



Injury Management and Rehabilitation Procedure

Objective

1. The purpose of this procedure is to ensure that the City of Albany Injury Management Policy is applied.

Scope

2. This procedure applies to whole of organisation.

Procedure

RESPONSIBILITY

3. **Workplace Injury Management Advisor Role:** The Human Resource Advisor is designated to fulfil this role, reporting the Manager Human Resources.
4. **Personal attributes required of this position:**
 - a. Good communication skills at all levels, using various media.
 - b. Possess, or have the ability to acquire, an understanding of the structure and culture of the workplace and the worker's tasks and roles.
 - c. Possess, or have the ability to acquire, an understanding of policies and procedures of injury management.
 - d. Maintain confidentiality at all times.
 - e. Have, or able to develop, community resources and networks.
 - f. Possess, or have the ability to acquire, an understanding of the injury management coordinator role within the workers' compensation system and the ability to constantly update knowledge of the workers' compensation legislation.
5. **Position Role:**
 - a. Manage and monitor the injury management of injured workers.
 - b. Manage and monitor human resource staff in relation to the injury management of injured workers.
 - c. Liaise with the injured worker, medical personnel and Insurer as well as relevant parties throughout the injury management process.
 - d. Education, training and induction of all employees on injury management and how it relates to the individual.
 - e. To participate in the review of policies and procedures.
 - f. Updating of the Injury Management Policy and Procedure Manual as required, keeping all staff informed of any changes.
 - g. To undertake injury management audits and assist in spot audits.

TEAMS

6. **The TEAMS Approach to Injury Management.** In injury management in the workplace a team approach is essential and success comes from a collaborative approach with internal and external stakeholders.
 - **Treatment:** Initial treatment and early diagnosis will enhance both physical and psychological recovery.
 - **Emotional Support:** This is required for the injured worker, their families and their workmates.
 - **Administration:** From initial forms to ongoing appointments and reports, timely and effective administration can greatly reduce the human and material costs of an injury.
 - **Model:** Ensuring that case management follows best practice models there should be effective communication between the employee, employer, treatment providers, claims managers and rehabilitation providers.
 - **Strategy:** Injury management should be planned from the outset with clear goals and strategies which are determined early in the process by all parties in the best practice model.

CONFIDENTIALITY

7. The worker's right to confidentiality is of paramount importance and is to be respected at all times.
8. The person responsible for the injury management of the worker is to obtain a completed Authority to Obtain and Release Information Form from the worker prior to any information being released by / to any party.
9. All records are confidential and will only be released to members of the case team on an as needs basis.
10. All documentation is to be copied, the originals sent to the Insurer and the copies are to be held in a purpose specific, locked filing cabinet. Any records held in electronic sources will be password protected. Access to the worker's file is to be limited to the person responsible for injury management and the CEO.
11. The worker must give WRITTEN permission for information to be released to a third party prior to the information being released.
12. The worker has a right to copies of medical and vocational rehabilitation provider reports held on file. It is best practice to have the request in writing before releasing the information.

REFERRAL

13. Referral for a Vocational Rehabilitation Assessment:

- a. In the case of a referral being made for an assessment, the referral requires consultation between all key parties, that is, the treating medical practitioner, employer and injured worker.
- b. Consultation refers to verbal or written communication between those key parties obtaining support for the referral.
- c. If a referral is required for an assessment it may or may not proceed to a full rehabilitation programme.

14. Examples of when a referral for assessment may be required include:

- a. If the injured worker, due to their injury, cannot carry out pre-injury duties;
- b. If modifications are required in the workplace, or aids and equipment required to help the worker return to work;
- c. If there is a need to assess the suitability for a return to work programme with a new employer; and
- d. To determine the need for retraining.

15. Referral for Specific Services:

- a. A referral for a specific service can be initiated by either the employer or treating medical practitioner in consultation with the worker. This referral is for a one off intervention or specialist service. In both cases the referring party must indicate that they have consulted with the worker and the worker has nominated the chosen provider.
- b. A list of Approved Vocational Rehabilitation Providers is available from WorkCover WA. Types of Specific Vocational Rehabilitation Services Specific Services are a one off intervention or specialist service required to assist key parties in the injury management coordination. Below are some examples of specific services.

16. Functional Capacity Evaluation

A Functional Capacity Evaluation is an assessment of an injured worker's physical functioning. This assessment objectively measures an injured worker's physical abilities and limitations. This assessment is best utilised when a specific job or duties have been identified and clarification of the injured worker's physical ability to undertake the identified job is required.

17. Worksite Assessment

- a. An assessment is undertaken of the workplace to identify possible suitable duties or make recommendations for workplace modifications and/or job redesign to accommodate an injured worker's return to work or promote a safe work environment.
- b. This assessment can be of benefit when an employer is unsure if they have any duties that would be suitable for the injured worker in their workplace or the treating Medical Practitioner requires advice if the employer has any duties that would be suitable for the injured worker. It is also of assistance if job redesign or additional equipment would assist the injured worker to return to work.

18. **Job Analysis**

Identifies the full range of demands of a specific job. For example: physical, cognitive, sensory and psychological demands. This can assist a medical practitioner understand the full range of requirements of particular jobs. It is important the medical practitioner understands the job requirements so they can provide appropriate medical clearance and assist setting realistic vocational goals.

19. **Manual Handling/Work Technique Advice**

The delivery of client training and education for injury management and related topics, e.g. back education and relaxation and stress management.

Review Position and Date

20. This procedure is to be reviewed by the document owner annually in consultation with the Manger Human Resources.

Enabling Legislation, Policy or Guideline

21. This procedures aligns with and is complimented by:

- The City of Albany Injury Management Policy
- [Occupational Safety and Health Act 1984](#)
- *Occupational Safety and Health Regulations 1996*
- *Municipal Workcare Scheme Injury Management Policy and Procedural Manual 2006 (as amended)*

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