

Policy

Injury management policy

Please note this policy is mandatory and staff are required to adhere to the content

Summary

This policy describes DECDs commitment to ensuring effective and respectful rehabilitation and claims management services for injured workers.

Table 1 - Document details

Publication date	26 April 2016
File number	
Related legislation	<i>Return to Work Act 2014</i> <i>Return to Work Regulations 2015</i>
Related policies, procedures, guidelines, standards, frameworks	
Version	1.0
Replaces	Work Health and Safety and Injury Management Policy
Policy officer (position)	Manager, Injury Management
Policy officer (phone)	8226 1449
Policy sponsor (position)	Director, Health and Safety Services
Executive director responsible (position and office)	Executive Director, People and Culture
Applies to	All DECD workers
Key words	Injury, management, WorkCover, workers compensation, claims, rehabilitation, employment tribunal.
Status	Approved
Approved by	Senior Executive Group
Approval date	14 April 2016
Review date	14 April 2019

Table 2 - Revision record

Date	Version	Revision description
April 2016	1.0	New document

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1. Title

Injury Management Policy

2. Purpose

This policy describes DECD's commitment to the effective management of work-related injuries and the provision of appropriate support and assistance to injured workers to ensure legislative compliance with the *Return to Work Act 2014* and associated regulations.

3. Scope

This policy applies to all DECD workers whether permanent, temporary, full or part time and includes any contractors directly employed under a contract of service with DECD.

4. Policy detail

DECD is committed to providing support and assistance following a work-related injury to ensure the safe and early return to work of injured worker/s and will:

- Ensure early notification and intervention processes are in place to allow for the immediate reporting of workplace injuries, so that injured workers have timely access to medical and return to work services.
- Provide injured workers with appropriate information and support by providing early assessment of return to work requirements and funding for medical and treatment services.
- Ensure injured workers and managers are advised of their rights and responsibilities in relation to claims management and return to work processes.
- Engage and consult with injured workers, their representatives and relevant stakeholders to ensure the implementation of claims and return to work processes; including the prompt resolution of disputes.
- Ensure the rehabilitation needs of injured workers are assessed as early as possible to support early return to work.
- Identify and provide employment for injured workers with the objective of full return to work at the earliest opportunity.
- Promote a culture of acceptance for injured workers returning to work.
- Comply with Return to Work legislative obligations.
- Ensure the appropriate allocation of resources for the implementation, monitoring, review and continuous improvement of injury management and return to work systems and processes.

5. Roles and responsibilities

Table 2 - Roles and responsibilities

Role	Authority/responsibility for
The Chief Executive, Department for Education and Child Development	<ul style="list-style-type: none"> • Fostering a culture of acceptance that ensures an effective injury management system. • Ensuring sufficient financial and human resources are available to manage the injury management system. • Providing direction as necessary to ensure injury management systems are integrated into DECD business operations.
Executive Director, People and Culture, Director Health & Safety Services	<ul style="list-style-type: none"> • Allocating appropriate resources to contribute to the injury management system. • Supporting sites and injured workers in remaining at work where possible. • Ensuring accurate information relating to rights and responsibilities and return to work planning is available to workers, their representatives and managers via the DECD intranet. • Providing accurate and timely notification of work related injuries to the Office of the Public Sector. • Maintaining appropriate documentary evidence relevant to the injury management system. • Understanding and abiding by DECD's obligations to provide employment with the objective of full return to work at the earliest opportunity. • Ensuring injury management activities align with strategic goals and objectives. • Treating information about the physical or mental condition or the personal circumstances or affairs of a worker obtained in the course duty in a confidential manner.
Senior Executive Group Members and Unit/Education Directors	<ul style="list-style-type: none"> • Ensuring DECD complies with its obligations in accordance with the Return to Work Act 2014 and the Return to Work Regulations 2015. • Acquiring and maintaining an up-to-date knowledge of all injury management matters

Role	Authority/responsibility for
	<p>associated with the operational requirements.</p> <ul style="list-style-type: none"> • Regularly consulting with all relevant stakeholders and effectively communicating and disseminating information pertaining to injury management performance and decisions. • Demonstrating a commitment to fostering a culture of acceptance that ensures an effective injury management system.
<p>Managers, including Principals, Leaders and Supervisors responsible for the management or control of a DECD workplace</p>	<ul style="list-style-type: none"> • Allocating appropriate resources to meet obligations as outlined in return to work plans. • Supporting injured workers in remaining at work where possible. • Ensuring accurate information relating to rights and responsibilities and return to work planning is available to workers, their representatives and managers via the DECD intranet. • Providing accurate and timely notification of work related injuries to DECD and relevant authorities. • Maintaining appropriate documentary evidence relevant to the injury management system. • Understanding and abiding by DECD's obligations to provide employment to the worker when he/she is certified fit to return to work. • Abiding by medical restrictions both at work and elsewhere. • Assisting in the identification of employment opportunities that are within the medical guidelines for an injured worker • Being actively and constructively involved in the development, implementation, monitoring of recovery/return to work plans in conjunction with the Injury Management Unit. • Treating information about the physical or mental condition or the personal circumstances or affairs of a worker obtained in the course duty in a confidential manner. • Manage co-workers' responses and promote a supportive environment for the injured worker through the provision of training, equipment or materials to ensure a safe and

Role	Authority/responsibility for
	satisfactory return to work.
Workers	<ul style="list-style-type: none"> • Reporting any work related injury or illness to their manager immediately, or as soon as practicable. • Undertaking appropriate treatment for any injury or illness. • Abiding by medical restrictions both at work and elsewhere. • Completing and submitting all documentation relevant to a claim for compensation in a timely manner. • Actively and constructively participate in recovery / return to work processes. • Supporting fellow workers involved in recovery/return to work processes. • Treating information about the physical or mental condition or the personal circumstances or affairs of a worker obtained in the course duty in a confidential manner.
Injury Management Unit	<ul style="list-style-type: none"> • Providing prompt early intervention and effective return to work assistance for injured workers. • Ensuring that accurate information is available for dissemination to all DECD workers. • Providing support, training, equipment or materials to ensure a safe and satisfactory return to work. • Developing, implementing and monitoring programs to: <ul style="list-style-type: none"> ○ Ensure injured workers are provided with effective and timely services that result in early and sustained return to employment. ○ Provide for consistent and transparent management of claims and entitlements. • Develop, implement and monitor processes to: <ul style="list-style-type: none"> ○ Resolve disputes that may arise relevant to claims management issues and return to work. ○ Ensure that information about the physical or mental condition or the

Role	Authority/responsibility for
	<p>personal circumstances or affairs of a worker is managed in a confidential manner.</p> <ul style="list-style-type: none"> ○ Ensure that all workers involved in return to work and claims management process are appropriately trained and have access to accurate and contemporary information about those processes and their rights and responsibilities. ○ Ensure an effective and objective internal audit of DECD claims management and return to work processes. <ul style="list-style-type: none"> ● Provide regular reports about the performance of Departmental injury management systems to executive leadership. ● Provide specialist advice as required in relation to workers compensation and return to work processes.

6. Monitoring, evaluation and review

This policy will be subject to review every 3 years by Health and Safety Services, or earlier if there has been a change in any legislation or government policy.

Grievances about the policy will be addressed in line with DECD Complaint Resolution Procedures.

7. Definitions and abbreviations

Table 4 - Definitions and abbreviations

Term	Meaning
DECD	The Department for Education and Child Development.
Injury	Damage or harm done to or suffered by a person.
Manager	Any person who has the responsibility, management or control of a DECD workplace or work activity. This includes but is not limited to Executive Directors, Education Directors, Directors, Principals, Pre-school Directors, Managers and Supervisors.

Term	Meaning
Worker	<p>A worker is defined under section 4 of the Act as:</p> <ul style="list-style-type: none"> • a person by whom work is done under a contract of service (whether or not as an employee); • a former worker and the legal personal representative of a deceased worker.
Workplace	<p>All facilities and property, including land, buildings, structures and outside areas whether owned, rented, or leased by DECD, and all vehicles owned, leased, rented, contracted for, or controlled by DECD used for transportation.</p>

8. Supporting documents

- [Work Health and Safety Policy](#)
- [Injury Incident Reporting and Investigation Procedure](#)
- [Work Health and Safety Act 2012](#)
- [Work Health and Safety Regulations 2012](#)
- [Fair Work Act 1994](#)
- [Information Privacy Principles Instruction 2013](#)
- [DECD Complaint Resolution for Employees Policy](#)
- [DECD Complaint Resolution for Employees Procedure](#)
- [Guide to Resolving Grievances and Complaints for DECS Employees](#)
- [Return to Work SA](#)

9. References

- [Return to Work Act 2014](#)
- [Return to Work Regulations 2015](#)