



How do I manage work injuries?

What is injury management?

Injury management is defined as 'the management of workers' injuries in a manner that is directed at enabling injured workers to return to work' (section 5 of the *Workers' Compensation and Injury Management Act 1981*). It is the responsibility of employers and injured workers to co-operate in this process, where it is medically supported.

Under workers' compensation law, employers are required to establish an injury management system in their workplace.

WorkCover WA has issued a *Code of Practice (Injury Management) 2005* (The Code). The Code explains your legal responsibilities.

Have an injury management system in place before an injury occurs

An injury management system describes the steps that an employer will take when a workplace injury occurs. It ensures that the employer is able to commence injury management quickly and properly, so that injured workers can remain at work or return to work at the earliest appropriate time.

The injury management system must be described in writing. A copy of the document must be available to any workers who request it.

The level of complexity and detail required depends on the characteristics of the business and the resources available. A fairly simple process will be sufficient in most cases. You should be prepared and know what to do.

An injury management system template can be downloaded from the WorkCover WA website: www.workcover.wa.gov.au

Further help

Insurers are required to make their insured employers aware of their obligations in relation to establishing and implementing injury management systems and return to work programs. Insurers have an important role in assisting their insured employers with early intervention when a work injury occurs and with the establishment of appropriate return to work programs.

Guidance Notes

WorkCover WA provides information that can assist you to develop your injury management system. Please see our publication *Guidance Notes for the Code of Practice (Injury Management) 2005* for easy steps to establish an injury management system in your workplace. This publication is available on our website or by phoning WorkCover WA Advisory Services on 1300 794 744.

Injury Management System

(Insert employer/organisation name)

Aim of the injury management system

To ensure that (the organisation) 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

(The organisation)'s approach to injury management will be set out in a policy that will be 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 if the worker requests, (the organisation) will provide the worker with a Workers' Compensation Claim Form (2B).

When a completed Workers' Compensation Claim Form (2B) and the First Medical Certificate is received from the injured worker, (the organisation) will send the documents to the insurer within three working days in accordance with the *Workers' Compensation and Injury Management Act 1981* (the Act).

(The organisation) 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.

(The organisation) 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 Workers' Compensation Claim Form (2B) and all medical certificates from the treating medical practitioner.

Injured workers should maintain close contact with (the organisation) to provide information on their progress and participate in return to work activities in accordance with the *Code of Practice (Injury Management) 2005*. Any issues associated with a claim should be referred to (the organisation), who will endeavour to resolve these issues or, where necessary, refer them to the approved insurer.

Day-to-Day Management

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

Name _____

Contact details _____

Disclaimer

This fact sheet is intended to provide general information only. You should not act or omit to act on the basis of anything contained herein. You should seek appropriate legal/professional advice about your particular circumstances.



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