



## WHS-60 Injury Management Procedure

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## 1 Purpose

This procedure describes the approach to be adopted across the Territory Generation Corporation ('the Corporation') for the rehabilitation and compensation management of any worker who sustains an injury or illness through work activities ('injured worker'). The procedure has been prepared in accordance with the intent of Part 2, 'Health and safety duties' of the NT Work Health and Safety (National Uniform Legislation) Act, the NT Workers Rehabilitation and Compensation Act, and the NT Workers Rehabilitation and Compensation Regulations.

## 2 Scope

This procedure applies to situations involving workers who have sustained work related injuries or illnesses in regards to both rehabilitation and compensation, as referred to in the NT Workers Rehabilitation and Compensation Act and Regulations.

This procedure applies to Territory Generation all.

## 3 Roles and Responsibilities

Role / Title	Responsibility
<b>Chief Executive Officer</b>	Shall ensure that : <ul style="list-style-type: none"> <li>• All personnel are aware of requirements of this procedure and its management in sites under Territory Generation control.</li> <li>• Initiates procedure review as required.</li> </ul>
<b>All Managers/Site Coordinators</b>	Shall ensure that: <ul style="list-style-type: none"> <li>• This procedure is put in place at all Territory Generation controlled power stations sites.</li> <li>• Personnel are advised and trained as necessary in the procedure to be followed.</li> <li>• Contractors are informed of and follow the procedure, where applicable.</li> <li>• Contribute to procedure reviews</li> </ul>
<b>Project Officers/Contract Managers</b>	Shall ensure that: <ul style="list-style-type: none"> <li>• Contractors under their control are informed of and follow the procedure, where applicable.</li> <li>• Contribute to procedure reviews</li> </ul>
<b>All Personnel</b>	Shall ensure that: <ul style="list-style-type: none"> <li>• This procedure is followed personally and by contractors/visitors under their control, where applicable</li> <li>• Contribute to procedure reviews</li> </ul>
<b>Rehabilitation Provider</b>	<ul style="list-style-type: none"> <li>• Provides rehabilitation services and facilitates workers compensation processes</li> </ul>
<b>Document Owner</b>	<ul style="list-style-type: none"> <li>• The position responsible for the preparation, review and accuracy of this document.</li> </ul>
<b>Document Sponsor</b>	<ul style="list-style-type: none"> <li>• The position responsible for the approval and use of this document</li> </ul>

**4 Definitions**

<b>Corporation</b>	Means the Territory Generation Corporation, which is a Person Conducting a Business or Undertaking (PCBU) for the purpose of the legislation
<b>GRACE</b>	Means the IT system used to record and manage matters associated with governance, risk, audit, compliance and events within the Corporation
<b>Injured worker</b>	Means a worker who has sustained a work related injury or illness.
<b>Injury</b>	<p>Means a physical or mental injury arising before or after the commencement of the relevant provision of Workers Rehabilitation and Compensation Act, out of or in the course of their duties and includes:</p> <ul style="list-style-type: none"> <li>• a disease; and</li> <li>• the aggravation, acceleration, exacerbation, recurrence or deterioration of a pre-existing injury or disease,</li> </ul> <p>It does not include an injury or disease suffered by a worker as a result of reasonable disciplinary action taken against the worker or failure by the worker to obtain a promotion, transfer or benefit in connection with the worker's employment or as a result of reasonable administrative action taken in connection with the worker's employment.</p>
<b>Rehabilitation Provider</b>	Means a person/service provider with the relevant skills and abilities that provides rehabilitation services and facilitates workers compensation processes for the Corporation
<b>Return to Work (RTW)</b>	Means the term used to describe the injured workers timely, safe and medically structured return to pre-injury duties, or other suitable duties
<b>Return to Work Program</b>	Means a program to assist workers return to work, involving modified or reduced duties, reduced hours, working in a different job or section for the purpose of rehabilitation back to their pre- injury duty.
<b>Safety Management Cycle</b>	Means the set of specific safety related elements that together form logically connected steps in a cycle of safety related actions. The Safety Management Cycle is one component of the Safety Management System.
<b>Safety Management System (SMS)</b>	Means the collection of components that together provide a business system dedicated to the provision of good safety practices. Components include specific safety related elements (such as hazard management) and general safety related elements (such as IT systems and training

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	courses).
<b>Safe work documents</b>	Means the collection of documents that are designed for use by workers to assist in the assessment and safe conduct of job tasks. Includes safety procedures, work instructions, forms, templates etc.
<b>Shall</b>	Means a mandatory requirement
<b>Should</b>	Means an advisory requirement
<b>WHS</b>	Means Work, Health and Safety
<b>Workers</b>	Means employees, contractors and subcontractors, as specified in Section 7 of the WHS (National Uniform Legislation) Act

### 5 References

#	Document	Date
1	WHS (National Uniform Legislation) Act	2011
2	WHS (National Uniform Legislation) Regulations	2011
3	NT Workers Rehabilitation and Compensation Act	
4	NT Workers Rehabilitation and Compensation Regulations	
5	Northern Territory Information Act	
6	WHS-01 Territory Generation Safety Management System Procedure	2014
7	WHS-02 Territory Generation Safety Management System Procedure	2014
8	WHS-60A Workers compensation Fact Sheet	2014

### 6 Records

This document shall be stored in Territory Generation's Records Management System (TRIM) in accordance with [G-ADMIN-001 Territory Generation Document Management Procedure](#).

### 7 Principles

- 7.1 The management of the rehabilitation and compensation processes for an injured worker are to be supported by elements of:
- Injury Management;
  - Workers Compensation; and
  - Review.
- 7.2 The Corporation's goal is to return injured workers to their pre-injury status through the facilitation of an individualised RTW Plan. The Corporation aims to have the RTW process commenced as soon as possible after an injury in a manner consistent with the workers medical fitness for work.

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- 7.3 The Corporation values an early RTW by an injured worker and will endeavour in all circumstances to make this value proposition normal practice. The Corporation's commitment to an injured worker is that participation in a RTW program will not, of itself, be a disadvantage to that worker.
- 7.4 The Corporation will support the preparation of RTW Plans and RTW Programs on a "case by case" basis by the Rehabilitation provider. An assessment will be conducted for each case on the following criteria: nature and severity of the injury; the workers current capacity for work; the workers position and job requirements; availability of alternate duties within capacity and skills set and operational need.
- 7.5 In some instances where it is not be possible to effect a RTW program, workers will need to use their leave entitlements until such time that they are able to resume some form of meaningful and productive work. Each situation will be reviewed as the worker's recovery/ rehabilitation progresses. The following examples are provided for clarification:
- Example 1: A worker sprains their ankle when playing sport and requires strapping and use of crutch at work the following day. This may not impact highly on an administration worker on the ground floor or where the building has a lift, but may significantly impact workers who need to climb stairs or who are required to access operational plant and equipment etc.
  - Example 2: A worker is receiving treatment to manage a medical condition, which is affecting their ability to work either in terms of completing tasks or hours able to work.
  - Example 3: An injured worker has a claim for compensation denied but the nature of the injury requires assistance with a RTW program.
- 7.6 Information and where applicable fact sheets shall be provided to workers about the process for reporting and managing injury/impairment and Managers on how to support workers who may be injured or impaired. This information shall be provided via Corporation induction processes and the intranet.

## **8 Injury Management**

- 8.1 The Corporation is required, under Section 19(1) of the WHS (NUL) Act to ensure the health and safety of workers whilst they are at work.
- 8.2 Line Managers shall provide workers with a supportive work place, which encourages safe work practices and early reporting of injuries.
- 8.3 Workers with an injury or illness that is not as a result of work but impacts their ability to fully perform duties, are to advise their Line Manager in accordance with Section 28 of the WHS (NUL) Act.
- 8.4 Where reasonably practicable, Line Managers are to facilitate an appropriate Return to Work Program ('RTW Program') or suitable duties for workers that are impacted by a non-work related injury or illness by following the principles of this procedure.
- 8.5 The Rehabilitation Provider is to ensure:
- a) Measures are developed in conjunction with WHS Specialist and Consultants, Managers and workers to prevent injuries occurring during work related activities by understanding the cause of a potential injury
  - b) Recommendations relating to the adoption of relevant preventative risk controls are provided to WHS Specialist and Consultants who shall amend relevant safe work documents if required

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- c) Supporting procedures, forms and systems are in place to facilitate a practical level of recovery for any worker who is injured or made ill through work activities.
  - d) Measures are to be developed to prevent injuries occurring during work related activities by understanding the cause of a potential injury.
  - e) Any injured worker that has received medical treatment from a Doctor, Clinic or Hospital as a result of an event occurring in the workplace is to be provided with an initial workers compensation medical certificate and a Workers Compensation Form by the treating Doctor.
  - f) The relevant insurer is to be notified within 3 days.
  - g) Where a lost time injury has occurred that the WHS Specialist and Line Manager are immediately notified
  - h) Appropriate communication links between the injured worker and the Corporation during their absence is established
  - i) That all non-work injury cases are assessed and managed.
- 8.6 Workers are to be advised during induction and relevant safety training courses to report conditions where they are injured on a worksite, outside of work or suffer from a medical condition that is impacting their ability to work.
- 8.7 Workers are to report relevant medical conditions or an injury as a result of an event occurring at the workplace to their Line Manager or the Rehabilitation Provider as soon as practicable.
- 8.9 Line Managers are to ensure that on being made aware of a work related first aid or medically treated injury that it is recorded into GRACE as soon as possible in accordance with [G-OHS-56 Incident Reporting and Investigation Procedure](#).
- 8.10 A confidential record of the injury and rehabilitation details for each worker who sustains a non-work-related injury and requires assistance to return or remain at work is to be held by the Corporation.
- 8.11 This record is to be established, maintained and archived only by the Rehabilitation Provider in accordance with the Workers Rehabilitation and Compensation Act.
- 8.12 Release of any information is to be in strict adherence to the Northern Territory Information Act or on the worker's written authority. The Rehabilitation Provider shall facilitate the completion of the relevant Workers Compensation Signed Release for Medical Information Form with the injured worker.
- 9 Return to Work**
- 9.1 The Rehabilitation Provider is to work with the injured worker's Line Manager to provide an effective Return to Work Program, providing adequate resources and procedures for the injured worker to support an early and safe return to work.
- 9.2 Workers are obliged under the Workers Compensation and Rehabilitation Act to actively participate in the RTW Program
- 9.3 The duties in the RTW Program are to be medically approved, and are to be time limited
- 9.4 When the alternate duties are outside the workers normal role, adequate training is to be given to ensure that business unit safe working practices are followed.

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- 9.5 If the injured worker is unable to resume their pre-injury position, the rehabilitation provider is to assist to find alternative positions (internal, or externally if appropriate), through retraining, host programs and educational courses, as appropriate.
- 9.6 The Rehabilitation Provider is to liaise with all relevant stakeholders including the injured worker, managers and insurance companies where applicable during the workers RTW Program, to ensure the duties reflect capacity for work until the worker is able to resume their pre- injury duties.
- 9.7 The Rehabilitation Provider is to ensure that a final medical certificate is issued when a worker returns to their pre- injury status.

### **10 Workers Compensation**

- 10.1 Workers claiming compensation for loss of income (earning capacity) and/or medical expenses are to submit all relevant documents to the Rehabilitation Provider.
- 10.2 Workers' lodging a Workers Compensation claim is to be initiated by the injured worker in a timely manner.
- 10.3 Any claim forms are to be complete by the Line Manager and forwarded to the Rehabilitation Provider as soon as possible
- 10.4 All Workers Compensation cases are to be managed by the Rehabilitation Provider in accordance with the Workers Compensation and Rehabilitation Act.
- 10.5 For more information on workers compensation see *WHS-60A Workers Compensation Fact Sheet*

### **11 Documentation**

- The *NT Workers Compensation Claim Form* is available via the NT WorkSafe website:  
<http://www.worksafe.nt.gov.au/Forms/Rehabilitation%20%20Compensation/Forms/AllItems.aspx>