

DOCUMENT COVER SHEET

Document Title. Injury Management System

Notes:

REVISION HISTORY

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1 PURPOSE AND CONTEXT

To provide and maintain an Injury Management System for employees injured at work, which ensures that we respond quickly and effectively to injuries in the work place, so that injured employees can remain at work or to assist injured employees towards an accelerated recovery and return to work..

To provide comprehensive clear guidelines for all Northport Marine Services' employees, in order that they may understand and comply with their legal responsibilities in relation to work-related injuries and illnesses, as outlined in the *Occupational Safety and Health Act 1984* and *Workers' Compensation and Injury Management Act 1981*.

2 DEFINITIONS

The following definitions apply for the purpose of this policy:

- a. Aggravation - Described as where a new incident causes further increase in symptoms as a result of an aggravation of an existing injury or condition.
- b. Alternate duties - A different range of duties, which may be with the same or different employer, generally temporary in nature, and which takes into account physical or psychological constraint e.g. job trial.
- c. Consultation - Sharing of information and exchange of views between the managers, employee, Injury Management Coordinator, treating doctor, Rehabilitation Provider and/or their representative/s on injury management issues. It is the opportunity to contribute to decision making in a timely fashion to facilitate the smooth implementation and running of a Return to Work program.
- d. Injury Management - the process that comprises activities and procedures, that are undertaken or established, for the purpose of achieving a timely, safe and durable return to work for employees following workplace injuries.
- e. Injury Management Coordinator - A designated individual based within the Occupational Health Safety division who is responsible for ensuring the coordination of rehabilitation of employees who have a compensable injury, illness or disease.
- f. Injury Management Program - A coordinated and managed program that integrates all aspects of injury management (including treating, rehabilitating, retraining, claims management and employment management practices) for the purpose of achieving optimum results in terms of timely, safe and durable return to work for injured employees.
- g. Insurer - A licensed insurer (GIO).
- h. Treating doctor - The treating doctor nominated by the injured employee to provide medical treatment.

- i. Place of Work - means premises where persons work.
- j. Premises includes:
 - i. Any land, building or part of any building; and
 - ii. Any vehicle, vessel or aircraft; and
 - iii. Any installation on land, on the bed of any waters or floating on any waters; and
 - iv. Any tent or moveable structure
- k. Recurrence - Described as an increase in symptoms.
- l. Rehabilitation Provider - A person or company accredited by WorkCover WA to provide vocational rehabilitation services to injured employees.
- m. Return to Work Plan - The individual return to work plan developed to the specific needs of the injured employee in consultation with manager(s), Injury Management Coordinator or OHS Manager, the Treating Doctor and the Rehabilitation Provider (if appointed).
- n. Selected duties – An employee’s usual duties modified to eliminate those tasks, which may aggravate the injury, illness or disability. Duties selected from the employees usual range of duties, which are compatible with their medical constraints.
- o. Suitable duties - Duties for which an injured employee is suited while recovering from an injury. Suitable duties may include alternate and/or selected duties.
- p. Workplace injury or illness - An injury or illness that arises in the course of, or in connection with, an employee’s work, and to which the work is a substantial contributing factor.

3 POLICY STATEMENTS

Northport Marine Services are committed to the prevention of injury/illness through the provision of a safe working environment by successful management of occupational health, safety and welfare.

Northport Marine Services Injury Management program includes:

- a. All managers and supervisors are committed to achieving the standards and time frames set for the reporting of work injuries and processing of claims for compensation
- b. All reported work injuries are assessed for rehabilitation needs
- c. All relevant parties are to be involved in the formulation of suitable rehabilitation programs to facilitate a successful return to work for injured employees
- d. All employees are to be educated regarding their rights and responsibilities in relation to claims for compensation and their support in implementing return to work programs of injured colleagues

The Injury Management Policy will be reviewed annually. The review will involve assessing the effectiveness of the policy by:

- a. Monitoring the return to work rate of injured staff
- b. Monitoring the cost of rehabilitation
- c. Reviewing the Workers Compensation statistics including LTIs and total number of claims
- d. Surveying managers, supervisors, staff, safety committees and health and safety representatives on the implementation and operation of the policy and procedures.

This policy applies to all employees of Northport Marine Services.

3.1 – Responsibilities: Senior Management

To provide safe systems at work, training and equipment to prevent injuries.

To have in place an agreed Injury Management Policy.

To make available and develop individual Return to Work Plans in consultation with the injured employee, Manager/Supervisor, Injury Management Coordinator/OHS Manager, treating doctor and Rehabilitation Provider as applicable.

To produce the Injury Management Policy in printed form and display it prominently.

3.2 – Managers/Supervisors

Promptly notify OHS division of all work injuries in accordance with injury reporting procedures.

Notify the Injury Management Coordinator/OHS Manager of all relevant information which could affect the management of a work injury.

To participate in the consultative process.

Be actively involved in the implementation and monitoring of and ensure compliance with the Return to Work Plans.

To provide appropriate ergonomic work equipment as recommended by the treating doctor.

3.3 – Employees

To take reasonable care in the performance of work so as to prevent work-related injuries to self and others.

To notify their immediate supervisor/manager of any injury as soon as is practicable and to promptly provide ongoing medical advice/medical certificates and rehabilitation status.

To provide completed documentation as required.

To cooperate with Northport Marine Services to ensure that injury management obligations as imposed by the *Workers' Compensation and Injury Management Act 1981* are met.

Promptly report all absences from work relating to any work-related injury and provide supporting WorkCover WA medical certificates.

To cooperate and show commitment towards the process of Injury Management.

To undertake all the activities agreed to as part of their Return to Work Plan.

To cooperate in reasonable workplace changes designed to assist rehabilitation of fellow staff members.

3.4 – Colleagues

To support the return to work of injured persons and to create a positive accepting environment.

Not to hinder aid to an injured staff member.

Not to interfere with or misuse equipment provided for their health, safety and welfare.

To cooperate in reasonable workplace changes designed to assist rehabilitation of fellow staff members.

3.5 – Injury Management Coordinator/OHS Manager

To ensure completion and submission of relevant documentation for insurance purposes.

To comply with all time frames for lodging of work-related injury documentation.

To liaise and cooperate with the insurer and treating doctor/specialist to monitor progress of work injuries in relation to claims management, injury management and benefits payable.

To provide information on the return to work process and associated workers' compensation benefits to injured employees.

To create and maintain confidential case records.

3.6 – Occupational Health & Safety division

To establish regular routine claims management review meetings with the insurer.

To liaise with senior management regarding progress of relevant claims.

4 PROCEDURES

4.1 – Scope

These procedures cover the requirements associated with Injury Management from the time of injury through to effective return to pre-injury duties. The procedure covers:

- a. Assessing the level of injury and restriction it may pose to work duties.
- b. Development and management of an appropriate Return to Work Plan.
- c. Management of the compensation claims process.
- d. The established Injury Management process is to be used by all employees who sustain an injury or suffer illness due to their work or work environment at Northport Marine Services.

4.2 – Objective

To ensure all legislative requirements under the *Workers' Compensation and Injury Management Act 1981* and *Occupational Safety and Health Act 1984* are met

To ensure all employees are aware of their rights and responsibilities under the *Workers' Compensation and Injury Management Act 1981* and the *Occupational Safety and Health Act 1984*.

To ensure effective claims management

4.3 – Immediate Action (within 24 hours)

Compliance with the established Accident/Incident Reporting System by:

- a. Notification to Manager/Supervisor
- b. Completion of documentation (**Injury /Incident Report Form:** [NPMS-SA-FM008 NPMS Incident Report Form](#) or **Marine Incident Report Form:** [NPMS-VS-FM003 NPMS Marine Incident Report](#))
- c. Investigation of accident/incident

4.4 – Required activities/processes

Reporting of accidents/incidents that result in an injury, with or without time lost, is essential. The established Accident/Incident Reporting System is to be used by employees who are injured, re-injured or become ill in connection with their work at Northport Marine Services.

The Injured staff member must:

- a. Provide details of incident including contact details of the treating doctor as soon as is practicable.
- b. Seek medical attention.
- c. Complete 'Workers' Compensation Claim Form 2B' available from the Injury Management Coordinator or OHS Manager.
- d. Provide WorkCover WA medical certificates at regular intervals, coinciding with treatment and changes in medical capacity for work.

The manager/supervisor of the injured employee must:

- a. Ascertain if the absence of an employee is due to a work related injury/illness or personal sick leave.
- b. Ensure the necessary injury notification and insurance claim forms are completed. If the employee is unable to attend the Northport Marine Services office to complete the forms, the Injury Management Coordinator/OHS Manager will make such arrangements to ensure completion of the appropriate forms (by fax, email, etc)
- c. Ensure work injuries are promptly reported to the Injury Management Coordinator or Occupational Health and Safety Officer for entry in the Northport Marine Services Incident Report Register [NPMS-SA-IR001-RG Incident Report Register.xls](#). Significant injuries are to be reported within 24 hours and all other injuries within 48 hours
- d. Investigate accident/incident and put control measures in place to prevent recurrence

The Injury Management Coordinator/OHS Manager must:

- a. Ensure that the 'Employer's Report of Injury' form to the insurer is fully completed. This may involve liaison with the manager/supervisor to gather further information.
- b. Contact the treating doctor within 3 days of the report of injury to identify early Injury Management processes.
- c. Ensure that all necessary documentation is lodged with the insurer within 48 hours of receipt.
- d. Maintain an Incident Report Register.
- e. Advise and provide support to injured staff, managers/supervisors and all relevant parties regarding the Workplace Injury Management and Workers' Compensation processes.
- f. Implement Return to Work Plans in accordance with legislation.
- g. Monitor staff on Return to Work Plans as per medical/rehabilitation review requirements.
- h. Arrange interpreters as required.

- i. Provide education, training and support.

4.5 – Payment of wages

Until the claim has been assessed by the insurer, the employee can be paid against their available sick leave, annual leave or long service leave, as requested by the employee. The employee must complete a leave application form in order to authorize the utilization of available leave, stating "please use my sick leave/annual leave/long service leave whilst worker's compensation claim is pending".

If there are no leave credits available or if the basis of their employment is casual, then the employee will not receive wages from either Northport Marine Services or the Insurer unless the claim is accepted.

If the claim is accepted, then the leave used will be re-credited to the staff member's leave balance by the Human Resources department. Any wages owed to the staff member will be paid by Office of Human Resources. If the claim is accepted and the employee has chosen not to use their entitlements for income, then the employee will be back paid to the date of the incident.

If the claim is not accepted (disputed), leave will not be reimbursed. All accounts will be returned to the employee for payment. The Insurer will send the employee a letter together with information explaining the employee's right to request conciliation with WorkCover WA.

4.6 – False Claims

Section 79 of the *Workers' Compensation and Injury Management Act 1981* gives a dispute resolution body discretion to refuse to award compensation which would otherwise be payable where it is proved that the worker has, at the time of seeking or entering employment in respect of which he claims compensation for a disability, willfully and falsely represented himself as not having previously suffered from the disability. Failure to accurately and completely provide the information requested in this document may lead to the Employer concerned taking disciplinary action against you up to and including termination of employment.

4.7 – Effect on annual leave, long service leave & sick leave

An injured worker who is approved to receive compensation will receive the same payments, allowance or benefits of annual leave or long service leave as specified in their contract.

A worker is not entitled to receive payments for sick leave for any period in which they receive payments for compensation of injury. In the case that this takes place, the worker is required to reimburse the employer the full amount of payments made for sick leave.

For further information regarding the affects of a claim on annual leave, long service leave and sick leave, refer to the *Workers' Compensation and Injury Management Act 1981*, Part III Division 8 s. 80.

4.8 – Medical Appointments

Legislation states that an injured employee may be required to attend a medical examination(s) conducted by a doctor chosen by Northport Marine Services. The purpose of these examinations is to ensure that the employee is receiving appropriate medical treatment and to facilitate a prompt return to work.

The OHS department is to advise the injured employee of the need to attend the medical appointment giving at least 24 hours notice. The employee must confirm with their manager and the OHS department their attendance.

If an employee refuses to attend a medical examination, the legislation dictates that compensation payments may be suspended until an examination takes place. The employee may incur the cost of the non-attendance fee.

4.9 – Attending Medical Appointments during Working Hours

An employee, working full time hours, is entitled to attend medical/treatment appointments for work-related injuries/illnesses during work time. Appointments are to be made either at the beginning or towards the end of the shift. If disruption is unavoidable, the employee must discuss this with their manager/supervisor prior to appointments being made.

Employees undergoing rehabilitation on reduced normal hours are expected to make appointments outside these reduced hours. If this is not possible the employee must discuss this with their manager/supervisor prior to appointments being made.

Employees must provide certificate of attendance for all medical appointments/treatment including physiotherapy.

4.10 – Recurrence or Aggravation of Injury

A recurrence or aggravation claim is not automatically accepted. The Insurer will reassess the claim.