

# QSCU OHS&R MANAGEMENT SYSTEM

## PROCEDURE 29 – Injury Management

### 1. PURPOSE

This procedure defines the basic requirements to manage the workers compensation and rehabilitation process to assist a worker's optimum recovery following a work related injury or illness through rehabilitation.

The aim of workers compensation is to ensure that all employees with work related injuries or illness receive appropriate assistance to optimize their recovery and return to work.

Rehabilitation is a continuous process starting from the onset of an illness or injury which aims to:

- prevent undue loss of physical or mental function;
- assist optimum recovery and resumption of normal lifestyle without undue delay; and
- achieve maximum physical and mental function and adaptation where permanent disability is unavoidable.

### 2. MANDATORY REQUIREMENTS

1. All work related injuries / illness shall be reported immediately (within 24hrs) to the relevant manager / supervisor and where medical treatment is required, the treating Doctors certificate (and any invoices with incurred costs) shall be provided and details recorded on / attached to the incident report form and then sent to the HR Manager (within 24hrs).
2. All medically treated work related injuries / illness shall be reported to the Company nominated Insurers as per agreed requirements.
3. All work related injuries / illness shall be recorded on company nominated forms or those forms as nominated by the company insurer. i.e. incident report form, workers compensation claims form, Rehabilitation consent forms etc.
4. All work related injuries / illness shall be investigated by a person who is qualified to do so.
5. The company shall establish a rehabilitation program which:
  - provides, as far as practicable, the means for employees with injuries and illnesses to remain in or return to the workforce as soon as possible to promote their rehabilitation; and
  - meets local legislative requirements.
6. The company shall nominate a Rehabilitation Coordinator or a company nominated insurer representative to case manage the rehabilitation program.

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7. Individual rehabilitation plans shall be established to provide a staged return to normal duties for employees who are unable to perform their normal duties as a result of a work related injury or illness.
8. Rehabilitation plans shall be established in consultation with the affected person, relevant Medical Practitioners and other required professional resources i.e. The Company nominated Insurer. Agreed selected duties shall be confirmed in writing and shall be copied to the affected person and their supervisor.
9. Rehabilitation plans shall include arrangements for periodic assessment of progress and such plans are to be reported to the HR Manager.
10. Specialist resources shall be consulted where uncertainty exists about the suitability or availability of suitable duties or rehabilitation progress is slower than expected.
11. Where at any point it becomes clear that a person may not be able to return to their pre-injury/illness duties in the foreseeable future, management shall seek advice from the Company nominated Insurer, legal advice and begin consultation to define a suitable alternative.
12. Rehabilitation plans and progress for people with work related injuries / illness shall be reported to statutory authorities and Workers Compensation insurers in accordance with local legislative requirements. i.e. WorkCover injury notification forms for certain injuries / greater than 7 days off work.
13. All Branch Managers / Supervisors and Employees shall be made aware of the arrangements for workers compensation and their individual responsibilities for rehabilitation following an injury or illness.
14. Records pertaining to injury / illness management shall be kept confidential and shall be retained indefinitely.
15. OHS&R training records shall be retained indefinitely.
16. Regular reviews of this procedure shall be conducted to ensure compliance with the mandatory requirements.

### 3. RESPONSIBILITIES

#### Responsible Manager

Ensure full compliance with the requirements of this procedure.

### 4. REFERENCE DOCUMENTATION

#### A. AUSTRALIAN AND NEW ZEALAND OHS&R LEGISLATION