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| **POLICY NO & NAME:** | **004 – INJURY NOTIFICATION** |
| **APPROVED BY:** | **Bec Symes, CEO** |
| **DATE CURRENT POLICY APPROVED:** | 22/01/2019 |
| **REVISION DATE/S:** | 22/01/2019 |
| **DATE CREATED** | 22/01/2019 |

**POLICY STATEMENT**

Greendale Community is committed to ensuring that each workplace is as safe as possible, and that policies and procedures are in place to avoid accidents and illnesses in order to promote a safe working environment.

**SCOPE & PURPOSE**

To create an awareness for all Greendale Community employees of their obligation to notify and record any accidents, injuries and illnesses involving employees.

**DEFINITIONS**

**An authorised person** is the relevant Manager or the Chief Executive Officer.

**A DINMA (Disease/Incident/Near Miss/Accident)** **report** records employee workplace incidents and **all** injuries including where medical attention is required or when a near miss has occurred.

This DINMA report does **not** cover injuries to service users/family members or the general public. If this occurs, please complete a:

* Greendale Community Internal Incident Reporting for all Non-Major and Minor Incidents impacting on staff, volunteers, students, family members and members of the general public (and Minor Incidents impacting on service users).
* Other report as directed by your supervisor or manager. These will likely be completed by senior members of staff. More junior members of staff may be required to clarify or contribute additional information to these reports. Examples can include CIMS Incident Report – DHHS Major and Non-Major Incidents and a Department of Education and Training (DET) incident report.

**The Greendale Community Internal Incident Reporting** is used to record all, i.e. Major, Non-Major and Minor incidents, impacting on staff, volunteers, students, family members and members of the general public during service delivery and minor property damage, chemical spills, psychological stress for service improvement and OH&S purposes. As well this tool is used to record Minor impact incidents on service users.

**RESPONSIBILITIES**

Employees have a responsibility to prevent accidents, as much as possible. If an employee is aware of something that is potentially dangerous or unsafe, it must be reported to their line manager promptly.

**PROCEDURES**

**Reporting the Injury/Symptom**

If an accident or resulting illness occurs, it is important that procedures are followed to prevent future incidents.

If the injury occurs within office hours and is a Major or Non-Major Incident impacting on service users or staff (Greendale Community Internal Incident), the injured employee or delegated representative must inform the relevant Program Manager immediately.

If the injury occurs outside office hours, please contact your supervisor or the emergency after-hours contact by referring to the Management On-Call Requirements Policy.

Injuries/symptoms which are not classified as a Major Incident must be reported by the next day to the Program Manager.

If an employee sustains a serious injury, the Program Manager or Manager on call, must notify Worksafe immediately on **132 360**. The scene where the incident occurred must not be disturbed in case Worksafe wish to investigate immediately. Notification is required where a workplace incident results in death or immediate hospital treatment. Worksafe must also be notified of any situation that seriously endangers the health and safety of people in the immediate vicinity. Such dangerous occurrences include;

* collapse, overturning, failure or malfunction of items of plant
* collapse of a building
* explosion, implosion or fire
* escape, spillage or leakage of substances under the Dangerous Good Act 1985, objects or substances falling from a height.

The People, Culture and Resources Manager will forward an Incident Notification Form to Worksafe in regard to all serious incidents within 48 hours.

It is important that employees report all accidents/symptomsoccurring whilst on duty with Greendale Community.Immediately an employee becomes aware of any injury/symptoms requiring medical attention, the employee is required to complete a medical emergency incident report. If the injured person is unable to complete it, a delegated representative can do so.

The medical emergency incident report is accessed via the Greendale Community page.

An injury/symptom requiring medical attention should be recorded in the incident report. This procedure allows Greendale Community to analyse all factors involved with an aim to prevent

future accidents or illnesses. Employees are advised to record all details accurately so that compensation or insurance can be received if necessary.

The medical incident report will be accessed if needed by the People, Culture & Resources Manager.

The Occupational Health and Safety (OHS) Coordinator will forward a copy of the report to the employee for their reference. This copy should be kept by the employee for future reference.

The injured employee can choose to claim lost earnings and medical expenses through Workcover if the injury or illness occurred whilst on duty with Greendale Community. If the accident/symptom occurred whilst on duty with Greendale Community and the injured person chooses not to make a Workcover claim, Greendale Community will take no responsibility for the injury, time off work and the medical costs.

**Injury/Symptom Checked by a Health Professional**

The injured employee should as soon as practicable, have the injury/symptoms checked by a health professional. If the injury occurred whilst on duty with Greendale Community and the employee has chosen to claim time off work and medical expenses, the health professional must issue a Workcover Certificate ofCapacity.

\*Please note that only a General Practitioner (GP) can issue an original Certificate of Capacity.

This certificate must be forwarded to the OHS Coordinator by the next day.

Upon receipt of the Certificate of Capacity, the OHS Coordinator or direct line manager may contact the employee to provide support.

The line manager will then complete the DINMA – Management Investigation report. This is then used to address any follow up that may be required as a result of the incident.

**If the Employee is Unable to Work**

If the health professional specifies work restrictions because of the injury/symptom, the OHS Coordinator will inform the employee that a plan will be drawn up based on the health professional’s instructions. The OHS Coordinator will inform the employee of their responsibilities, i.e. to make an appointment to see their health professional on or near the review date. A copy of a light duties plan will be provided to the employee’s line manager, the injured employee.

If the employee has no capacity to work, the OHS Coordinator will talk to the employee and their health professional about developing a Return to Work Plan and Offer of Suitable Employment. This will be done in consultation with the People, Culture & Resources Manager.

The OHS Coordinator will ensure that the claimant has a medical review on the date specified and also that the Albert street office receives the original copy of the Workcover Certificate of Capacity the next day after the review date. The employee will not resume pre-injury duties without a full clearance from their health professional.

**Return to Work or Light Duties Plan**

The OHS Coordinator will develop a return to work plan with input from the employee, their line manager, People, Culture & Resources Manager and the employee’s health professional. The plan will be based on work restrictions outlined by the employee’s doctor or health professional and the nature of the injured person’s employment. The employee and the employee’s doctor or health professional will be requested to sign the plan. A copy of the plan will be provided to the injured person and their immediate supervisor. The OHS Coordinator will forward a copy of the plan to the insurer.

The employee will be informed of the progress of the claim at all stages. Information on employee’s duties and rights in regard to workplace injuries is found on the employee notice board at the workplace.

**Liability for the Workcover Claim**

The OHS Coordinator will forward a Worksafe Worker’s Injury Report form to the injured person for completion. The completed form and invoices for any medical expenses should be returned as soon as practicable. The Workcover claim will not progress without a completed claim form and a valid Certificate of Capacity if applicable.

Upon receipt of the Worker’s Injury Report Form, the OHS Coordinator, People, Culture & Resources Manager and the employee’s line manager will meet to discuss whether Greendale Community will accept liability for the claim and complete an Employer Claim Report.

**In the Event that Greendale Community and the Insurer Accept Liability for the Claim**

All medical expenses and time off work (within the bounds of the relevant award or agreement) will be paid.

**In the Event that Greendale Community and the Insurer Query Liability for the Claim**

No reimbursement will be made for expenses or time off work. The People, Culture and Resources Manager will inform the injured person that liability for the claim is yet to be determined. The employee may claim sick leave until liability is verified. Greendale Community will prepare documentation around the query and forward it to insurer with the Claim Report.

Relevant information to be forwarded to the insurer with the claim form could include:

* Evidence of any breach of policies, protocols or regulations
* Any pre-existing health issues not divulged in the pre-employment medical
* Any other circumstances of which the insurer should be informed.

If the insurer decides Greendale Community must accept liability, all expenses, time off work any leave entitlements used will be reimbursed in line with the insurer’s recommendations and the relevant award or agreement.

The employee may contact the People, Culture and Resources Manager if they have any questions in regard to the injury.

**Employer Workcover Claims Process**

Upon receiving the Workers Injury Claim Form for compensation, the OHS Coordinator will complete the Employer Lodgment Details section 7 of the form and return a copy of the form to the employee.

If time off work or modified duties are applicable, the employee must provide a completed Workcover Certificate of Capacity. Ensure the employee has signed page 2 and the witness signature underneath the employee’s signature is completed.

The OHS Coordinator retains a copy of this certificate for Greendale Community records.

If the health professional has specified modified duties on the Workcover Certificate of Capacity, a Light Duties Plan will need to be developed based on the employee’s position, their duties and the restrictions outlined by the health professional on the Workcover Certificate of Capacity.

A proforma of this plan is in the forms section. This plan is developed with input from the employee, their health professional (if necessary) and their line manager.

If the employee has no capacity to work, a Return to Work Plan and Offer of Suitable Employment must be completed and sent to the insurer within 10 days of the claim being accepted by insurer.

Regardless of whether an employee has capacity to work or not, an Employer Injury Claim Report must be completed.

The OHS Coordinator will forward:

* Workers Injury Claim Form
* Workcover Certificate of Capacity
* Light Duties Plan (if applicable)
* Return to Work Plan & Offer of Suitable Employment (if applicable)
* Employer Claim Report.

to the insurer.

Greendale Community will keep both paper and electronic copies of the claim and record notes of conversations with the employee, their health professional, Worksafe or our insurer in regard to the claim.

The insurer will call once the claim is received and discuss whether liability is accepted. If the employee has had time off work, the insurer will require copies of wage records/pay slips to process compensation payments.

If the claim is accepted, time lost due to the injury, (in line with the relevant award or agreement), and medical expenses will be paid. Once days lost is greater than 10 or medical expenses exceed $682 (current at 30/1/2019 and indexed annually), the insurer is responsible for time lost and payment of medical expenses. The OHS Coordinator will forward the Advice of Payments form to the insurer with receipts and invoices paid. Any accounts Greendale Community has paid above the medical expenses limit, will be reimbursed by CGU.

The OHS Coordinator will keep in touch with the injured employee to see how they are.

**Other / minor incidents**

Other incidents are those that can be dealt with adequately by Greendale Community and have no further implications for the individual involved, the relevant government department/agency or the community.

They may include minor incidents where the impact does not extend beyond the workplace or facility and is not likely to in the future, such as:

* minor neighbourhood complaints
* minor property damage
* injury not requiring medical attention
* minor medication errors that do not impact on a person’s health or safety and require no monitoring based on advice from the service user’s doctor or pharmacist - this includes refusal of medication or missed medication.

Minor incidents should be recorded where most relevant for the particular Greendale Community service, such as

* Greendale Community’ on-line Internal Incident Reporting Tool Questionnaire/Survey
* service user Case Notes – Carelink+
* Communication Books
* Team Meeting Notes

There are separate Greendale Community Internal Incident Reporting Tools

Questionnaires for staff working in:

* Therapy & Inclusion Support Services, Respite, Recreation & Family Support Services, Corporate and Quality Program Areas/Divisions and
* Accommodation & Specialist Support Services.

**Additional Resources**

If a manager or supervisor is unsure about the injury notification and management procedure, please see the Greendale Community Injury Management/WorkCover Pathway. A copy of this pathway can be requested from the Occupational Health & Safety Coordinator.

**REFERENCES**

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|  | Reference: | Occupational Health and Safety Act 2004  Worker Injury Rehabilitation and Compensation Act 2013  Disability Act 2006  NDIS Act 2013  Children’s Services Regulations 2009  Aged Care Act 1997 |
|  | Industry Standard reference | National Standards for Disability Services  DHS Standards  National Quality Framework Standards  Home Care Standards  Victorian Child Safe Standards  Victorian ECI standards  Department of Health Ageing and Aged Care |