

A Line Manager's Guide to Injury Management Responsibilities

As a line manager, you have a very important part to play in the rehabilitation of an injured worker.

Without your help and support, Injury Management staff will be unable to complete the task of returning a worker back to work. This guide outlines your responsibilities as a line manager in the injury management process.

One of my workers has just had an accident, what should I do?

There are three things you need to do as soon as possible when a worker is injured:

- 1** Ensure the immediate needs of the worker are provided straight away following an injury. This could be first aid, Employee Assistance Program (EAP) or critical incident debriefing, or the closest hospital.
- 2** Ensure the incident report form is completed as soon as possible after you become aware of the incident occurring. This form is required for WHS purposes, regardless of whether the worker wants to lodge a claim.
- 3** Liaise with your site contact person or Injury Management staff via phone or email immediately to advise of the injury. The earlier the process starts, the sooner the worker can return to work. Remember to send all paperwork to CCI within three days.



Is there anything else I need to do?

Without your assistance, a claim can quickly become protracted and difficult. The following is a list of some of the most important responsibilities when dealing with an injured worker:

- ◆ Demonstrate an understanding of, and commitment to, effective injury management
- ◆ Maintain contact with the worker to reinforce that they are a valued and important member of the team
- ◆ Be involved and supportive of the injury management process by attending meetings and participating in the planning, implementation and review of the worker's recovery and return to work plan
- ◆ Ensure that suitable duties are made available to the worker whenever they are required
- ◆ Provide orientation, training and feedback about any duties that are unfamiliar to the worker
- ◆ Identify and implement strategies to prevent similar injuries occurring in the future
- ◆ Monitor the Return to Work (RTW) of your worker to minimise the prospect of re-injury
- ◆ Maintain communication with all key parties
- ◆ Keep the personal information of the worker confidential
- ◆ Ensure all workers are aware of their roles, rights and responsibilities in relation to injury management.

What are my rights as an employer?

You have the right to be involved in, and kept informed about, the injury management process. You should be provided with copies of current RTW plans for your worker and you can clarify any issues with Injury Management staff.



As a manager, can I send someone else to rehab meetings on my behalf?

Yes. As a line manager, you are legally required to attend recovery and return to work meetings for an injured worker in your department. Of course there may be occasions where you are unable to attend, at which time a suitable proxy should be appointed to take your place.

This person should be appropriately authorised to make decisions on behalf of the department in regards to the worker's duties and tasks.



I feel my injured worker is being disruptive in the workplace, and not following instructions. Can I do anything about it?

Regardless of whether a worker has a claim for compensation, they are required to abide by any code of conduct that is applicable for their employment. If your injured worker is not abiding by conduct guidelines, they can be counselled, like any other worker.

When this happens, we suggest you keep comprehensive records or notes of what the worker has/has not done and contact Injury Management staff as soon as possible to discuss the matter further.

Serious and wilful misconduct by an injured worker can result in their payments being discontinued. It may also be appropriate to seek advice about performance management or counselling from your HR advisor.

Am I allowed to contact an injured worker who is not at work?

Yes. The period immediately after an injury is a critical time for ensuring communication channels with an injured worker remain open.

Most are anxious and unsure about their employment, their claim and the injury management process.



We encourage line managers to keep in contact with their injured workers to offer workplace support and assurances about their employment.

From the worker's point of view, it is also nice to be kept informed of any news that would normally be given to other workers in the department, like staff news and the social scene. Psychological studies show this to be effective in helping the worker remain focussed on a return to work at the earliest opportunity.

The only exception to contacting a worker at home is if the worker has lodged a stress claim. It is always preferable in these instances to take advice from Injury Management staff on whether to contact a worker at home before they return to work.

08 8236 5400
www.ccinsurance.org.au

CCI Workers' Compensation
Level 2 45 Wakefield Street, Adelaide SA 5000
Freecall 1800 011 028
Email saworkerscompclaims@ccinsurance.org.au