



## INJURY MANAGEMENT PROCEDURE

### Introduction

Injury Management is a comprehensive and coordinated approach to providing assistance and support to employees injured in the workplace. It is a workplace-managed process involving early intervention and ongoing communication from the time of the injury through to a return to suitable employment. It involves not only managing the employee's injury but also their absence from the workplace.

### Scope

This procedure applies to all employees of Kokatha Aboriginal Corporation (**KAC**).

### Definitions

***Injury Management:*** is the provision of workers' compensation and rehabilitation services.

***Prescribed medical certificate (PMC):*** A medical certificate issued by a treating medical doctor allowing for a disability which the doctor considers to be caused through or contributed by employment.

### Roles & Responsibilities

***Managers/Supervisors are responsible for:***

- Completing and forwarding all documentation to the claims' agent
- Reporting a notifiable Incident to SafeWork SA using the Notifiable Incident Report Form on file or downloaded from
- <https://www.safework.sa.gov.au/notify/workplace-incident-notifications>

A notifiable incident means:

- the death of a person; or
- a serious injury or illness of a person; or
- a dangerous incident.
- Providing duties to injured workers within their capacity
- Actively participating in the rehabilitation process to support the injured worker and resolve any issues

***Employees are responsible for:***

- reporting injuries/incidents to Manager/Supervisor immediately



- participating in their rehabilitation process
- undertaking duties as identified which are within their capacity

### **Procedure**

#### ***When an injury occurs***

1. Ensure first aid treatment is given
2. Conduct an investigation into the incident and complete and incident report form at <https://kokatha.com.au/wp-content/uploads/2024/09/Incident-and-Hazard-Report-Form.pdf>
3. If an employee is off work for more than 24 hours contact the injured worker to offer support and provide information/documentation
4. Complete documentation and submit to the Workers Compensation Claims agent
5. Make contact with any treating practitioners to inform them of the nature of your business and what alternate duties are available
6. Maintain contact with all parties, employee, treating doctors and practitioners, rehabilitation providers, Claims Agent
7. Provide duties within the worker's capacity

#### ***Making a Workers compensation claim***

All work-related injuries or illness must be reported to the Manager/Supervisor as soon as the employee is aware of it. A worker report form should be completed and given to the employer with the PMC. The employer will then complete the employer report form and lodge all of these documents with **ReturnToWorkSA**.

#### ***Communication/Consultation***

Communication between all parties is essential to minimise any issues which may arise and assist in a safe return to work.

#### ***If not at work***

The employer will maintain contact on a weekly basis while the employee is not at work. The purpose of this is to provide support, answer any questions, minimise any difficulties and plan a return to work.

Employee must provide the employer with all PMC's and any other information which will assist in achieving speedy and safe return to work.



### ***While at work***

Communication must be maintained to ensure duties are suitable and no difficulties are arising. Alterations to work environments and practices may be required and consultation is required in these situations. Consultation and communication must be maintained with all key stakeholders including, employer, employee, doctors, physiotherapists, occupational therapists, psychologists, rehabilitation providers, Claims Agents, unions and representatives.

### ***Early Intervention***

Early intervention is one of the key actions that can influence the return to work of an injured employee. Early intervention can minimise the extent of an injury if problems are addressed once they arise. The period immediately after an injury occurs is a critical time to communicate with the employee, offer workplace support and determine what assistance will be needed to aid their recovery and to commence a Rehabilitation and Return to Work Plan.

### ***Rehabilitation Providers***

Rehabilitation Providers may be used to assist in a return to work of an injured worker. They may be involved in preparing Rehabilitation & Return to Work plans, Rehabilitation programs, return to work schedules and assisting to resolve any issues. These are appointed by the Claims Agent. However if the employer has a preferred relationship with a provider they should inform the agent at the time of lodgement of a claim.

### ***Provision of Duties***

Safe, suitable duties must be provided for injured employees. The identification of suitable duties for an injured staff member should have regard to the skills, capacity and previous experience of the employee, and the various options available for modification of duties, hours or working conditions.

### ***Alternate duties***

Alternate duties may be required to assist an injured worker in returning to work. Alternate duties are duties which the employee may or may not normally do which meets the physical or psychological capacity as outlined by the doctor. Alternate duties must be productive duties.

### ***Confidentiality***

Information regarding an employee's medical condition must be kept confidential. Disclosure of information is permitted however under certain circumstances such as when required in the course of official duties, by consent of the employee, or if required by a court or tribunal.



**References**

*Workers Rehabilitation & Compensation Act 1986*

*Workers Rehabilitation & Compensation Regulations 2010*

*Work Health and Safety Act 2012 (SA)*

**Forms**

Incident Report Form

Notifiable Incident Report Form (SafeWork SA)

**Document Control**

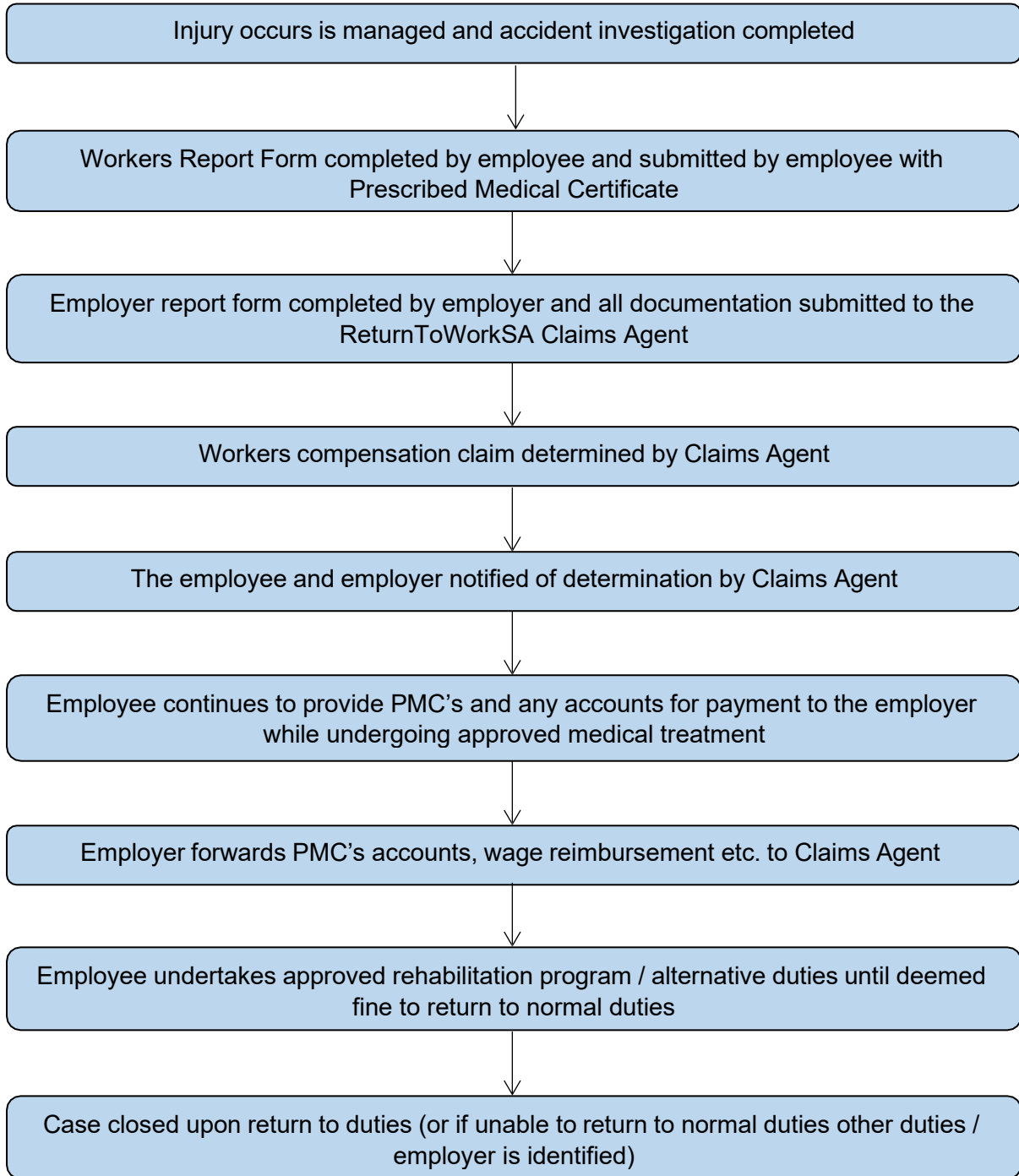
<b>Date</b>	<b>Version</b>	<b>Change Description</b>	<b>Author</b>
<b>21/11/19</b>	<b>1</b>	<b>First draft</b>	<b>Kelli Dragos</b>
<b>03/01/20</b>	<b>2</b>	<b>Final Draft</b>	<b>Cate Ballantyne</b>

**Authorisation**

<b>Date</b>	<b>Name</b>	<b>Position</b>
<b>03/01/20</b>	<b>Peter McQuoid</b>	<b>Special Administrator</b>




**WORKERS COMPENSATION FLOW CHART**





# KOKATHA ABORIGINAL CORPORATION RNTBC (ICN 8093)

## Illustration of Notifiable Incident Report Form – from SafeWork SA

		<b>FOR REPORTING A SERIOUS INJURY OR ILLNESS AND DANGEROUS INCIDENTS UNDER THE WORK HEALTH AND SAFETY ACT 2012</b>		<b>ADELAIDE SA 5001</b> Phone: 1300 365 255 Fax: 08 8204 9200 swsahelcohs@sa.gov.au		
<b>INSTRUCTIONS:</b> 1. It is the duty of the <b>Person Conducting a Business or Undertaking (PCBU)</b> to report a notifiable incident. However, anyone can report a notifiable incident. 2. This form should be completed accurately with as <b>much detail as is available</b> at the time it is completed. 3. Send this form to SafeWork SA by the <b>fastest means available</b> : by fax or email. <b>DO NOT USE this form to report an immediately life threatening issue or the death of a person. Please call SafeWork SA on our emergency line - 1800 777 209.</b> This service operates 24 hours a day, 7 days a week. You can also choose to report dangerous incidents to SafeWork SA by calling this emergency service.						
<input type="checkbox"/> <b>SERIOUS INJURY OR ILLNESS</b>   <input type="checkbox"/> <b>DANGEROUS INCIDENT</b>						
<b>DETAILS OF INCIDENT</b>	Date and time of the incident:		Specific location:		Site type: Select	
	Site address:		Suburb:		State: Select	
	Postcode:		What work was being performed at the time of the incident?			
	What happened?					
	Was any plant being used at the time? What was it?					
Apparent cause of the incident:						
<b>INJURED PERSON</b>	Name:		Occupation:		Work experience: Select	
	Address:		Suburb:		State: Select	
	Postcode:		Sex: Select			
	Date of birth:		Phone number:		Mobile number/Other:	
	Injuries (if known):				Condition of injured person (if known): Select	
	Immediate treatment in hospital? Select		Where?		Were they admitted as an in-patient? Select	
	Relationship of injured person to the PCBU: Select		Does this matter involve a child under the care of a provider of Education and Child Services? Select			
<b>IMPORTANT NOTICE</b> Pursuant to Section 174 of the <i>Education and Care Services National Law Act 2010</i> and Sections 173 and 174 of the <i>Education and Early Childhood Services (Registration and Standards) Act 2011</i> which requires approved providers of education and care services to notify information relating to prescribed matters to the Education and Early Childhood Services Board Registration and Standards within the prescribed timeframe. Please visit the <b>Australian Children's Education and Care Quality Authority</b> website: <a href="http://acecqa.gov.au">acecqa.gov.au</a> to lodge the relevant notification form.						
<b>DETAILS OF PCBU</b>	Business/Entity name:				ABN:	
	Address:		Suburb:		State: Select	
	Postcode:		Phone number:		Fax number:	
	Mobile number:		Other number:			
PCBU role: Select						
<b>NOTIFIER'S DETAILS</b>	Name:		Position:		Involvement/Relationship to the site: Select	
	Phone number:		Mobile number:		Email:	
	<b>IMPORTANT NOTICE</b> Pursuant to Section 39 of the <i>Work Health and Safety Act 2012</i> , you are advised that the person with management or control of the workplace must ensure that the site or any plant, substance, structure or thing where the incident occurred is not disturbed, so far as is reasonably practicable, until an inspector arrives at the site or any earlier time that the inspector directs, unless it is required to assist an injured person, remove a deceased person, to make the area safe, or are directed by police.					
Date form completed:		Signed:		<input type="checkbox"/> I have submitted this form electronically (signature is not required)		



**WHAT IS A NOTIFIABLE INCIDENT?**

**Work Health and Safety Act 2012**

**Section 35 – What is a notifiable incident**

*notifiable incident* means—

- (a) the death of a person; or
- (b) a serious injury or illness of a person; or
- (c) a dangerous incident.

**WHAT IS A SERIOUS INJURY OR ILLNESS?**

**Work Health and Safety Act 2012**

**Section 36 – What is a serious injury or illness**

*serious injury or illness* of a person means an injury or illness requiring the person to have—

- (a) immediate treatment as an in-patient in a hospital; or
- (b) immediate treatment for—
  - (i) the amputation of any part of his or her body; or
  - (ii) a serious head injury; or
  - (iii) a serious eye injury; or
  - (iv) a serious burn; or
  - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping); or
  - (vi) a spinal injury; or
  - (vii) the loss of a bodily function; or
  - (viii) serious lacerations; or
- (c) medical treatment within 48 hours of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

**Work Health and Safety Regulations 2012**

**Regulation 699 – Incident notification – prescribed serious illnesses**

For the purposes of section 36 of the Act, each of the following conditions is a serious illness:

- (a) any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work –
  - (i) with micro-organisms; or
  - (ii) that involves providing treatment or care to a person; or
  - (iii) that involves contact with human blood or body substances; or
  - (iv) that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products;
- (b) the following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:
  - (i) Q fever;
  - (ii) Anthrax;
  - (iii) Leptospirosis;
  - (iv) Brucellosis;
  - (v) Hendra Virus;
  - (vi) Avian Influenza;
  - (vii) Psittacosis.

**WHAT IS A DANGEROUS INCIDENT?**

**Work Health and Safety Act 2012**

**Section 37 – What is a dangerous incident**

*dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to—

- (a) an uncontrolled escape, spillage or leakage of a substance; or
- (b) an uncontrolled implosion, explosion or fire; or
- (c) an uncontrolled escape of gas or steam; or
- (d) an uncontrolled escape of a pressurised substance; or
- (e) electric shock; or
- (f) the fall or release from a height of any plant, substance or thing; or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- (l) any other event prescribed by the regulations,

**ELECTRICAL INCIDENTS**

If the incident being notified is related to an **electric shock, gas infrastructure, or non-automotive gas fitting**, please access the **Office of the Technical Regulator's** website [www.sa.gov.au/otr](http://www.sa.gov.au/otr) for current contact information.