

MANAGING INJURIES AT WORK

CHECKLIST

This checklist provides an overview of how to manage a workplace injury and how to return your employee back to their full work duties.

When an employee has been injured at work:

- Seek first aid and medical treatment immediately and then report the injury to the manager.
- Once the injury is managed and first aid has been provided an incident report should be completed outlining:
 - Who was injured
 - How the injury occurred
 - When the injury occurred
 - Where the injury occurred
 - What the injury is
 - What first aid or medical treatment was provided, If so, who provided the treatment?
 - Were there any witnesses?
- As soon as possible notify your insurer that an injury has occurred and provide them with as much detail as you can. At this stage you can state it is not a claim and you are just providing preliminary information in case it progresses to a claim. Unless it is known already as a claim or the employee has or is required to receive medical treatment ie transported to hospital.
- If the employee must see a doctor and subsequently provides a medical certificate for their absence, initially process the employee's time off as sick leave.
 - If you haven't already done so, notify your insurer and provide them with a copy of the medical certificate. This will not become a claim however it is good for your insurer to have this on file should the employee decide to make a work cover claim.
 - Before the employee returns to work ask them to get a medical clearance from their doctor.
 - Once they provide a medical clearance they can return to their usual duties. Check in during the next few days and weeks to ensure they have settled back to their work and have fully recovered.
 - If the employee provides you with a Certificate of Capacity send a copy to your insurer straight away and carefully read the Certificate of Capacity. If employee is paid wages during this time (not personal leave), send record of same to your insurer for possible reimbursement (where a claim is made

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- Be supportive and help your employee settle back to their adjusted work duties, check in with them regularly. If your employee is fit for some duties with restrictions, ensure the employee has a return to work plan and this is signed and agreed upon by all parties before the employee engages in work.

- If your employee has no capacity for work ensure you keep in touch with them, make weekly calls to see how they are progressing toward their recovery. It is important the employee understands you are keen to see them recover and return to work. Encourage work colleagues to keep in touch so the employee still feels connected with their work and workplace.