

INJURY MANAGEMENT AND RECOVERY AT WORK PROCEDURE[®]

DOCUMENT SUMMARY/KEY POINTS

- This document provides direction as to how to respond to a workplace injury or illness.
- Identifies injured worker, manager and Recovery at Work Coordinator responsibilities.
- Outlines the notification mode of a work related injury or illness.
- Identifies the recovery at work process designed to return injured employees to pre injury duties.

NSW Health Policy Directives

- [Injury Management and Return to Work](#) [PD2013_006]:
- [Work Health and Safety: Better Practice Procedures](#) [PD2018_013]
- [Incident Management Policy](#) [PD2020_020]

References

- [Workplace Injury Management and Workers Compensation Act 1998](#)
- [Workers Compensation Act 1987](#)
- [Workers Compensation Regulation 2016](#)
- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2017](#)

Approved by:	SCHN Policy, Procedure and Guideline Committee	
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Team Leader:	Workplace Health and Safety Manager	Area/Dept: Work Health Safety & Injury Mgt

Introduction

These procedures have been developed so that managers know what actions they must take under the law in the event of a worker sustaining a work-related injury or illness. When this procedure refers to workplace injuries it also means a **work-related injury or illness**.

Injury Management and Recovery at Work

Injury management is about ensuring the prompt, safe and durable recovery at work of an injured worker. It includes treatment of the injury, rehabilitation back to work, retraining in a new skill or into a new job, management of the workers compensation claim and the employment practices of SCHN. It may also involve the redeployment of a worker where they are unable to return to their pre-injury duties.

Guiding Principles: Injury Management and Recovery at Work

Injury management and recovery at work are components of a Work Health and Safety management system. Work Health and Safety management systems are designed to reduce workplace injuries and disease by systematically eliminating or minimising risk so far as reasonably practicable, risks in relation to all persons affected by the SCHN's activities and services

- **Injury management** is a process requiring the cooperation and participation of all parties involved, including the injured worker, nominated treating doctor or other practitioner, Worker Compensation Claims Manager, and where necessary the rehabilitation provider, and in some cases the relevant union representative. The process is coordinated by the SCHN Recovery at Work Co-ordinator.
- Early and sustainable **return to work** is dependent on the timely actions of managers and supervisors, and the nominated treating doctor, in managing a workplace injury in accordance with these procedures.

Responding to a Workplace Injury

1. First Aid or Initial Medical Treatment

First Aid or Medical Treatment must be provided immediately to improve the worker's recovery rate.

2. Medical Treatment

- Injured worker should visit a local medical practitioner to seek for medical treatment for a work-related injury or illness unless the injury is life threatening and requires admission to the emergency department of a hospital. Other treatments, such as physiotherapy, may also be provided by a local practitioner.
- Provide SIRA (State Insurance Regulatory Authority) certificate of fitness /certificate of capacity for all periods of time lost to their manager.

3. Reporting an Injury

The Injured Worker:

All incidents and near misses must be reported by the worker involved as soon as possible after the event, preferably before they leave the workplace/facility either to seek medical attention, if appropriate, or before finishing their normal period of work. The notice can be given to their manager or supervisor at the workplace and can be given verbally or in writing. Ims+ should be used for reporting the incident. Notice must include the:

- Name and address of the person injured,
- Cause of the injury (in ordinary language),
- Nature of the injury,
- Date on which the injury happened,
- Treating doctor's name or, if the worker is in hospital, name of the hospital.

The Manager/Supervisor:

Upon notification of an injury by a worker, the manager or supervisor should:

- Ascertain if the absence of the employee is due to a work-related injury/illness or personal sick leave. If the employee is unable to speak with their manager or supervisor at the time, then it is the managers' responsibility to contact the Employee within 24 hours of the initial call from employee.
- Inform the [SCHN Recovery at Work Coordinator](#) within 24 hours of injury notification
- Investigate all incidents especially if the employee is seriously injured or suffers an illness and put control measures in place as per Incident Management policy.
- Complete all aspects of notification in the manager's own words. The manager should not copy verbatim what the employee has written, do not accept liability of the claim by writing "this claim is valid", as it is our Insurer's legal responsibility to assess the liability of the claim. If the Manager wishes to add comments then it is recommended that a separate statement be attached to the Insurer claim form.
- Ensure that the injured worker provides SIRA certificate of fitness /certificate of capacity for all time lost and that medical certificates are current and are forwarded to the Recovery at Work Coordinator within 48 hours.

Role of the Parties in Injury Management and Return to Work

Injured Worker Responsibilities

- Notify their manager or supervisor of a workplace injury as soon as possible and advise how long they will be off work. Preferably they should notify their manager or supervisor before leaving the workplace and ideally notification should occur within 24 hours. (Injury Notification Process, **Appendix A**).
- Complete the particulars of the injury in ims+ as soon as possible after the injury has happened, if able. Their representative can complete the incident on ims+, if necessary. (Notification Mode for Workers Compensation, **Appendix – B**).
- Actively participate in the development of the Recovery at Work (R@W) plans.
- Sign all Certificates of Capacity as required.
- Sign the Consent Form provided to you by the Recovery Team to enable us to actively manage your treatment and recovery.
- Attend appointments with your treating Doctor as required and obtain Certificates of Capacity at least one (1) day prior to the current Certificate expiring.
- Provide updated Certificates of Capacity to your Recovery at Work Coordinator and manager or supervisor within 24 hours of receipt.
- Report any changes in capacity directly to your manager or supervisor and Recovery at Work Coordinator.
- If you are unable to perform the tasks outlined in the Recovery at Work Plan, immediately inform your manager or supervisor and Recovery at Work Coordinator.
- Inform your manager or supervisor and the Recovery at Work Coordinator if you are unable to attend work for any reason.
- Attend all required treatments, arranging appointments outside work hours where possible or at the beginning or end of your shift.
- Attend all appointments arranged by the Insurer's Claims Manager as advised to assist with the management of your claim.
- Submit SIRA certificate of fitness /certificate of capacity for the duration of the injury or illness to their manager or supervisor and [Workplace Safety](#) team within 48 hours.
- Meet with the Recovery at Work Coordinator to complete an initial assessment within 48 hours of notification and complete information consent and personal details forms and other assessments as appropriate.
- Nominate a treating doctor who will agree to participate in the development of their Recovery at Work and Injury Management Plan.
- Make all reasonable efforts to return to work with the pre-injury employer as soon as possible (*Workplace Injury Management and Workers Compensation Act 1998 s48*).

Manager Responsibilities

- Ensure that SCHN employees understand and follow procedures relating to injury reporting and notification, and the return to work process for an injured colleague. Refer to **Appendix A & B**.
- Ensure the Incident is investigated within time frames as specified in Incident Management Policy.
- Actively participate in the injured worker's rehabilitation and recovery at work.
- Ensure the injured worker provides ongoing SIRA certificate of fitness /certificate of capacity. These must be forwarded firstly to the SCHN Recovery at Work Coordinator as they relate to salary payments. They are then sent to the Workers Compensation Claims Manager by the Recovery at Work Coordinator
- Return all signed Recovery at Work Plans to the Recovery at Work Coordinator within required timeframes and contact the Recovery at Work Coordinator if you have any concerns related to the Recovery at Work Plan.
- To ensure that supervisors and colleagues support the injured or ill worker's Recovery at Work.

Recovery at Work Coordinator Responsibilities

The Recovery at Work Coordinator is responsible for initiating; co-ordinating and monitoring the return to work process in conjunction with the Workers Compensation Claims Manager from the insurer.

- Ensure that contact with the injured worker is made within 3 working days of being notified of the injury/illness and workplace rehabilitation is initiated in accordance with the worker's Nominated Treating Doctor's advice.
- Assist in the identifying suitable duties or employment to prepare the Recovery at Work Plan
- Develop the Recovery at Work Plan in conjunction with the worker, their manager or supervisor, the Nominated Treating Doctor and other treating professionals, the Workers Compensation Claims Manager, and union representative where appropriate.
- Liaise and maintain communication with all parties e.g. worker, manager or supervisor, Nominated Treating Doctor and other treating professionals, Workers Compensation Claims Manager, Workplace Rehabilitation Provider, and union representative where appropriate.

Recovery at Work

All injured workers require clearance from a Nominated Treating Doctor prior to commencing their reduced hours or pre-injury hours recovery at work plan.

The Recovery at Work Coordinator should commence the workplace injury management and recovery at work process as soon as possible after an injury, and according to medical recommendations.

Agency obligations for suitable employment

The SCHN must provide suitable employment for an injured worker unless:

- it is not reasonably practicable to do so;
- the worker voluntarily left employment, either before or after the commencement of the incapacity for work ;
- the SCHN terminated the worker's employment after the injury, other than for the reason that the worker was not fit for employment as a result of the injury.

Worker obligations for suitable employment

An injured worker is required to make all reasonable effort to return to work. If they refused reasonable offer of suitable employment, their workers compensation benefits may be suspended or reduced.

If a Dispute is unable to be resolved internally or with the Insurer then the matter can be referred to: **Workers Compensation Independent Review Office (WIRO)** on 13 94 76.

Information and Training

All SCHN employees will be provided with adequate information on the Recovery at Work and workers compensation process. Information concerning Recovery at Work is also contained in SCHN's Orientation program.

Evaluation of Procedure/Program

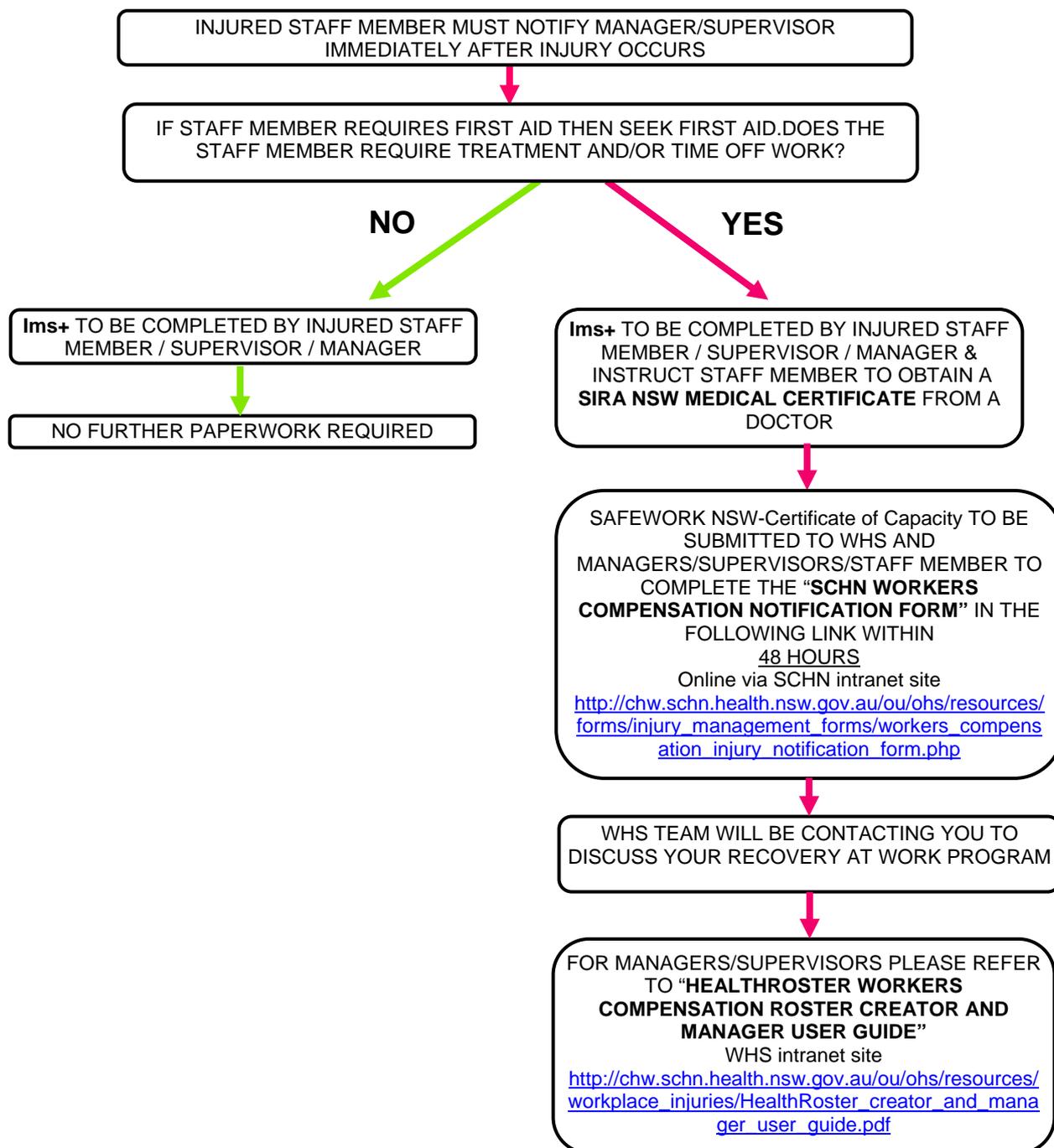
The Recovery at Work Coordinator will review the program regularly. The policy will be evaluated by Management, Work Health and Safety Committee and relevant unions.

Injury Management is audited by the Ministry of Health every two years.

Appendix A: Injury Notification Process insert updated SCHN

Injury Notification Process

THERE IS A 48HR MANDATORY REPORTING TIME-FRAME



For further assistance please contact the WHS & IM Dept.
Phone: 02 9845 3646
Fax: 02 9845 3561 or

Email: whs.schn@health.nsw.gov.au

Appendix B: Injury Notification Mode

NOTIFICATION MODE FOR WORKERS COMPENSATION	CHW	SCH	NETS	PSN	CCC
Online via SCHN intranet site http://intranet.chw.health.nsw.gov.au/o/forms/ohs/injury_management_forms/workers_compensation_injury_notification_form.php	✓	✓	✓	✓	
Fax to WHS&IM Department: 02 9845 3561					✓
Scan and Email to WHS&IM Department: whs.schn@health.nsw.gov.au	✓	✓	✓	✓	✓

If you have any questions, please contact the WHS & IM Team on 02 9845 3646 or whs.schn@health.nsw.gov.au.

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