

## Injury Management System

<b>Category</b>	Occupational Safety & Health	<b>CEO Approved</b>	
<b>Version</b>	2	<b>CEO approval</b>	July 2019
<b>Implementation date</b>	01 July 2017	<b>Next review</b>	July 2021

### Aim of the Injury Management System

To ensure that Identitywa is able to respond to workers' compensation claims appropriately and in a timely manner, so that injured workers can be supported to remain at work or return to work at the earliest appropriate time.

### Injury Management Policy

Identitywa's approach to injury management is set out in a policy that is available to all workers.

### Injury Management Steps

When information that a worker has a First Medical Certificate for a work related injury is received or the worker requests, Identitywa will provide the worker with a workers' compensation claim form and any other forms necessary.

When a completed workers' compensation claim form and the First Medical Certificate is received from the injured worker, Identitywa will send the documents to the insurer within three working days in accordance with the *Workers' Compensation and Injury Management Act 1981 (the Act)*.

Identitywa will discuss the workers' compensation claim with the insurer, to clarify any issues or concerns.

Identitywa will maintain close contact with the injured worker to check on progress and make arrangements for the worker to be supported while remaining at work or return to work as soon as medically appropriate.

If it is required, a return to work programme will be established in consultation with the injured worker and in accordance with the Act.

### Worker Participation

For a workers' compensation claim to be processed, an injured worker should give their supervisor a completed claim form and all medical certificates from the treating medical practitioner.

Injured workers should maintain in close contact with Identitywa to provide information on their progress and participate in return to work activities in accordance with the Workers' Compensation Code of Practice (Injury Management) 2005.

### Issue Resolution Process

If the injured worker has any issues with the management of their return to work program or claim, including the Workers Compensation Officer, this should be discussed with the Manager Operational Services.

If the matter remains unresolved referred to CCI (Insurer), legal representative or the WorkCover

Information line 1300 794 744.

### **Day-to-day Management**

Identitywa employs an Injury Management/Workers Compensation Officer who is responsible for worker's injury management and can be contacted on 6246 7524.

### **Other related documents**

- Injury Management Procedure
- Occupational Safety and Health Policy
- Return to Work Program (Workcover Website)  
<http://www.workcover.wa.gov.au/Returning+to+Work/Return+to+work+programs/Default.htm>
- Workers' Compensation Claim Form (Workcover WA)
- Workers Compensation - Employer's Report of Injury (Catholic Church Insurances)
- WorkSafe Notification of Injury Form (TRIM ref. D2012/6633)

### **The Legal and Regulatory Requirements we have to follow**

This system has been developed in accordance with the following:

- National Standards for Disability Services – Standard 6: Service Management.
- Workers' Compensation and Injury Management Act 1981 and Regulations
- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996

### **Do you need to know more?**

Please contact the Policy Officer if you have any questions regarding policies, procedures and/or review details. If you would like to be involved in our policy development programme please use the below contact details:

- Telephone: (08) 9474 3303