

## Policy: OHSP09 – Injury Management Policy

TASK	RESPONSIBILITY	REFERENCE	GUIDELINES
<p>1.</p>	<p>AIS management is committed to the effective management of Workplace Health, Safety &amp; Welfare, which is as equally important as other business considerations. In fulfilling this responsibility, AIS management accepts its duty of care to provide and maintain a working environment, as far as is reasonably practicable, that is safe, comfortable and without risk to personal health.</p> <p>In the event that an employee is injured at work, AIS assists ill or injured employees to achieve the best possible recovery with the earliest and safest return to work, with the provision of suitable duties and support as necessary.</p>	<p>Managing Director</p> <p><a href="#">OHSPR28 - Claims Management</a></p> <p><a href="#">AIS Injury Mgt Flowchart</a></p>	<p>AIS-009EF – Return to Work Act 2014</p> <p>Useful Web links WorkCover SA – <a href="http://www.workcover.com/">http://www.workcover.com/</a></p> <p>Work Health and Safety Act 2012</p>
<p>2.</p>	<p><u>Objective</u></p> <p>AIS outlines the Objectives of its Injury Management Policy as follows:</p> <ul style="list-style-type: none"> <li>– To provide equitable and effective processes for Injury Management (i.e. Rehabilitation and Claims Management).</li> <li>– To provide rehabilitation assistance and achieve the best practicable levels of physical and mental recovery for employees who incur a work-related injury or illness.</li> <li>– To ensure all stakeholders in the injury management process are consulted and Executive Management are actively involved in the planning, review and monitoring of the Injury Management arrangements when relevant.</li> <li>– To provide the appropriate level of training to staff with injury management responsibilities</li> </ul>	<p>This Policy applies to all AIS employees</p> <p><b>Exclusions</b> This process excludes arrangements for non-work related injuries/illness</p>	<p>AIS ensures the utilisation of injury management protocols that comply with the following workers compensation legislation and practice, as detailed below:</p> <ul style="list-style-type: none"> <li>– Workers Rehabilitation and Compensation Act 1986 as amended</li> <li>– Workers Rehabilitation and Compensation Regulations 2010</li> </ul>

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3.	<p>In order to meet its obligations under the WR&amp;C Act 1986, Section 28D(1) AIS has appointed a Rehabilitation and Return to Work Coordinator (RRTWC) The <b>RRTWC</b> is the focal point in the management of all workplace matters relating to the workers compensation claims and rehabilitation of an injured AIS employee and has a responsibility for managing AIS injury management procedures to:</p> <ul style="list-style-type: none"> <li>– Ensure that all employees have access to this policy, understand their rights and responsibilities and are afforded appropriate information and assistance in the rehabilitation and return to work process.</li> <li>– Ensure all employees are aware of their right to have an advocate attend any RTW meetings</li> <li>– Assist injured employees in completing the necessary Workers Compensation paperwork where required.</li> <li>– Ensure all Workers Compensation documentation is completed and forwarded with any accounts/certificates etc to Claim Agent within 5 business days of receipt.</li> <li>– Ensure that all parties actively participate in the rehabilitation and return to work programs.</li> <li>– Determine if rehabilitation is required or can commence – based on discussions with the employee and their treating doctor and the WMC.</li> <li>– Discuss the rehabilitation process with the employee and their direct supervisor</li> <li>– Identify suitable employment in consultation with the worker and their supervisor.</li> <li>– Obtain a signed and dated medical authority from the employee to enable the exchange of relevant information with treating medical experts</li> <li>– Attend to the resolution of any disputes in relation to the return to work program at the earliest possible time.</li> <li>– Maintain confidentiality in all matters in accordance with the relevant state Workers Compensation Legislation.</li> </ul>	<p>Managing Director</p> <p>RRTWC</p>	<p>AIS-009EF – Return to Work Act 2014</p>	

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4.	<ul style="list-style-type: none"> <li>– Ensure that co-workers provide a supportive environment for all injured workers.</li> <li>– Monitor the RTW progress by reviewing each new WMC to ensure their duties continue to match their capacity</li> <li>– Attend Review appointments with the employee and their treating GP to ensure an appropriate RRTW Plan is in place which progresses the employee to a FRTW.</li> <li>– The RRTWC will arrange for interpreter or translation services should any injured staff member indicate the need for such services. The cost for these services will be incurred against the claim and not the staff member, and be paid for by the company of the Claims Agent as approved by them.</li> </ul>	RRTWC		
5.	<p><u>Injured Employee</u></p> <p>Employees play a vital role in the success of their return to work, and as a result have the following rights:</p> <ul style="list-style-type: none"> <li>– Choose their own treating doctor</li> <li>– Have a copy of their RRTW Plan</li> <li>– Have personal information about themselves kept confidential as per Section 112 of the WR&amp;C Act 1986</li> <li>– Have a representative present at any meeting to discuss their claim or rehabilitation</li> <li>– Be provided with a copy of any medical report relating to their claim</li> <li>– Seek a second opinion if at any time they become dissatisfied with the medical treatment they are receiving</li> <li>– Have an interpreter present at any meetings</li> </ul>	AIS Employee		Once an employee has submitted leave or claim form to the RRTWC – the RRTWC will hold a meeting with the injured employee and explain the AIS injury management process, including the roles and responsibilities of all parties in the injury management process.

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<p>6. Employees play a vital role in the success of their return to work, and as a result have the following responsibilities:</p> <ul style="list-style-type: none"> <li>- Comply with the AIS Injury Management Policy and legislative requirements.</li> <li>- Participate in agreed rehabilitation programs or return to work plans.</li> <li>- Support fellow employees returning to work after an injury.</li> <li>- Notify their immediate Supervisor/Manager before completing the current work day/shift, of the incident/injury/illness as far as is practicable</li> <li>- If injury or illness occurs determine if lodgment of a workers compensation claim is required(see RRRTWC for assistance)               <ul style="list-style-type: none"> <li>o No claim                   <ul style="list-style-type: none"> <li>▪ If the employee decides the injury/illness is of a personal nature, the employee can complete and lodge relevant a sick leave form.</li> </ul> </li> <li>o Lodge a Claim - If the employee decides an injury/illness is work related they:                   <ul style="list-style-type: none"> <li>▪ Complete a WorkCover Claim Form</li> <li>▪ Provide the completed claim form and a WMC to the RRTWC</li> </ul> </li> </ul> </li> <li>- Attend any medical examinations as arranged by the Claims Agent</li> <li>- Follow medical advice and restrictions as outlined on the WMC</li> <li>- Inform the RRTWC of any changes in capacity as per the WMC</li> <li>- Maintain a current WMC at all times</li> <li>- Provide receipts for any medical costs incurred to the RRTWC so payment can be arranged from the Claims Agent</li> <li>- Accept Suitable Employment that certifying doctors indicate that they are medically fit to perform</li> </ul>	<p>Employees</p> <p>RRTWC</p>		

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7.	<ul style="list-style-type: none"> <li>- Comply with any medical constraints on the WMC</li> <li>- Actively participate in RTW planning and the development of a RRTW Plan</li> <li>- Attend any medical appointments outside of work hours as far as practicably possible to avoid disruption to the rehabilitation process</li> <li>- Keep the RRTWC up to date with any relevant changes in circumstances that may affect a successful RTW.</li> </ul>	Employees		
8.	<p><b>Failure to participate meaningfully in a RTW</b></p> <p>Where an injured employee refuses to participate meaningfully in their rehabilitation the following process will occur:</p> <ul style="list-style-type: none"> <li>- The RRTWC will meet with the employee outlining the consequences of continued non-participation, or behaviour that frustrates the rehabilitation process, providing confirmation of this in writing</li> <li>- If non-participation or behaviour that is frustrating to the rehabilitation process continues or recurs, the RRTWC will convene a Case Conference involving the employee, and relevant others such as the treating medical expert(s), the supervisor and the Claims Manager to discuss the non-participation.</li> <li>- The Claims Manager will determine what action with respect to formal warning or breaches will be enacted.</li> </ul> <p>Supervisors also play a vital role in the success of an injured employee's ability to successfully return to work. As a result, AIS ensures they play an active role in the rehabilitation process, and defines their responsibilities as:</p> <ul style="list-style-type: none"> <li>- Notify the RRTWC if an employee reports an injury or illness               <ul style="list-style-type: none"> <li>- be it personal or work related to allow early intervention strategies to be implemented.</li> </ul> </li> </ul>	Employees		

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9.	<ul style="list-style-type: none"> <li>- Maintain contact with the injured employee during their recovery or absence from the workplace</li> <li>- Assist the RRTWC in identifying suitable employment</li> <li>- Attend any relevant meetings or case conferences as required</li> <li>- Provide other employees with information and guidance about the person undergoing rehabilitation to ensure appropriate support and assistance from them</li> <li>- Maintain confidentiality in relation to the employees injury/illness</li> <li>- Maintain contact with the RRTWC, providing relevant feedback on the employees progress and any issues that arise.</li> <li>- Supervise the employees RTW to ensure restrictions are adhered to by all parties</li> </ul>			
10.	<p><b>Grievances</b> AIS is committed to making all efforts to resolving any dispute as quickly as possible. In the event of a dispute over an individual rehabilitation/return to work case, the dispute will be handled as follows:</p> <ul style="list-style-type: none"> <li>- In the first instance the injured employee discusses the grievance with his/her supervisor. If the supervisor is unable to resolve the issue, he/she then contacts the RRTWC.</li> <li>- The employee may elect to pursue the grievance directly with the RRTWC at any time.</li> <li>- The RRTWC will attempt to resolve the dispute informally by coordinating discussions with, as appropriate, the injured employee, the medical expert(s) involved in the case, the employee's supervisor/manager and where requested, an advocate as identified by the employee.</li> <li>- If the issue is not resolved satisfactorily in this manner, the Claims Manager is contacted to participate in resolution of the dispute.</li> </ul>	Employee RRTWC		

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<p><b>Injury Management Procedure upon receipt of a notification of Injury or Illness</b></p> <p>Upon receipt of a new Workers' Compensation Claim the following process is followed by the RRTWC who:</p> <ul style="list-style-type: none"> <li>– Checks that the claim form has been fully completed and that wages information has been provided by the worker.</li> <li>– Advises the Pay Office that a Worker's Compensation claim has been received. The RRTWC requests wages information from Pay Office.</li> </ul> <p>The RRTWC ensures that the required documents are completed when reporting and managing an injury:</p> <ul style="list-style-type: none"> <li>– First Aid Register (if relevant);</li> <li>– Incident Report form;</li> <li>– Employee's "Claim for Compensation";</li> <li>– Workers Compensation Medical Certificate has been obtained by the injure employee;</li> <li>– Employers' Report Form.</li> </ul> <p>From receipt of an employee's claim form, the RRTWC initiates the appropriate rehabilitation process by completing an assessment for the need for rehabilitation and obtains the following documentation (this information is then provided to the Claims Agent within 5 working days.)</p> <ul style="list-style-type: none"> <li>– Assessment for the need for rehabilitation;</li> <li>– Authority to Exchange Information;</li> <li>– Letter to Doctor Attaching Authority to Exchange Information;</li> <li>– Introductory Letter to Treating Doctor;</li> <li>– Recommendation for Suitable Alternative Duties;</li> <li>– Return to Work Plan;</li> <li>– AIS Information for Employees.</li> </ul>	<p>RRTWC</p>		

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11.	<p>The RRTWC communicates with the employee, supervisor, Claims Manager, Treating GP and other treating professionals, along with other relevant stakeholders such as family representatives, lawyers and union representatives as required to manage the successful return to work of an injured employee.</p> <p>All return to work activities are fully documented in the RTW file and held independently of any other files pertaining to the injured employee. Return to Work Files are confidential and are stored securely, accessible only to the RRTWC.</p> <p>The <b>AIS Injury Management Flowchart</b> attached summarises the AIS Injury Management procedure that meets current SA workers compensation legislation and is managed by the RRTWC on behalf of AIS management.</p>		<p>AIS-009EF – Return to Work Act 2014</p> <p>AIS Injury Mgt Flowchart</p>	
<b>PERSONAL INJURY / ILLNESS</b>				
12.	<p><u>Non work related Injuries</u></p> <p>In the event an employee sustains an injury or illness that IS NOT work related, to such an extent that they are partially or fully incapacitated, and this impacts on their ability to complete all aspects of their job, or where their injury / illness could threaten theirs or others safety at work, the employee must provide a full work clearance from a medical practitioner before returning to the workplace.</p>	All Employees		



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13.	<p>AIS will provide support to the employee where reasonably practicable by:</p> <ul style="list-style-type: none"> <li>• Where possible, negotiating flexible working hours that suits both the employee and the employer.</li> <li>• Working in a cooperative manner with the employee.</li> <li>• Allowing any accrued sick / annual leave to be utilised.</li> <li>• Assisting, where possible, with work load requirements.</li> </ul>	RRTWC		
14.	The Managing Director will assess the extent of the incapacity and determine if the worker can effectively continue to work in their role during the period of incapacity.	Managing Director		
15.	<p>Depending on the extent of the injury, the employees may be able to negotiate with the Managing Director to remain at work, whilst completing modified duties. To enable an equitable decision to be made an assessment needs to occur, the employee may be asked for written consent:</p> <ul style="list-style-type: none"> <li>• For an AIS delegate to contact the employee's doctor to determine the extent of the incapacity and obtain information regarding relevant restrictions, and/or</li> <li>• Attend a review with a company nominated doctor to determine the extent of the incapacity and obtain information regarding relevant restrictions.</li> </ul>	Managing Director / All Employees		
10	The decision to enable an employee with a personal injury to return to work in a different job will be made on a case by case basis, taking into account the capacity of the employee, and what duties AIS have to offer at the time. The final decision will be at the discretion of the Managing Director, after discussion with the injured worker, and <u>may</u> involve reviewing the employee's salary for this period of time if the duties agreed are significantly different to the current contract of employment.	Managing Director		