injury management policy document or a more general document such as your Occupational Safety and Health (OSH) or Human Resource (HR) policy document.

It is recommended the statement of commitment to injury management be signed by the CEO or other senior officer.

Injury Management System

Describe the intent of the system

This injury management system has been developed to support XYZ agency’s injury management policy. It outlines the steps to be taken to assist a worker to return to work following a work related injury or illness. The expected injury management outcomes, in order of priority, are:

1. Return to same position with XYZ agency.
2. Return to new position with XYZ agency.
3. Return to a position with another agency or organisation.

The injury management system will be implemented at the time a worker reports a work related injury or illness and will continue until a full return to work has been achieved or is no longer a realistic goal, as determined in consultation with the employee, agency representative, treating medical practitioner and the Insurance Commission (Government Insurance Division).

Suggested inclusions

- It has been developed in consultation with employees and managers and will be reviewed at regular intervals for effectiveness and legislative compliance.
- Managers (specify the level, e.g. all, site divisional) are responsible for the day to day implementation of the injury management system. Support is provided by the (specify department, e.g. HR, OSH).
- All workers are expected to participate in and support the injury management system.
- Workers retain the right to choose a treating medical practitioner and approved vocational rehabilitation provider (if one is required) following consultation with the agency representative and treating medical practitioner.

Injury Management Steps

Describe each step

Depending on the size of the agency, complexity and number of injuries experienced, the injury management steps may need to be described in greater detail than suggested here.

1. **Incident report** - the worker reports a work related injury or illness to the line manager as soon as possible after occurrence.
2. **First aid and access to medical treatment** – the line manager ensures first aid is provided and if required, assists the injured worker to obtain medical treatment as soon as possible.
3. **Provision of information to the worker and treating medical practitioner** – if medical treatment is required, the line manager provides the worker with the injury and claims management pack, explains the contents, including the worker's rights and responsibilities and ensure the treating medical practitioner is advised of the agency's injury management system and availability of alternative/restricted duties.
4. **Claim form completion and lodgement**
 - a. The line manager provides the worker with access to submit an online claim or provides the worker with the workers' compensation claim form, assists with completion, if required, completes the employer report form and submits the claim forms, medical certificates and accounts to the claims coordinator.
 - b. The worker must submit medical certificates and accounts along with the completed workers' compensation claim form to the line manager as soon as possible following the first medical appointment.
 - c. The claims coordinator forwards completed forms, certificates and accounts to the Insurance Commission within three days of the claim being lodged by the worker.
5. **Communication between key parties** – the line manager, unless otherwise advised by the HR Manager contacts the worker as soon as possible following the first medical appointment and maintains at least weekly contact until a return to full hours and duties has been achieved. Communication with the treating medical practitioner, worker or line manager or clarification of any aspect of medical management or work capacity is required.
6. **Establishing return to work (RTW) goals and required injury management interventions** – the line manager in consultation with the injured worker, the Insurance Commission and HR Manager and following review of medical certification, will identify realistic return to work goals and injury management interventions required to assist return to work.
7. **Development of RTW programs** – RTW programs will be developed by the line manager and injured worker with assistance from the HR Manager whenever the employee is fit to return to work in some capacity within the original department other than to the full hours and duties of the pre-accident position. In other circumstance where RTW programs are required development will be coordinated by the HR Manager in conjunction with an approved vocational rehabilitation provider.
8. **Referral to approved vocational rehabilitation providers (AVRP)** – the injured worker will be referred to an AVRP when return to a position with the agency is not a realistic goal or it has been agreed between the HR Manager, the treating medical practitioner and the employee that referral is required to achieve a return to work.
9. **Monitoring of progress** – the line manager in consultation with the worker, treating medical practitioner, HR Manager, the Insurance Commission and AVRP will monitor the worker's progress towards the RTW goal. The RTW goal and program will be amended as required.
10. **Communication with the Insurance Commission** – the HR Manager will maintain contact with the Claims Officer at the Insurance Commission on a regular basis and when any significant changes, including medical status or work capacity of the employee arise. The Claims Officer is responsible for the management of the claim and communicating critical claims decisions to both the HR Manager and the worker. Claims reviews will be conducted on a regular basis.
11. **Documentation** – the line manager will document all RTW programs and updates and provide copies to the injured worker, HR Manager, Claims Officer and treating medical practitioner.

Issue Resolution

Choose one of the following options

Refer to internal issue resolution procedures, e.g. any issues arising from the injury management system must be addressed using the internal issue resolution process.

OR

Outline the steps for the worker and line manager to resolve issues, e.g. if the worker has an injury or claims management issue it should be referred to the line manager for resolution. If unresolved, the matter should be escalated to the HR Manager and then if still unresolved referred to the Insurance Commission, union representative or the WorkCover WA info line 1300 794 744.

If the line manager has an issue it should be addressed firstly with the worker, but if unresolved or discussion with worker is inappropriate, the matter should be referred to the HR Manager.

Day to Day Management

Identify who has day to day responsibility for injury management either for the agency or the specific work location and include contact details. For an agency with multiple sites this information may need to be attached as an appendix to the injury management system document so as to be easily updated when personnel change.

Example:

The person who has day to day responsibility for injury management at XYZ agency is:

Name:
Job title:
Phone:
Email:

Dates

The injury management system documents should include implementation and review dates.