HSW Injury Management Guidance for Supervisors – Workers Compensation

Support your staff member by:

- Encouraging/assisting them to seek medical assistance if required. This could potentially speed up the recovery process
- Obtaining advice from the Injury Management and Wellbeing Advisor (IM & W Advisor) ASAP, regardless of whether the staff member wishes to submit a workers compensation claim or not
- Ensuring they report the incident/injury into the HSW on-line incident reporting system
- Considering if any immediate workplace adjustments need to be made

Be mindful of confidentiality by:

- Ensuring that meetings and conversations regarding the staff member's injury and return to work are conducted discreetly (e.g. not in an area that can be overheard)
- Keeping details appropriately secured (on-line or hard copy) to keep information confidential
- Consulting with the injured staff member before providing information to others
- Treating injury management information sensitively and being mindful when considering what information is provided to other staff members. *(Noting that it is not unreasonable to tell staff that somebody is working differently because they have medical restrictions)*
- Addressing poor behaviour of any staff promptly (e.g. negative or inappropriate comments)

Support your staff member's return to work by:

- Including and communicating with the injured staff member throughout the process
- Reviewing the medical restrictions/ recommendations outlined on the treating doctor's medical certificate
- Identifying suitable duties in line with the medical advice and with the assistance of the IM & W Advisor
- Checking in with the staff member on a regular basis to ensure they are coping with the tasks and working within their restrictions
- Discussing any issues or concerns the staff member may have
- Informing the IM & W Advisor if there are any concerns or changes in circumstances

Maintain positive relationships by:

- Understanding your RTW responsibilities
- Supporting the staff member as much as possible to return to work
- Focusing on a positive outcome for the staff member and engaging meaningfully in the RTW process
- Thinking openly about suitable duties for temporary restrictions and where needed, permanent restrictions
- Communicating with the IM & W Advisor asap to address any concerns and/or deviations from the tasks/arrangements outlined in the RTW Plan (including unplanned absences)

Early Notification/Intervention

Confidentiality and communication with the rest of the team

Provision of Duties

Rehabilitation & Return to Work (RTW)

Check that you are NOT:

- Suggesting that the staff member was at fault
- Discouraging incident/injury reporting
- Advising whether a claim will be accepted or not by sharing your opinion on an outcome prior to the claims determination by the Claims Manager.
- Offering to pay for the treatment locally, rather than lodging a workers compensation claim

Check that you are NOT:

- Discussing the workers compensation claim details with others who don't need to know the details
- Ignoring any inappropriate conversations/behaviours of other staff members
- Providing inappropriate details about a workers long term absence

Check that you are NOT:

- Advising the staff member that there are no duties available and to stay home until they are fully cleared by their doctor
- Telling the staff member that their absence/restrictions has caused an increase in workload for their work colleagues
- Overloading other work colleagues rather than re-assessing priorities/workloads
- Leaving all responsibilities for the rehabilitation process to the IM & W Advisor and avoiding engaging in the process

Check that you are NOT:

- Making assumptions regarding the rehabilitation process
- Giving the staff member incorrect information regarding the process
- Being dismissive of the staff member if they don't have a clearance
- Refusing to look at other options available for the staff member

Reviewed 26th May 2022; Next review May 2025
Authorised by Director HSW