

Guideline Number:	G-050
Guideline Name:	Developing an Injury Management Program

Purpose

The purpose of this guideline is to help insurers and employers develop an Injury Management Program (IMP).

Context

Section 101 and 105 of the *Workers Rehabilitation and Compensation Act 1988* outlines the conditions under which a licence or permit may be granted, including an insurer's and employer's capacity to provide high quality injury management to injured workers.

Under the Act, the WorkCover Tasmania Board (the Board) is responsible for the promotion of and support for the effective injury management of injured workers. To facilitate this, the Board has adopted the Tasmanian Return to Work and Injury Management Model (the Model).

Injury management is an integrated, systematic process of returning injured workers to a functioning lifestyle. It is highly dynamic and interpersonal in nature, and requires collaboration and co-operation between everyone involved. It encompasses activities which directly affect an injured worker's recovery, including management of:

- medical treatment
- rehabilitation
- returning to work
- the relationship between those involved.

Requirements

The Model provides a return-to-work framework for improving and streamlining the management of workplace injury and illness; and aims to deliver better health and return-to-work outcomes for injured workers. An insurer should:

- demonstrate its commitment to the principles of the Model
- have its IMP approved by the Board
- implement, maintain and operate in accordance with its IMP
- regularly review its IMP and notify the Board of any changes to it
- complete a regular self-assessment of its IMP against its licence and permit conditions and performance standards (see Guideline G-070).
- provide the Board with a copy of the self-assessment report.

Guidelines for meeting the requirements

An IMP must be:

- based on guidelines provided by the Board
- consistent with Tasmania's workers rehabilitation and compensation legislation and the principles of the Model
- consistent with the occupational health and safety procedures of the workplace
- designed to reinforce the objective of the fullest possible recovery from work-related injury

- a streamlined, transparent process for managing workplace injuries and claims for workers compensation
- presented in a planned and organised manner
- clearly identifiable and readily accessible
- reviewed at defined intervals by management to ensure its continuing suitability and effectiveness in satisfying the organisation's needs
- appropriately authorised prior to issue
- audited by the Board.

This guideline is to be used by an insurer as a guide only to establish minimum standards for developing an IMP. It is to be read in conjunction with the Model. It is anticipated that additional policies and procedures may be included to better reflect the nature and scale of the insurer's and employer's organisation.

The Board reserves the right to request additional information as it deemed necessary.

Definition of terms used in this guideline

System requirements:

Encapsulates the key elements of an injury management program.

System guidelines:

Associated system requirements that detail the methodology for performing injury management activities.

Note:

System requirements and guidelines may not necessarily be presented in the form of a written document. However, evidence must be presented to demonstrate the existence of a system and its effective implementation. System guidelines have been developed to address the injury management activities performed by licensed insurers and self-insurers. Therefore, careful consideration is to be given when applying these guidelines to establish if all or only individual system guidelines are relevant to the organisation.

Content of an Injury Management Program

The WorkCover publication GB195 *Guidelines for Developing an Injury Management Program* outlines the requirements of an IMP.

Related documents

Related Guidelines

G-070 Self assessment of an Injury Management Program

Forms

Nil

Additional Resources

WorkCover publication GB195: *Guidelines for Developing an Injury Management Program*
Tasmanian Return to Work and Injury Management Model www.workcover.tas.gov.au

Document control

Revisions	Revision no:	1.0	Revision date:	September 2010
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