



POLICY	
Injury Management	
Scope (Staff):	All employees
Scope (Area):	CAHS (PCH, CAHS Community Health and CAHS Mental Health)

Aim

To provide consistent and effective management of workplace injuries, so employees who sustain an injury or illness whilst at work or “acting under the instruction of their employer” can remain at work or return to work at the earliest appropriate time.

Risk

Inability to support employees in their recovery from injury as defined in the [Workers' Compensation and Injury Management Act 1981](#).¹

Definitions

Injury Management: management of an employee’s injuries in a manner that is directed at enabling injured employees to return to work. Injury Management provisions in the Act are supported by the [Workers' Compensation Code of Practice \(Injury Management\) 2005](#).

Employee: anyone who is engaged in an employment contract arrangement in any capacity (permanent, fixed term, casual or seasonal) with CAHS.

Return to Work Program (RTWP): an individualised formal program that may be developed as part of the injury management process, outlining suitable duties to assist an injured employee to remain at or return to work and outline workplace support should be provided during recovery.

Workers' Compensation: financial compensation provided to employees who become injured or ill in the course of their employment. Entitlements vary based on the circumstances of individual claims, but may include compensation for loss of wages, reasonable medical and allied health treatment expenses, reasonable workplace rehabilitation expenses and reasonable travel and other expenses.

Principles

- CAHS recognises its responsibilities to its employees under the [Workers' Compensation and Injury Management Act 1981](#)¹ in the event of an employee sustaining a work-related injury, illness or disease.
- In accordance with the Act, CAHS will:
 - provide an established documented injury management system for injuries in the workplace;
 - provide an effective injury management service to all employees who sustain a compensable work related injury or illness, with a focus on a safe and early return to meaningful work;

- ensure incidents are investigated and appropriate controls implemented to prevent a recurrence in line with the policy;
 - ensure timely lodgement and management of workers compensation claims for injured employees in line with the injury management system;
 - ensure injured employees are informed of their rights and responsibilities and are provided with appropriate documentation and support in relation to injury management and workers compensation; and
 - establish a documented return to work program in consultation with the injured employee and their medical practitioner, if medical information advises of restrictions to work duties or hours at work.
- The injury management process in CAHS involves the manager, the injured employee, treating medical practitioner, Rehabilitation Provider and Injury Management Consultant (OSH Department) working together to assist the employee to remain at or return safely to work when deemed medically fit to do so.
 - Contractors, volunteers, visitors and patients or consumers are out of scope of this policy.

Workers' Compensation

- All CAHS employees who sustain an injury whilst at work or “acting under the instruction of their employer” are entitled to lodge a claim for workers' compensation.
- All claims for compensation will be assessed and managed in accordance with the Act, the [Workers' Compensation and Injury Management Regulations 1982](#)² and the [Workers' Compensation Code of Practice \(Injury Management\) 2005](#).³
- RiskCover (the Insurer) will determine liability for the claim on behalf of CAHS and act on their behalf to manage the claims process.
 - Time frames to consider liability for a claim or seek more time to do so are set out in the [Workers' Compensation and Injury Management Act 1981](#).¹
- RiskCover (the Insurer) is required to advise CAHS and the injured employee in writing within 14 days if a claim has been accepted, disputed or pended.
- Upon acceptance by RiskCover (the Insurer), employees are provided with workers compensation in line with the above definition, to assist them to remain in or return to gainful employment.

Roles and Responsibilities

Injured Employee

- All employees who have sustained a workplace injury and have lodged a workers compensation claim have a responsibility to:
 - report all incidents and illnesses to their manager as soon as practicable and access appropriate medical treatment immediately following an injury;
 - refer to [Incident and Hazard Reporting](#) (CAHS Policy);
 - complete a [CAHS OSH Employee Hazard Incident Form](#);

- forward all relevant paperwork (including the First Medical Certificate) to the Injury Management Consultant (IMC) as soon as practicable on consulting a medical practitioner;
- Employees must also actively participate in and cooperate with the injury management process. This includes:
 - attend all medical and treatment appointments required;
 - attempt to schedule medical and treatment appointments outside of rostered hours wherever possible;
 - If treatment or medical appointments fall within rostered hours, notify manager as soon as practicable.
 - provide consecutive medical certificates to their manager during the duration of the claim;
 - these are required until a Final Medical Certificate is obtained.
 - participate in the development and implementation of the Return to Work Program;
 - maintain contact with Manager and IMC regarding progress and any changes to condition or work capacity; and
 - report any issues arising in the course of their return to work program to the manager and IMC.

Manager (includes Supervisory positions with direct reports)

- The department has an ongoing responsibility to the employee in the injury management process.
- The manager represents the employing authority and is essential to the success of the injury management process.
- The manager has a responsibility to:
 - establish direct contact with the injured employee as soon as possible following notification of work related injury or illness and provide assistance as required;
 - Assistance includes accessing of appropriate medical treatment and providing employee with the [CAHS OSH Injury Management Pack](#).
 - Refer to Injury Management System (as per the Appendix 1) for steps to be taken when there is an injury in the workplace.
 - notify the Occupational Safety and Health (OSH) Manager as soon as practicable of the injured employee and forward all claim documentation to the OSH department immediately; and
 - investigate and take action to prevent or minimise the risk of similar injuries occurring in the future;
 - Refer to [Incident and Hazard Reporting](#) (CAHS Policy).
- The Manager must also support the injured employee's return to work program by:
 - maintaining contact with the injured employee;

- provide suitable duties and work hours in consultation with the IMC, if available;
- implement the day-to-day actions on the RTWP, with support from the IMC;
- work collaboratively with the employee and all stakeholders to ensure a supportive workplace environment for the employee during recovery; and
 - This may include communicating with other employees in the department when an employee is on a return to work program with restrictions to ensure other staff do not unknowingly place the injured employee at risk or direct them to undertake tasks they should not be.
- contact the IMC regarding any concerns about the employee's progress.

Injury Management Consultant (IMC)

- The IMC has a responsibility to:
 - lodge the claim documentation (Form 2B and First Medical Certificate together) with the insurer within 5 working days of being submitted by the injured employee;
 - review the circumstances of the injured employee's case and identify the type of intervention required;
 - establish and maintain regular contact with injured employees, and liaise with the insurer, medical practitioners, managers, treating professionals and other key parties regarding the capacity of the employee and the availability of suitable duties;
 - negotiate, coordinate and monitor return to work programs in consultation with the injured employee, the medical practitioner and the manager;
 - refer to external providers for specialist services or programs, as and if required.
 - facilitate the provision of aids and equipment for injured employees to enable them to perform their duties;
 - provide education and advice to managers to assist them in the management of the injured employee in the workplace; and
 - regularly liaise with the insurer and vocational rehabilitation providers to ensure cost effective claims management.

Reporting

- Reporting will be in accordance with OSH reporting frameworks and / or accreditation processes.

Key Performance Indicators

- Key Performance Indicators covered by this policy include:
 - lost time injury incidence rate;
 - lost time injury severity rate; and

- percentage of injured employees returned to work within 13 weeks and 26 weeks;
 - as per data provided by RiskCover.

Compliance

- Compliance with this policy will be monitored annually by the CAHS OSH department:
 - Workers' Compensation statistics will be provided to CAHS Executive Groups.
 - Injury Management Consultant to maintain confidential, concise and relevant documentation
 - Refer to the [State Records Act 2000](#).⁴
 - Compliance monitoring may include monitoring percentage of injured staff returning to work after 13 weeks and 26 weeks; claim costs; and Injury Severity Rate.

Dispute Resolution

- CAHS aims to resolve disputes quickly and effectively to the satisfaction of management and workers.
 - The injured worker may refer to RiskCover's Internal Dispute Resolution Process.
 - The injured employee has the right to access advice from WorkCover WA.


Related internal policies, procedures and guidelines
Incident and Hazard Reporting (CAHS Policy Manual)
Insurance Claim Process – RiskCover (CAHS Policy Manual)
First Aid (CAHS Policy Manual)

References
1. Workers' Compensation and Injury Management Act 1981
2. Workers' Compensation and Injury Management Regulations 1982
3. Workers' Compensation Code of Practice (Injury Management) 2005
4. State Records Act 2000

Useful resources (including related forms)
CAHS OSH Employee Hazard Incident Form
CAHS OSH Injury Management Pack

CAHS Injury Management System Factsheet
OSH Statement (CAHS 2018)
CAHS OSH Injury Management and Workers' Compensation InfoHub Page
WorkCover WA Website
RoStar for Workers' Compensation

This document can be made available in alternative formats on request for a person with a disability.

File Path:	W:\Safety & Quality\CAHS\Policy\POLICY MANAGEMENT - Area Health Service\CAHS Policy_Word\CAHS.OSH.InjuryManagement.docx				
Document Owner:	Executive Director Corporate Services				
Reviewer / Team:	Workforce Services – Occupational Safety and Health				
Date First Issued:	September 2014	Last Reviewed:	November 2018	Review Date:	November 2021
Approved by:	Corporate Governance Committee			Date:	27 November 2018
Endorsed by:	Executive Director Corporate Services			Date:	27 November 2018
Standards Applicable:	NSQHS Standards:  NSMHS: 8				
Printed or personally saved electronic copies of this document are considered uncontrolled					

Appendix 1 – Factsheet: Injury Management System

Factsheet:

Injury Management System

Injury Management (CAHS) Policy

CAHS is committed to assisting injured employees to return to work as soon as medically appropriate and will adhere to the requirements of the *Workers' Compensation and Injury Management Act 1981* in the event of a work related injury.

For more information on the policy including responsibilities and the process please refer to CAHS HealthPoint.

CAHS are committed to the rehabilitation process as outlined in the Act, and acknowledge the importance of early intervention and support of employees that are injured at work so that they can remain at work or return to work at the earliest appropriate time.

This factsheet provides a general overview of the process; however employees and managers should refer to the Injury Management Policy and Procedure for further information.

Day-to-day Management

The person who has day-to-day responsibility for Injury Management in CAHS is the

Line Manager/Supervisor

The Department/Area that employs the injured employee has an ongoing responsibility to the injured employee and is essential to the effectiveness of the injury management process.

Injury Management Consultant (IMC)

Contact details:

Located Perth Children's Hospital, Level 3E

Contact CAHS Workplace Injuries on cahswpi@health.wa.gov.au for further information or advice, or visit CAHS HealthPoint.

CAHS acknowledges WorkCover WA as the basis for the information contained within this factsheet.

Steps in the injury management process

Step 1 - The manager or colleagues should ensure all necessary action to provide the injured employee with immediate first aid and access to appropriate medical assistance. The employee may attend their own GP.

Step 2 - Manager to notify the OSH Department of the incident and injury/illness. The Injury Management Consultant (IMC) to inform appropriate parties as soon as possible.

Step 3 - Manager informs the employee of the need to gain a First Certificate of Capacity.

Step 4 - Manager provides the employee with an **Injury Management pack** which includes a workers' compensation claim form. Injury Management pack available on the CAHS intranet.

Step 5 - Employee completes all parts of IM pack and forwards to Manager. Manager or IMC to assist the worker to complete the claim form if required.

Step 6 - Manager reviews the completed claim form and completes the **CAHS Employer Report Form**, then forwards completed paperwork immediately to IMC for lodgement. The IMC lodges the First Certificate of Capacity and claim form with the insurer within five (5) working days.

Step 7 - Manager maintains regular contact with the injured employee to check on progress and make arrangements for the employee to remain at work or return to work as soon as medically appropriate, in consultation with the IMC.

Step 8 - When required, the IMC will establish a Return to Work Program in consultation with the injured employee, treating medical practitioner and line manager.

Step 9 - Manager maintains regular contact with IMC and advises them of any absences or concerns. IMC will refer to a workplace rehabilitation provider when required/indicated.

Step 10 - IMC to maintain contact with key parties (employee, manager, medical practitioners, rehabilitation provider, insurer) regarding the injured employee's return to work progress and claim.