



Helping Hand

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POL 18

Return to Work and Injury Management

Policy Statement

The Board and the Executive of Helping Hand Aged Care recognize that people are the organisation's most valuable resource in achieving its mission and providing safe care to our consumers. The Board and Executive recognizes its commitment to supporting workers who suffer work related injuries or illnesses. The Board and Executive recognizes that early intervention will assist injured workers in their recovery and reduce the financial and human costs of workplace injury. Executive will demonstrate its commitment, leadership and accountability by:

- / Ensuring the zero harm, zero injury approach is embedded into the organization's culture.
- / Ensuring the injury management systems for early reporting and treatment of work related injury / illness are implemented, reviewed and evaluated. Continuous improvement of this policy and the injury management program is achieved through timely analysis of claims data, premium costs, return to work outcomes, audit outcomes, activities to review the system, program and plans and stakeholder feedback.
- / Ensuring effective injury management support systems for all injured / ill workers. These systems will provide a supportive and safe environment to assist the injured / ill workers to access recovery and return to work services that benefit their individual needs and are balanced with the financial needs of the organisation
- / Ensuring that retaining at work or return to work as soon as possible following work injury/illness is an expectation within the organisation.
- / Ensuring early intervention services are provided to enable injured / ill workers to remain at work and where this is not possible, to have a timely, safe and sustainable return to their pre-injury work, other roles in Helping Hand, the workforce or the community.
- / Providing effective workplace-based recovery, return to work and injury management programs by a qualified Return to Work Coordinator and Claims Manager. Internal and external providers will be used for injury management activities where appropriate. These programs and activities will be tailored to the individual physical, emotional, social, cultural and linguistic needs of the injured / ill worker.
- / Ensuring that the injured / ill worker is actively involved in the development, cooperation and review of their own recovery and return to work plan. This includes effective processes for maintaining confidentiality whilst engaging and communicating with their representatives and others to ensure the safety of everyone.
- / Maintaining effective processes for communicating relevant return to work and injury management information throughout the organization.
- / Ensuring injured / ill worker are treated fairly with integrity, respect and courtesy.
- / Ensuring that workers compensation claims decision making is balanced and takes into account the specific needs of the injured / ill worker and Helping Hand. The injured / ill worker will be provided with high quality services and supported financially. Fair and equitable claims decision making will protect the rights of injured / ill workers and prevent disputes.
- / Ensuring roles, responsibilities and accountabilities are detailed within supporting return to work and injury management procedures.
- / Ensuring this policy and supporting procedures are implemented and that all managers, supervisors and workers are trained about the requirements and their roles and responsibilities.
- / Ensuring the return to work legislation, regulatory requirements, service standards and relevant guidelines are met.



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Reason

Supports the safety and well-being of injured / ill workers and maintains compliance with Return to Work Act, 2014; Return to Work Regulations, Disability Discrimination Act 1992, Code of Practice for Self-Insured Employers and Service Standards.

Responsible people

The Board and the Executive are responsible for good governance, management and resourcing of return to work and injury management. Managers have a responsibility to provide suitable employment and support injured workers. Other workers have a responsibility to support injured workers and keep each other safe.

Status

Version no.	Approved by	Approval date	Last reviewed
1	Board	May 2015	July 2018

