



WHS-PRO-012

Injury Management Procedure

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PURPOSE

The purpose of this procedure is to ensure that personnel who have suffered injury, illness or disease because of their work are able to return to safe and suitable duties to assist in their recovery and allow them to resume normal duties without undue delay. This also includes the requirements for post injury management and rehabilitation of all Sydney Harbour Federation Trust employees who have suffered work related injury, illness or disease.

SCOPE

Applies to the Safety, Rehabilitation and Compensation Act 1988 which focuses on management, prevention and administration of workplace injuries. The emphasis is on a safe, timely and durable return to work of injured employees. The Act introduced the concept of injury management to include treatment, rehabilitation, retraining, claims management and employment management practices.

REFERENCES

- Safety, Rehabilitation and Compensation Act 1988
- WHS-POL-004 Injury Management and Return to Work Policy

DEFINITIONS

Accredited Rehabilitation Provider

Is a multi-disciplinary team of health professionals who specialise in occupational return-to-work and is accredited to provide this service by the Regulatory Authority.

Return to Work (RTW) Plan

Is provided by the return-to-work coordinator or rehabilitation provider outlining physical retractions, suitable duties, hours or work, supervision arrangement and treatment times for the injured employee.

Injury Management Plan

Is a plan for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation and retraining of an injured employee, for achieving a timely, safe and durable return to work for a particular employee and is developed by the Insurer.

Return-To-Work Coordinator

Is an accredited SafeWork professional who will act on behalf of Sydney Harbour Federation Trust to assist injured employees to return to work and provide advice, where necessary.

Nominated Treating Doctor or NTD

Means the treating doctor nominated by an employee for treatment and consultation with Sydney Harbour Federation Trust in development of a return-to-work plan for the employee.

FORMS

Nil

ACTIONS AND RESPONSIBILITIES

Injury Management and Rehabilitation Policy

- The Sydney Harbour Federation Trust is committed to helping our people return to full and gainful employment following a work-related injury or illness. We are dedicated to providing a legislatively compliant rehabilitation program policy which is continuously reviewed and monitored to improve our injury management performance.

Return-To-Work Coordinator

- Sydney Harbour Federation Trust has appointed the Senior Manager, People and Culture as the Return-To-Work Coordinator. Responsibilities include:
 - developing and implementing a return to work program, educating the workforce, keeping injury and return to work statistics and developing policies and strategies
 - providing information to injured employees on benefits and the return to work process,
 - determining an injured employee's needs by discussion with the employee, their nominated treating doctor and other treating practitioners
 - identifying suitable employment and developing and implementing a RTW Plan
 - working with the insurer to develop an injury management plan
 - being the main point of contact for the injured employee.

Managers/Supervisors Responsibilities

- Report any injury or illness and liaise with the Return-To-Work Coordinator regarding medical treatment and the preparation and implementation of return to work plans.

Employee Obligations

- An injured employee shall:
 - notify their employer they have received an injury as soon as possible after the event occurred.
 - participate and cooperate in the establishment of the Injury Management (IM) plan
 - comply with their obligations under the IM plan
 - nominate a treating doctor who will agree to participate in the development of the IM plan
 - authorise the treating doctor to provide relevant information to the insurer or the employer for the purposes of the IM plan
 - make all reasonable efforts to return to work with their pre-injury employer, as soon as possible, having regard to the injury.

Return to Work and Injury Management Program

- The Sydney Harbour Federation Trust Return-To-Work and Injury Management Program is established and provided by the Insurer.
- The Insurer will nominate approved providers of Occupational Rehabilitation Services to assist in an employee's return to work if such services are required for the organisation.
- The Sydney Harbour Federation Trust Return-To-Work and Injury Management Program shall be displayed in the workplace.

Occupational Rehabilitation

- Sydney Harbour Federation Trust will manage the process of rehabilitation in the workplace to ensure that all injured employees can recover and return to work by:
 - Ensuring that return to work as soon as possible is a normal expectation.
 - Ensuring access to early intervention services such as occupational rehabilitation for employees who need them.
 - Providing suitable duties where practicable.
 - Consulting with employees and, where applicable, unions to ensure that the rehabilitation program operates smoothly and effectively.
 - Informing employees of their rights in relation to a employee's compensation claim including the right to choose their own doctor and rehabilitation provider.
 - Providing access to interpreter services, where needed
 - Ensuring employees are not dismissed within six months of injury, solely or principally because of their injury
 - Advising employees that refusal to cooperate in rehabilitation may result in reduced or suspended weekly benefits.

Rehabilitation Providers

- The Insurer will nominate approved providers of Occupational Rehabilitation Services to assist in an employee's return to work if such services are required for the organisation.
- An injured employee retains the right to nominate an accredited provider of his or her own choice.

Confidentiality

- Sydney Harbour Federation Trust. will maintain the confidentiality of rehabilitation records by keeping all documentation in a locked filing cabinet in the office which is only available to the Return-To-Work Coordinator.
- When meetings are required between the parties, private rooms will be made available to maintain privacy.

Insurance Companies Responsibilities

- After being advised that an employee has suffered a significant injury, the insurance company shall initiate action within three working days, including contacting the employee and the employer, and the nominated treating doctor if insufficient medical information has been provided.
- The Insurer shall then:
 - establish an injury management plan for the employee in consultation with the employer, the doctor and the employee
 - distribute to the employer, employee, NTD and any relevant parties' information regarding the Injury Management plan by the 20th working day
 - keep the employer informed of significant steps taken or proposed to be taken under the Injury Management Plan.

Rehabilitation Procedures

- When work injury or illness occurs:
 - It is the employee's responsibility to notify their supervisor of any injury as soon as reasonably practical.
 - Once the employer is notified of an injury, they will ensure that the injured person receives appropriate first aid and /or medical treatment as soon as possible and will conduct an investigation to prevent a recurrence.
 - If the injury is significant, the Return-To-Work Coordinator will contact the insurer within 48 hours of being notified. If the Return-To-Work Coordinator is not available, the Director should be contacted. If the injury is not significant, Sydney Harbour Federation Trust has 7 days to contact the insurer.
 - The Return-To-Work Coordinator will complete a Comcare Accident report within 7 days of a significant accident or incident occurring.

Follow-up After Injury

- The designated Return-To-Work Coordinator will contact the injured employee within 24 hours of being notified of the injury to commence the return-to-work process:
 - Assist the employee in filling out employee's compensation forms.
 - Explain the rehabilitation process to the injured employee.
 - Ensure that the employee is offered the help of an accredited rehabilitation provider, where necessary.
 - Ensure the provider will be given reasonable access to the workplace.
 - Arrange for the employee's return to work on the advice of their treating doctor or rehabilitation provider.
 - Ensure a Return-To-Work Plan is developed for all significant injuries. An accredited rehabilitation provider, a trained rehabilitation co-ordinator or an industry rehabilitation coordinator, in consultation with the treating doctor, will develop this plan.

Providing Suitable Duties

- A written Return-To-Work Plan will be developed when the injured employee is capable of returning to work, according to the nominated treating doctor.
- Sydney Harbour Federation Trust will provide suitable duties in consultation with the NTD and these duties will be reviewed regularly.
- Suitable duties will be provided having regard to:
 - the nature of the employee's incapacity and pre-injury employment
 - the employee's age, education, skills and work experience
 - the employee's place of residence
 - the details given in the medical certificates supplied by the employee
 - the provisions of any return-to-work plan for the employee
 - any suitable work for which the employee received return-to-work training.
 - the length of time the employee has been seeking suitable work
 - any other relevant circumstances.

Resolving Disputes

- Sydney Harbour Federation Trust accepts the need to consult with the employees and their representatives on disputes and to contact the Employees Compensation Commission for assistance and advice if unresolved.
- However, should it be necessary, refer to the Insurer Injury Management Program.

Finding Alternative Employment

- If the injured employee cannot return to their pre-injury job, Sydney Harbour Federation Trust will consult with all relevant parties, i.e. the injured employee, nominated treating doctor, rehabilitation provider, the insurer, etc. about finding alternative employment for injured employees.