

Injury Management Procedure Policy

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1. PURPOSE

The purpose of the injury management Work Instruction describes the steps that EMtek must take when a workplace injury occurs. Injury management is defined as “the management of workers’ injuries in a manner that is directed at enabling injured workers to return to work” (section 5 of the Workers’ Compensation and Injury Management Act 1981).

This Work Instruction is put in place to enable EMtek to commence injury management quickly and efficiently, aimed at ensuring the prompt return to work of injured employees as soon as it is deemed medically appropriate.

Key parties in the injury management process are:

- EMtek.
- The employee.
- The medical practitioner.
- Injury Management Coordinator.

2. ABBREVIATIONS AND DEFINITIONS

HR	Human Resources
HSE	Health Safety and Environment
IMC	Injury Management Coordinator
The Employer	EMtek Pty Ltd
The Project	All EMtek Controlled Sites
WCA	Workers' Compensation and Injury Management Act 1981

3. RESPONSIBILITIES

The responsibilities of EMtek and injured employee are clearly outlined below.

3.1 EMtek

- Arrange First Aid and determine if medical/hospital referral is required.
- Notify the IMC as soon as possible.
- Ensure all the necessary forms are provided and completed. Inform the employee of their rights and obligations.
- Give assistance to the IMC with the development, implementation and monitoring of Return To Work Programs.
- Supervise the injured worker to ensure they are following their restrictions and conditions.

3.2 Employee

- Report accidents. Complete Incident Report Form and submit all medical certificates.
- Provide a claim number to their medical practitioner.
- Attend medical reviews as requested by EMtek/insurer.
- To meet return to work requirements in order to remain entitled to weekly payments.
- To choose their own Medical Practitioner.
- To be actively involved in all decisions regarding treatment.

The following steps details EMtek injury management process.

4. INJURY MANAGEMENT WORK INSTRUCTION STEPS

4.1 Step 1 Administer First Aid

All injured employees should see their manager on site to ensure they receive appropriate treatment following injury. A Registered First Aid Provider may be required to assist the manager in administering first aid.

4.2 Step 2 Report injury/Illness

The injured employee is required to report all work-related incidents to the supervisor on duty and complete an Incident Report Form.

The IMC is responsible for investigating the accident/incident and taking any corrective action. The investigation is documented on the Staff accident and Incident and investigation Report Form.

4.3 Step 3 Determine if referral to a Doctor is required

Determine if the employee needs to be referred to a Doctor. If the employee does not need to see a Doctor their supervisor should ensure that they do not experience any problems on their return to work.

If the employee does need to see a Doctor they should be referred to the a medical practice.

4.4 Step 4 Notify IMC

The IMC is the workplace representative who is to coordinate and monitor the maintenance and return to work duties of injured workers. The coordinator may organise a return to work on consultation with the injured worker, their supervisor and the treating Doctor.

The IMC must be notified of all significant injuries.

If the injured employee has not been able to complete the Staff Accident and Incident and Investigation Report form then the IMC should be advised via a phone call.

4.5 Step 5 Determine if the injured Employee wishes to claim Workers Compensation

The decision to claim workers compensation rests with the injured employee. An employee is entitled to claim workers' compensation if:

- They have a work-related injury or disease; and
- They need medical treatment; or
- They are unable to work because of the injury or disease.

An employee is deemed to have lodged a claim for workers compensation when the completed workers compensation claims form (form 2B) and a First medical certificate from a doctor have been given to the manager. The completed workers compensation claim form and medical certificate must be forwarded immediately to the IMC.

The completed workers compensation claim form

must reach the insurer within three working days therefore it is important to forward these forms immediately they are received from the injured employee.

If the injured employee does not wish to lodge a claim for workers compensation they should be advised that all costs and time lost incurred as a result of their injury are their responsibility. Under Section 84I(1)(b) of the Workers Compensation and Injury Management Act 1981, injured employees have 12 months from the date of injury to lodge a claim for workers compensation. It is important to note however that lengthy delays in the lodgement of a workers compensation claim can jeopardize the acceptance of the claim.

4.6 Step 6 Determine if the Employee is fit for normal duties

Employees who have seen a Doctor and have been certified fit for their normal duties require no further injury management input.

Employees may be certified fit for restricted duties or fit for alternate duties. These are discussed below:

- Restricted duties entail the employee completing components of their normal duties.
- Alternate duties are created for the sole purpose of rehabilitation and should be implemented only if the employee cannot perform restricted duties.

Employees who have been certified as fit for restricted/alternate duties or unfit for work need to be assessed by the IMC as soon as possible. This ensures that the Injury Management Process is implemented immediately and, wherever possible, the injured employee commences work on a Return to Work plan.

The IMC may contact the employee's treating doctor if the employee has been certified unfit to discuss progress and the availability of restricted/alternate duties.

The Workers' Compensation and Injury Management Act 1981 requires that all employees who are unable to perform their normal duties

as a result of a work related injury have a documented Return to Work program.

The Return to Work process undertaken by the IMC to ensure compliance with the Act is as follows:

- Initial assessment undertaken by the IMC. This assessment can either be via phone, skype or in person.
- The IMC will meet with the injured employee to develop a Return to Work Program.
- The Return to Work Program is sent to the treating doctor for medical approval.
- The IMC will monitor the return to work process by liaising with the injured employee, the supervisor, and the treating doctor.

This early intervention ensures that the Injury Management Process is implemented immediately and the injured employee returns to work as soon as it is deemed medically appropriate.

It is the responsibility of the supervisor to maintain contact with any injured employee. If the injured employee is not at work it is recommended that contact is maintained on a weekly basis. Every effort should be made to include the injured employee in regular work site activities i.e. meetings, training sessions, social gatherings.

4.7 Step 7 Regular review of Return to Work Program

All employees participating in Injury Management and who have been placed on a Return to Work program should be reviewed regularly. The reviews are usually conducted weekly or fortnightly however they can be at longer intervals if there are no changes required to their Return to Work programs.

The aim of review meetings is to discuss progress to date and plan for the coming work week/fortnight.

The IMC may contact the treating doctor or other treating health professional prior to the meeting to gain their perception of the injured employee's progress and discuss upgrading duties/hours.

The following topics should be discussed during the course of the meeting:

- The employees progress and their response to treatment.
- Current treatment and its effectiveness.
- Discuss any issues related to the Return to Work program. Ensure both the manager and the employees are satisfied with the plan.
- Impact of the injury on other aspects of the employee's life i.e. social, financial and emotional.

The Return to Work program will establish an injury management goal. In the majority of cases the goal in the initial stages of injury is always to return the injured employee to their pre-injury duties.

To assist in measuring progress towards attainment of the injury management goal a number of strategies that may be utilised. These strategies include the following:

- Referral for specialist opinion if barriers to return to normal duties are identified or specialist advice is required in the management of an injury.
- GP conference to be considered if the injured employee has not returned to normal duties four weeks after injury.
- Ongoing liaison with the injured employee's manager. Review meetings held regularly with the manager and injured employee assist in the identification of any work related barriers impacting on the injured employee's ability to return to their normal duties.
- Development of an Injury Management Plan at the first meeting between the injured employee and the IMC.
- Development of a Return to Work plan. If an injured employee is performing restricted or alternate duties a plan detailing the hours and duties they are required to work will be developed.

On occasion it may be appropriate to refer the injured employee to an Approved Vocational Rehabilitation Provider (AVRP).

The referral to a Vocational Rehabilitation Provider may be necessary if there have been difficulties assisting injured employees to return to work through the internal injury management process or if medical advice supports a change in vocational goal.

4.8 Step 8 Determine if employee is medically fit to return to their pre-injury duties

The initial goal of injury management is to return injured employees to their pre-injury occupation. In some circumstances however the employee is advised that they are medically unfit to perform their pre-injury duties.

On these occasions the IMC will liaise with

the injured employee and their manager to determine an alternate injury management goal and develop a plan to achieve this goal.

To assist with determining an injury management goal the IMC will refer to the return to work hierarchy to determine a suitable goal.

4.9 Step 9 Work Instruction of employees unable to return to their pre-injury duties

If, after participating in the internal injury management process the employee has been unable to return to their pre-injury duties they should be referred to an external Approved Vocational Provider (AVRP).

However the injured employee has the right to choose his or her own Approved Vocational Rehabilitation Provider. The purpose of the referral is to assist the injured employee to find

employment either in another position with EMtek or with another organisation.

An injured employee must participate in the injury management process if they are in receipt of fortnightly payments. Employee's fortnightly payments may be suspended if he or she unreasonably fails or refuses to participate in the injury management program.