

# Injury management system

**Name of Organisation:** \_\_\_\_\_

## Aim of the Injury Management System

To ensure that \_\_\_\_\_ is able to respond to workers' compensation claims Quickly and properly, so that injured workers can remain at work or return to work at the earliest appropriate time.

## Injury Management Policy

\_\_\_\_\_ 's approach to injury management will be set out in a policy that will be available to all workers.

## Incidents Management Steps

When an incident occurs the injury manager will

- Get the incident form completed
- Speak to the worker regarding the need for medical review
- Notify Vero (via Early Reporting mechanism)
- Notify WorkSafe, if required
- (if 10 days time lost of a personal injury, consult worksafe.wa.gov.au)
- Conduct risk management activities

Help and advice can be provided before the claim form is completed or liability is assessed.

**Report workplace injuries as soon as they occur**

Visit [www.veroworkerscomp.com.au](http://www.veroworkerscomp.com.au)

Call 1300 366 154

Fax 1300 724 439

E-mail [injuryalert@vero.com.au](mailto:injuryalert@vero.com.au)

## Claims Management Steps

When information that a worker has a First Medical Certificate for a work related injury Is received, \_\_\_\_\_ will provide the worker with a workers' compensation Claim form.

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

\_\_\_\_\_ will discuss the workers' compensation claim with the insurer, to clarify any issues or concerns or request up-to-date information on (the organisation)'s responsibilities in relation to the claim.

\_\_\_\_\_ will maintain close contact with the injured worker to check on progress and make arrangements for the worker to remain at work or return to work as soon as medically appropriate.

If it is required, a return to work program 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 (the organisation) a completed claim form and all medical certificates from the treating medical practitioner.

Injured workers should maintain close contact with \_\_\_\_\_ to provide information on their progress and participate in return to work activities. Any issues associated with a claim should be referred to \_\_\_\_\_, who will endeavour to resolve these issues or, where necessary, refer them to the insurer.

## Day-to-Day Management

The person who has day-to-day responsibility for injury management is:

Name: \_\_\_\_\_

Contact details: \_\_\_\_\_